

[REDACTED]

[REDACTED]

[REDACTED]

On [REDACTED] Renner, Jamie <Jamie.Renner@vermont.gov> wrote:

[REDACTED]

I'm glad to hear you're close to family. How about Thursday at 1p? If that time works for you, should I call your cell or land-line?

Thanks,
-Jamie

From: [REDACTED]

[REDACTED]

To: Renner, Jamie <Jamie.Renner@vermont.gov>

Subject: Re: Follow Up - Spring Village at Essex

Jamie,

I recently moved from Essex Junction and am now living in [REDACTED]

[REDACTED].

I would be willing do a call with you.

I am available any time Wednesday, Thursday, or Friday of this week. Choose a time that best works for you.

Let me know if want me to call you...or do you want to call me?

My cell phone number remains the same: [REDACTED]

I have a new land line number...it is... [REDACTED]

Thanks.

[REDACTED]

Sent from my iPad

On [REDACTED], Renner, Jamie <Jamie.Renner@vermont.gov> wrote:

[REDACTED]

We met last year at the Office of the Long-Term Care Ombudsman. I interviewed you about concerns you had expressed to Wendy Rowe and Sean Londergan regarding Spring Village at Essex. I'm wondering if you have some time later this week to chat by phone. I have a couple of follow up questions for you, if you'd indulge me.

Regards,

Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General
109 State Street, Montpelier, VT 05609
Dir: 802-828-5947

From: [Renner, Jamie](#)
To: [REDACTED]
Subject: RE: Follow Up - Spring Village at Essex
Date: [REDACTED]

[REDACTED]

I'm glad to hear you're close to family. How about Thursday at 1p? If that time works for you, should I call your cell or land-line?

Thanks,
-Jamie

From: [REDACTED]
[REDACTED]
To: Renner, Jamie <Jamie.Renner@vermont.gov>
Subject: Re: Follow Up - Spring Village at Essex

Jamie,

I recently moved from Essex Junction and am now living in [REDACTED]
[REDACTED]

I would be willing do a call with you.

I am available any time Wednesday, Thursday, or Friday of this week. Choose a time that best works for you.

Let me know if want me to call you...or do you want to call me?

My cell phone number remains the same: [REDACTED]

I have a new land line number...it is. [REDACTED].

Thanks.

[REDACTED]

Sent from my iPad

On [REDACTED], Renner, Jamie <Jamie.Renner@vermont.gov> wrote:

[REDACTED]

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Regards,

Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street, Montpelier, VT 05609

Dir: 802-828-5947

From: [REDACTED]
To: [Renner, Jamie](mailto:Jamie.Renner@vermont.gov)
Subject: Re: Follow Up - Spring Village at Essex
Date: [REDACTED]

Jamie,

I recently moved from Essex Junction and am now living in [REDACTED]
[REDACTED]

I would be willing do a call with you.

I am available any time Wednesday, Thursday, or Friday of this week. Choose a time that best works for you.

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My cell phone number remains the same: [REDACTED]

I have a new land line number...it is.. [REDACTED]

Thanks.

[REDACTED]

Sent from my iPad

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Regards,

Jamie

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Assistant Attorney General

Office of the Vermont Attorney General

109 State Street, Montpelier, VT 05609

Dir: 802-828-5947

From: [Renner, Jamie](#)
To: [REDACTED]
Subject: Follow Up - Spring Village at Essex
Date: [REDACTED]

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We met last year at the Office of the Long-Term Care Ombudsman. I interviewed you about concerns you had expressed to Wendy Rowe and Sean Londergan regarding Spring Village at Essex. I'm wondering if you have some time later this week to chat by phone. I have a couple of follow up questions for you, if you'd indulge me.

Regards,

Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street, Montpelier, VT 05609

Dir: 802-828-5947

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: [REDACTED]

The following CAP complaint was submitted:

Your First Name	Grace
Your Last Name	Heller
Confirmation Number	WB17-00604
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	[REDACTED]
I am a...	[REDACTED]
What is the name of your business?	registered nurse
Your Mailing Address	[REDACTED]
Your City	[REDACTED]
Your State	[REDACTED]
Your Zip Code	[REDACTED]
Is your complaint about:	Some other type of business
Business Name or Person's First Name	Spring Village at Essex
Person's Last Name	Gonsalves

Business Phone (1)	8028721700
Phone (1) Type	Office
Business E-Mail Address	emma.gonsalves@springvillage.com
Business Address	6 Freeman woods
Business City	Essex
Business State	VT
Business Zip Code	05452
Description	<p>I'm a registered nurse licensed in VT and was hired by the executive director at Spring Village, Emma Gonsalves, for the position of Director of Nursing Services to commence employment on Sunday 6/4/17. Agreed upon conditions of my employment included: re-establishing control of the previously mismanaged nursing department which involved:</p> <ol style="list-style-type: none"> 1. Ensuring patient/resident's safety, receipt of appropriate care by qualified staff & appropriate placement in the facility based on medically determined need 2. Adherence to State & Federal Regulatory statutes governing Residential Care Facilities in VT 3. Formulating plans of correction for 11 deficient practices found prior to my hire by the VT Licensing Board (Dept of Health, Aging and Protection) the scope & severity of which were determined to be widespread and "causing actual harm", and the immediate implementation of said corrective action to comply with Federal/State Regulations 4. The use of my RN License by the facility for medication administration by unlicensed staff which per VT regulatory statutes requires the Licensee RN to be present and available 24 hours a day/7 days a week. <p>During my employment, I discovered many ongoing practices that constituted abuse, neglect, denial of patient's rights and flagrant disregard of Regulatory requirements by the executive director & memory care director (Katy Lemery) which I brought to their attention but was completely dismissed by both directors. As a mandated reporter, a formal report was made by me to the State Licensing Board despite Ms Gonsalves' direct orders to 'keep my opinions to myself' and NOT share my findings publicly. Plans of correction for the deficiencies found by the Licensing Board during their last investigation conducted with the former Nursing Director (Marcia) were completed by me on 6/23/17. Upon my return on Monday 6/26/17, I was confronted by Ms Gonsalves who informed me she was terminating my employment immediately but refused to state her reason. On 6/22/17, Ms Gonsalves re-hired the former nurse director, Marcia, under whose lack of direction prior to my hire, 11 deficiencies of widespread actual harm were cited by the VT Dept of Health Aging and Protection Division. I was</p>

	unlawfully terminated for adhering to the law and acting as an advocate for the patients under my care. This statement can be corroborated by Margaret Higgins, Nurse Surveyor Supervisor Division of Licensing and Protection (802)363-7251. I was also not paid for my last week of employment
Amount of loss:	██████████
How would you like this matter to be resolved?	I would like to be approved for unemployment while Spring Village is investigated for wrongful termination
Incident Date	6/26/2017 12:00:00 AM

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint - Heller
Date: [REDACTED]

The following CAP complaint was submitted:

Your First Name	Grace
Your Last Name	Heller
Confirmation Number	WB17-00603
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	[REDACTED]
I am a...	[REDACTED]
What is the name of your business?	registered nurse
Your Mailing Address	[REDACTED]
Your City	[REDACTED]
Your State	[REDACTED]
Your Zip Code	[REDACTED]
Is your complaint about:	Some other type of business
Business Name or Person's First Name	Spring Village at Essex
Person's Last Name	Gonsalves

Business Phone (1)	8028721700
Phone (1) Type	Office
Business E-Mail Address	emma.gonsalves@springvillage.com
Business Address	6 Freeman woods
Business City	Essex
Business State	VT
Business Zip Code	05452
Description	<p>I'm a registered nurse licensed in VT and was hired by the executive director at Spring Village, Emma Gonsalves, for the position of Director of Nursing Services to commence employment on Sunday 6/4/17. Agreed upon conditions of my employment included: re-establishing control of the previously mismanaged nursing department which involved:</p> <ol style="list-style-type: none"> 1. Ensuring patient/resident's safety, receipt of appropriate care by qualified staff & appropriate placement in the facility based on medically determined need 2. Adherence to State & Federal Regulatory statutes governing Residential Care Facilities in VT 3. Formulating plans of correction for 11 deficient practices found prior to my hire by the VT Licensing Board (Dept of Health, Aging and Protection) the scope & severity of which were determined to be widespread and "causing actual harm", and the immediate implementation of said corrective action to comply with Federal/State Regulations 4. The use of my RN License by the facility for medication administration by unlicensed staff which per VT regulatory statutes requires the Licensee RN to be present and available 24 hours a day/7 days a week. <p>During my employment, I discovered many ongoing practices that constituted abuse, neglect, denial of patient's rights and flagrant disregard of Regulatory requirements by the executive director & memory care director (Katy Lemery) which I brought to their attention but was completely dismissed by both directors. As a mandated reporter, a formal report was made by me to the State Licensing Board despite Ms Gonsalves' direct orders to 'keep my opinions to myself' and NOT share my findings publicly. Plans of correction for the deficiencies found by the Licensing Board during their last investigation conducted with the former Nursing Director (Marcia) were completed by me on 6/23/17. Upon my return on Monday 6/26/17, I was confronted by Ms Gonsalves who informed me she was terminating my employment immediately but refused to state her reason. On 6/22/17, Ms Gonsalves re-hired the former nurse director, Marcia, under whose lack of direction prior to my hire, 11 deficiencies of widespread actual harm were cited by the VT Dept of Health Aging and Protection Division. I was</p>

	unlawfully terminated for adhering to the law and acting as an advocate for the patients under my care. This statement can be corroborated by Margaret Higgins, Nurse Surveyor Supervisor Division of Licensing and Protection (802)363-7251. I was also not paid for my last week of employment
Amount of loss:	1600.00
How would you like this matter to be resolved?	I would like to be approved for unemployment while Spring Village is investigated for wrongful termination
Incident Date	6/26/2017 12:00:00 AM

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: [REDACTED]
Attachments: [Spring Village rate increase.pdf](#)

The following CAP complaint was submitted:

Your First Name	[REDACTED]
Your Last Name	[REDACTED]
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Office
Your Mailing Address	[REDACTED]
Your City	[REDACTED]
Your State	[REDACTED]
Your Zip Code	[REDACTED]
Your Alternate Phone	[REDACTED]
Alternate Phone Type	Home
Is your complaint about:	Some other type of business
Business Name or Person's First Name	Spring Village at Essex
Person's Last Name	Pelletier
Business Phone (1)	(802) 872-1700

Phone (1) Type	Office
Phone (2) Type	Office
Business E-Mail Address	angela.pelletier@woodbineseniorliving.com
Business Address	6 Freeman Woods
Business City	Essex Junction
Business State	VT
Business Zip Code	05452
Business Website/URL	http://springvillageessex.com/
Description	I am writing on behalf of my [REDACTED] a resident of a memory care facility located in Essex. The facility has sent notice of a \$450.00 monthly increase to the level of care he is already paying \$800.00, additionally for each month. This is a violation of the November 22, 2016 contract I signed. This increase will have a catastrophic financial impact to his ability to stay at the facility and impact his stable housing. He is a veteran suffering from dementia so I am his power of attorney. This is the 2nd time this facility has tried to breach the contract in this manner. This is a time sensitive issue.
Incident Date	3/15/2018 12:00:00 AM



A WOODBINE SENIOR
LIVING COMMUNITY

March 15, 2018



Dear [REDACTED]

I am writing regarding your father, [REDACTED] care level. As you know, we set our pricing according to the level of care required by a Resident. If the Resident's care needs increase, we sometimes need to increase our pricing in order to account for the additional staff time and resources required to meet those needs.

At this time, we will be increasing [REDACTED] level of care to include our incontinence program which will be an additional \$450 a month due to the incontinence care he requires. This will go into effect on May 1st, 2018. If you have any questions please feel free to call. And thank you, as always, for allowing us to care for [REDACTED]

Thank you,

A handwritten signature in cursive script that reads "A. Pelletier".

Angela Pelletier
Acting Executive Director/Operations Manager
Woodbine Senior Living

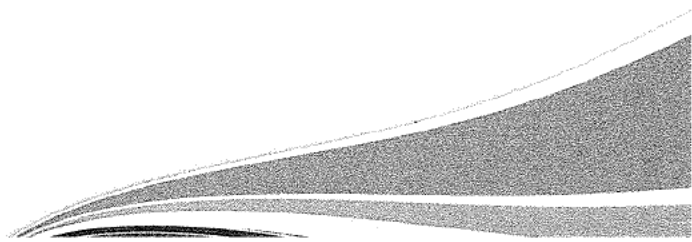
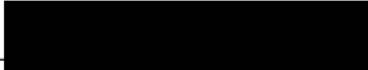


EXHIBIT 1

YOUR SUITE AND FEES

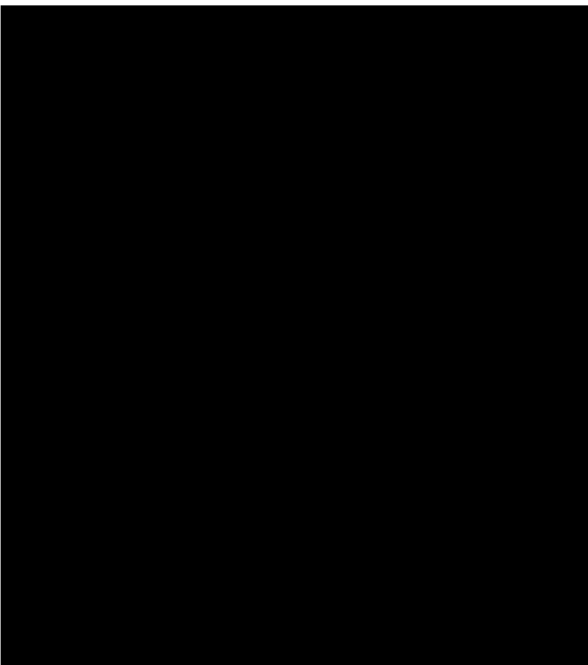
Name of Resident: 

Suite# 

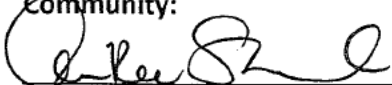
Occupancy Date: 

- Memory Care Base Fee
- Memory Care Level One Fee
- Memory Care Level Two Fee (if applicable)
- Memory Care Level Three Fee (if applicable)
- Medication Assistance and Administration
- Continence Care
- Respite Care (if applicable)

- Total Monthly Fee:
- Community Fee



Effective Date: Nov. 22, 2016

Community:

Signature

Director of Community Relations
Title

Date



LEVEL THREE - CONTINENCE CARE

Any resident with bladder and/or bowel incontinence will be required to participate in the Incontinence Program. The Program includes not only incontinence management products, but also the additional staff time required for care and support.

RESPITE CARE

For families who need respite care for their loved one, Spring Village at Essex will accommodate short term stays. Talk with our Director of Community Relations for further information regarding Respite Care.

Metivier, Jacob

From: [REDACTED]
Sent: [REDACTED]
To: AGO - CAP; angela.pelletier@woodbineseniorliving.com
Subject: RE: [REDACTED] (Spring Village at Essex) CAP #2018-02185

Categories: M-Files

As a result of our meeting earlier today, this matter has been resolved. Please close CAP #2018-02185

Thank you,
[REDACTED]

-----Original Message-----

From: AGO - CAP [mailto:AGO.CAP@vermont.gov]
Sent: [REDACTED]
To: angela.pelletier@woodbineseniorliving.com
Cc: [REDACTED]
Subject: [REDACTED] (Spring Village at Essex) CAP #2018-02185

Re: Complaint 2018-02185

Dear Angela:

We received the following update from the consumer with respect to complaint #2018-02185. Please reply to the consumer directly and notify our office. I have cc-ed the consumer for your convenience.

Sarah Anders
Consumer Advisor

State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Website: consumer.vermont.gov
Email: ago.cap@vermont.gov
Phone: (800) 649-2424 (toll free from VT phone) or (802) 656-3183

-----Original Message-----

From: webteam@uvm.edu [mailto:webteam@uvm.edu] On Behalf Of [REDACTED] via The University of Vermont
Sent: Wednesday, March 28, 2018 1:22 PM
To: AGO - CAP <AGO.CAP@vermont.gov>
Subject: CAP #2018-02

Submitted on Wednesday, March 28, 2018 - 13:21

Complaint Number: CAP #2018-02

This update submitted by: Consumer (complainant) Your e-mail address: [REDACTED] Complaint Status: Unresolved

Consumer Full Name: [REDACTED] Business Name: Spring Village at Essex Business Contact: Angela Pelletier

Response/update to complaint: I did offer to meet today @ 1:00pm and also willing to meet at 1:00pm tomorrow, March 29, 2018. I have yet to received a response from Angela Pelletier.

Attach files to include in your complaint:

The results of this submission may be viewed at:

<https://www.uvm.edu/node/244671/submission/20425>

Metivier, Jacob

From: [REDACTED]
Sent: Thursday, March 29, 2018 11:16 AM
To: AGO - CAP
Subject: RE: [REDACTED] (Spring Village at Essex) CAP #2018-02185

Categories: M-Files

We are meeting today @ 12:00pm

-----Original Message-----

From: AGO - CAP [mailto:AGO.CAP@vermont.gov]
Sent: Thursday, March 29, 2018 11:11 AM
To: angela.pelletier@woodbineseniorliving.com
Cc: [REDACTED]
Subject: [REDACTED] (Spring Village at Essex) CAP #2018-02185

Re: Complaint 2018-02185

Dear Angela:

We received the following update from the consumer with respect to complaint #2018-02185. Please reply to the consumer directly and notify our office. I have cc-ed the consumer for your convenience.

Sarah Anders
Consumer Advisor

State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Website: consumer.vermont.gov
Email: ago.cap@vermont.gov
Phone: (800) 649-2424 (toll free from VT phone) or (802) 656-3183

-----Original Message-----

From: webteam@uvm.edu [mailto:webteam@uvm.edu] On Behalf Of [REDACTED] via The University of Vermont
Sent: Wednesday, March 28, 2018 1:22 PM
To: AGO - CAP <AGO.CAP@vermont.gov>
Subject: CAP #2018-02

Submitted on Wednesday, March 28, 2018 - 13:21

Complaint Number: CAP #2018-02

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The results of this submission may be viewed at:

<https://www.uvm.edu/node/244671/submission/20425>

Metivier, Jacob

From: webteam@uvm.edu on behalf of [REDACTED] via The University of Vermont
<webmaster@uvm.edu>
Sent: Wednesday, March 28, 2018 1:22 PM
To: AGO - CAP
Subject: CAP #2018-02

Categories: M-Files

Submitted on Wednesday, March 28, 2018 - 13:21

Complaint Number: CAP #2018-02

This update submitted by: Consumer (complainant) Your e-mail address: [REDACTED] Complaint Status: Unresolved

Consumer Full Name: [REDACTED] Business Name: Spring Village at Essex Business Contact: Angela Pelletier

Response/update to complaint: I did offer to meet today @ 1:00pm and also willing to meet at 1:00pm tomorrow, March 29, 2018. I have yet to received a response from Angela Pelletier.

Attach files to include in your complaint:

The results of this submission may be viewed at:

<https://www.uvm.edu/node/244671/submission/20425>

Metivier, Jacob

From: Angela Pelletier <angela.pelletier@woodbineseniorliving.com>
Sent: Friday, March 23, 2018 4:11 PM
To: AGO - CAP
Subject: Re: [REDACTED] (Spring Village at Essex) CAP #2018-02185

Categories: M-Files

Good afternoon,

I asked [REDACTED] to come in to meet with me prior to his complaint being made to review and discuss this matter in person. He chose not to.

I extended the offer again today.
Thank you.

Get [Outlook for iOS](#)

On Fri, Mar 23, 2018 at 2:46 PM -0400, "AGO - CAP" <AGO.CAP@vermont.gov> wrote:

From: AGO - CAP
Sent: Friday, March 23, 2018 2:02 PM
To: angela.pelletier@woodbineseniorliving.co
Subject: [REDACTED] (Spring Village at Essex) CAP #2018-02185
Re: Complaint #2018-02185

Dear Sir/Madam:

We received the enclosed consumer complaint with respect to a transaction with your business. Although at this point our office has made no determination as to the validity of the complaint, we do ask that you contact the consumer directly within 7 days so that you and the consumer can resolve this matter without further involvement of this office.

We also ask that you notify this office, indicating the steps you have taken to resolve the complaint. Please respond using the [Complaint Response Form](#) located on our website. Please include the above complaint number in your response.

We have also requested the consumer to update us regarding the complaint status after 14 days. The consumer's response, the enclosed complaint, and your response will remain on file in this office for six years.

Complaint files are public records and, as such, are open to the public for inspection. Information about complaints, including the number of complaints recorded in the last six years and their status, is provided to consumers who inquire about your business. Complaint information is also used to determine when investigations should be initiated.

We thank you for giving this matter your immediate attention.

Sincerely,
Alexandra Esposito
Consumer Advisor
State of Vermont

Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001
Website: consumer.vermont.gov
Email: ago.cap@vermont.gov
Phone: (800) 649-2424 (toll free from VT phone) or (802) 656-3183

From: [Renner, Jamie](#)
To: ["Sean Londergan"](#)
Subject: [REDACTED]
Date: [REDACTED]

Sean:

I'm trying to reach [REDACTED] relating to the Spring Village settlement. I want to make sure he gets his check from Woodbine. I called the phone # I had for him and got an automatic message that the number has been disconnected. Do you know how I might be able to reach him, assuming he's still living?

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street, Montpelier, VT 05609

Dir: 802-828-5947

From: [Sean Londergan](#)
To: [Renner, Jamie](#)
Subject: [REDACTED]

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Great. Glad you were able to get his cell phone.

Ok – talk to you next month.

From: Renner, Jamie [mailto:Jamie.Renner@vermont.gov]

Sent: [REDACTED]

To: Sean Londergan <SLondergan@vtlegalaid.org>

Subject: RE: [REDACTED]

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Thanks. I was able to track down [REDACTED], who gave me his cell (he moved so the home phone no longer works).

Talk to you next month for our check-in. (I realized we missed this month; I'll certainly give you ring next month to touch base).

Thanks again.

-Jamie

From: Sean Londergan <SLondergan@vtlegalaid.org>

Sent: [REDACTED]

To: Renner, Jamie <Jamie.Renner@vermont.gov>

Subject: RE: [REDACTED]

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Hello Jamie:

1. This is an email address that I found for [REDACTED]

[REDACTED]

2. Home phone we have for [REDACTED]

[REDACTED]

3. Address found in the case file:

[REDACTED]

Sean

From: Renner, Jamie [mailto:Jamie.Renner@vermont.gov]

Sent: [REDACTED]

To: Sean Londergan <SLondergan@vtlegalaid.org>

Subject: [REDACTED]

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Sean:

I'm trying to reach [REDACTED] relating to the Spring Village settlement. I want to make sure he gets his check from Woodbine. I called the phone # I had for him and got an automatic message that the number has been disconnected. Do you know how I might be able to reach him, assuming he's still living?

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Office of the Vermont Attorney General

109 State Street, Montpelier, VT 05609

Dir: 802-828-5947

From: [Renner, Jamie](#)
To: ["Sean Londergan"](#)
Subject: RE: [REDACTED]
[REDACTED]

Thanks. I was able to track down [REDACTED], who gave me his cell (he moved so the home phone no longer works).

Talk to you next month for our check-in. (I realized we missed this month; I'll certainly give you ring next month to touch base).

Thanks again.

-Jamie

From: Sean Londergan <SLondergan@vtlegalaid.org>

Sent: [REDACTED]

To: Renner, Jamie <Jamie.Renner@vermont.gov>

Subject: RE: [REDACTED]

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Hello Jamie:

1. This is an email address that I found for [REDACTED]

[REDACTED]

2. Home phone we have for [REDACTED]

[REDACTED]

3. Address found in the case file:

[REDACTED]

Sean

From: Renner, Jamie [<mailto:Jamie.Renner@vermont.gov>]

Sent: [REDACTED]

To: Sean Londergan <SLondergan@vtlegalaid.org>

Subject: [REDACTED]

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Sean:

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Assistant Attorney General

Office of the Vermont Attorney General

109 State Street, Montpelier, VT 05609

Dir: 802-828-5947

From: [Sean Londergan](#)
To: [Renner, Jamie](#)
Subject: [REDACTED]

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Hello Jamie:

1. This is an email address that I found for [REDACTED]
[REDACTED]
2. Home phone we have for [REDACTED]
[REDACTED]
3. Address found in the case file:
[REDACTED]

Sean

From: Renner, Jamie [mailto:Jamie.Renner@vermont.gov]
Sent: [REDACTED]
To: Sean Londergan <SLondergan@vtlegalaid.org>
Subject: [REDACTED]

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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109 State Street, Montpelier, VT 05609
Dir: 802-828-5947

From: [Wendy Rowe](#)
To: [Renner, Jamie](#); [Sean Londergan](#)
Subject: [REDACTED]
Date: [REDACTED]

Hi Jamie,

[REDACTED]
[REDACTED]

I'm not sure if these numbers are current, but hopefully will work for you!

Wendy

Long term Care Ombudsman
Vermont Legal Aid, 264 N. Winooski Avenue, Burlington, VT 05401
Office 802-448-1690
Fax 802-863-7152

From: Renner, Jamie [mailto:Jamie.Renner@vermont.gov]
Sent: Tuesday, May 28, 2019 10:15 AM
To: Sean Londergan <SLondergan@vtlegalaid.org>; Wendy Rowe <WRowe@vtlegalaid.org>
Subject: [REDACTED]

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Sean & Wendy:

Could you possibly pass along [REDACTED] personal contact information? I'd like to follow up with them regarding Spring Village at Essex.

-Jamie

Jamie Renner
Assistant Attorney General
Office of the Vermont Attorney General
109 State Street, Montpelier, VT 05609
Dir: 802-828-5947

From: [Renner, Jamie](#)
To: ["Sean Londergan"; "Wendy Rowe"](#)
Subject: [REDACTED]

Sean & Wendy:

Could you possibly pass along [REDACTED] personal contact information? I'd like to follow up with them regarding Spring Village at Essex.

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street, Montpelier, VT 05609

Dir: 802-828-5947

From: [Renner, Jamie](#)
To: "[Wendy Rowe](#)"
Subject: RE: Condolences
Date: [REDACTED]

I'm sorry to hear that news. Thank you, though, for passing it along.
-Jamie

From: Wendy Rowe <WRowe@vtlegalaid.org>
Sent: [REDACTED]
To: Renner, Jamie <Jamie.Renner@vermont.gov>
Subject: FW: Condolences

Hi Jamie,
I thought you would want to know that [REDACTED] passed at Maple Ridge last week.
Wendy
VT Long-term Care Ombudsman Program
Vermont Legal Aid
264 N. Winooski Avenue
Burlington, VT 05401
802-448-1690
Fax 802-863-7152

From: MAUREEN & DANIEL CANTY [<mailto:dmcanty61@comcast.net>]
Sent: [REDACTED]
To: Wendy Rowe <WRowe@vtlegalaid.org>
Subject: Re: Condolences

Wendy, thanks for your kind note. I thought of sending you an email but figured you would see the obituary.

You were an enormous help to our family when we needed it and we will always be grateful for your work.

[REDACTED]

On [REDACTED] Wendy Rowe <WRowe@vtlegalaid.org> wrote:

Dear Dan,

I was sad to see [REDACTED] obituary in yesterday's [REDACTED].

In addition to being a [REDACTED], you came through as [REDACTED] biggest advocate when she needed it most. She was a lucky woman to have you by her side. My condolences to you and your family. I'm thinking of you during this time of loss and grief.

Warm regards,

Wendy

VT Long-term Care Ombudsman Program

Vermont Legal Aid

264 N. Winooski Avenue

Burlington, VT 05401

802-448-1690

Fax 802-863-7152

From: [Wendy Rowe](#)
To: [Renner, Jamie](#)
Subject: FW: Condolences
Date: [REDACTED]

Hi Jamie,

I thought you would want to know that [REDACTED] passed at Maple Ridge last week.

Wendy

VT Long-term Care Ombudsman Program

Vermont Legal Aid

264 N. Winooski Avenue

Burlington, VT 05401

802-448-1690

Fax 802-863-7152

From: MAUREEN & DANIEL CANTY [mailto:dmcanty61@comcast.net]

Sent: [REDACTED]

To: Wendy Rowe <WRowe@vtlegalaid.org>

Subject: Re: Condolences

Wendy, thanks for your kind note. I thought of sending you an email but figured you would see the obituary.

You were an enormous help to our family when we needed it and we will always be grateful for your work.

[REDACTED]

On [REDACTED] Wendy Rowe <WRowe@vtlegalaid.org> wrote:

Dear [REDACTED]

I was sad to see [REDACTED] obituary in yesterday's [REDACTED].

In addition to being a [REDACTED], you came through as [REDACTED] biggest advocate when she needed it most. She was a lucky woman to have you by her side. My condolences to you and your family. I'm thinking of you during this time of loss and grief.

Warm regards,

Wendy

VT Long-term Care Ombudsman Program

Vermont Legal Aid

264 N. Winooski Avenue

Burlington, VT 05401

802-448-1690

Fax 802-863-7152

From: [Sean Londergan](#)
To: [Renner, Jamie](#)
Subject: RE: [REDACTED]
[REDACTED]

You are welcome.

On [REDACTED] "Renner, Jamie" <Jamie.Renner@vermont.gov> wrote:
Thank you.
-Jamie

From: Sean Londergan <SLondergan@vtlegalaid.org>
Sent: [REDACTED]
To: Renner, Jamie <Jamie.Renner@vermont.gov>
Subject: [REDACTED]

Hello Jamie:

[REDACTED] came by VLA today.

Attached are 3 documents he provided:

1. Spring Village Resident & Family Handbook.
2. Assisted Living In Chittenden Living (he used this list to narrow his search for placement to the facilities that had "[REDACTED]" in Chittenden County).
3. The outline he had with him when he spoke to you on August 15th.

If you have any questions, just let me know.
Thank you.

Sean
Sean Londergan
State Long Term Care Ombudsman
Long Term Care Ombudsman Project
Vermont Legal Aid
264 North Winooski Avenue
Burlington, VT 05401
slondergan@vtlegalaid.org
800-899-2047
802-383-2227

From: [Renner, Jamie](#)
To: ["Sean Londergan"](#)
Subject: RE: [REDACTED]

Thank you.
-Jamie

From: Sean Londergan <SLondergan@vtlegalaid.org>
Sent: [REDACTED]
To: Renner, Jamie <Jamie.Renner@vermont.gov>
Subject: [REDACTED]

Hello Jamie:

[REDACTED] came by VLA today.

Attached are 3 documents he provided:

1. Spring Village Resident & Family Handbook.
2. Assisted Living In Chittenden Living (he used this list to narrow his search for placement to the facilities that had "specialty dementia care" in Chittenden County).
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slondergan@vtlegalaid.org
800-899-2047
802-383-2227

From: [Sean Londergan](#)
To: [Renner, Jamie](#)
Subject: [REDACTED]
Date: [REDACTED]
Attachments: [REDACTED]

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Sean Londergan

State Long Term Care Ombudsman

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264 North Winooski Avenue

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slondergan@vtlegalaid.org

800-899-2047

802-383-2227

RESIDENT AND FAMILY HANDBOOK

WELCOME TO THE SPRING VILLAGE AT ESSEX FAMILY!

The Residents and staff of Spring Village at Essex welcome your family member to his or her new home! We are here to help your loved one make a smooth transition into life at Spring Village at Essex, so please do not hesitate to ask for assistance- we are here to help!

Emma Gonsalves, Executive Director

Katy Lemery, Memory Care Coordinator

Rebecca Gwozdz, Activities Director

Amanda Finnegan, Business Office Coordinator

Barbara Hanson, Head Concierge

Paul Krcmar, Director of Food Services

Michael Leopold, Maintenance Director

Carrie Rae Shamel, Director of Community Relations

Marcia Lyford, Director of Nursing

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RESIDENT CARE & COMMUNICATIONS

At Spring Village at Essex, we pride ourselves on the care we provide. Our top priority is protecting our Residents' health, wellbeing, and happiness. We know how important open communication is with our families, and we commit to providing that to you.

If you have any questions or concerns about your loved one's care or health, contact our Director of Nursing or Memory Care Coordinator. The Director of Nursing and Memory Care Coordinator is the primary point of contact for all Residents and families. Please understand that other staff have been asked not to share health information with families, as they often are not aware of all of the details of a Resident's health situation. Having the Director of Nursing or Memory Care Coordinator as your points of contact will ensure you get accurate information.

Our Director of Nursing is available anytime and also on-call after hours. If you have an emergent concern after hours, please feel free to call the main number at (802) 872-1700 and our nurses will call you back. If your question or concern is not emergent, please leave a message for one of the nurses, and they will call you back the next day.

THE SPRING VILLAGE AT ESSEX NEWS

We send out a monthly electronic newsletter, the Spring Village at Essex News, which includes information about any current issues and news, as well as upcoming events. We also send out monthly activities schedules and menus. If you have additional family members who would like to receive these mailings to keep up on happenings in our Community, please provide their email addresses to the Concierge. We are always happy to grow the Spring Village at Essex Family! There are copies of these documents available at the Concierge's desk as well.

MEDICATIONS

Most of our Residents will receive their medications through Freedom Pharmacy. Deliveries are made Monday through Saturday. For families using Freedom Pharmacy, all over the counter and prescription medications will be ordered through that service, and they will be included on the monthly Freedom Pharmacy billing. If families choose not to utilize Freedom Pharmacy, they may be responsible for a \$20 monthly fee. Please be sure to carefully read the "Policy for Families Providing Medications and Supplies," which is included in the Admissions Packet. Any questions regarding Freedom Pharmacy billing should be directed to them at (802) 655-3544.

Residents may not have any medications or vitamins in their rooms. All medications need to be kept in the locked medication carts, and managed by staff. This applies to both prescription and over-the-counter medications, including vitamins and supplements. Please understand that this is a State regulation, and it is in place for the safety of all of our Residents.

OUTSIDE HEALTH SERVICES

In addition to medical care, there are a few services available to our Residents right here in the convenience of their own home. We bring in a Primary Care Doctor and a Physical Therapist. Much of this is billed to Medicare and private insurance; families are responsible for any remaining balances.

Many of our Residents may also benefit from physical, occupational, or speech therapy services. Medicare covers these services in the same way they would for "home" care. For these services, as well as Hospice services, we work with local Visiting Nursing and Hospice agencies. Residents and families have choices regarding who they would like to employ for these services, and our

nurses will talk with you about options if those services would benefit your loved one.

EMERGENCY CALL SYSTEM

If appropriate, Residents at Spring Village at Essex has a call button located on either a wristband or a pendant worn around the neck. When a Resident presses this button, it will call staff for assistance. This is a silent system—staff wear pagers, and when a Resident presses their button, his or her name and room number will appear on staff pagers. Please encourage your loved one not to hesitate to use the call button—we are here to take care of our Residents!

MEDICAL APPOINTMENTS

Many of our Residents choose to use our on-site services for ongoing care needs, including primary care. Residents will have medical appointments in the community and we are happy to transport and accompany them with adequate notice. However, families do sometimes take Residents out for medical appointments. Please know that you are responsible for informing us if you plan to them outside appointments. If not informed of an appointment, we cannot guarantee we can provide a ride, however we will make an effort to fulfill this need.

If your loved one is going out for an appointment, please call at least 24 hours in advance, whenever possible, so the nurses can have ready any paperwork you will need for the appointment, or provide any pre-medication the Resident may require. Thank you.

LAB SERVICES

UVM Medical Center lab personnel come to Spring Village at Essex on a regular basis to perform blood draws for our Residents. Depending upon your insurance, costs will be the same as they would be to travel to a local lab. There is no additional charge for having the draw done here, on-site.

TRANSPORTATION

We can help arrange transportation to appointments as needed, if family is not available or cannot transport a Resident in a private vehicle. There is a charge for this service, beyond 20 miles per month at 55 cents per mile. If you need to schedule transportation, please call the Concierge Desk with as much notice as possible. They can check to transport services for availability, and inform you of charges. Transportation that is provided by Spring Village at Essex as a part of a planned activity is free-of-charge.

MAILING INFORMATION

To ensure that your personal mail arrives directly to you, please note the correct address. The address of your incoming mail should read:

(Resident's Name)
Spring Village at Essex
6 Freeman Woods
Essex Junction, VT 05452

For outgoing mail, an “outgoing mailbox” is provided at the Concierge Desk. Stamps may be purchased at the Concierge Desk. Mail arrives in the late afternoon at the Concierge Desk and will be delivered to Residents.

DINING SERVICES

At Spring Village at Essex, we work hard to provide delicious, healthy meals for our Residents to enjoy. Every meal features choices, and Residents are always welcome to give us feedback and menu suggestions. We want all of our Residents to enjoy their dining experience at Spring Village!

Breakfast

8:00 - 9:00 a.m.

Lunch

12:00 p.m.

Supper

5:00 p.m.

Snacks are offered at 10:00 a.m., 2:30 p.m., and 7:00 p.m. every day, and are available as needed throughout the day in the dining area of each building. Coffee and beverages are always available. If Residents have specific snacks or drinks they would like, families are always welcome to bring them in, label them, and we will keep them in the kitchen for the Resident.

GUEST MEALS

Everyone likes to entertain in their own home, and our Residents are no different! We welcome family and friends to join us for meals with their loved one.

In order for us to provide you with the best service possible, we would like to know when you will arrive and how many guests to expect at least 24 hours in advance, whenever possible.

Guest meal tickets may be purchased at the Concierge Desk, and prices are \$7 dollars per meal (and free on your birthday).

Some special holiday meals, including Thanksgiving, Christmas, Easter, etc., are \$10.00 per person.

VISITING HOURS

Visiting hours are all hours but we at Spring Village at Essex encourage families and friends to visit between 8 a.m. and 8 p.m. when our Concierge is on site. If you will be visiting at other times, please inform the Concierge before 8 p.m. We do ask family and visitors to please be courteous of all of our Residents.

We ask all visitors to please sign into the building upon arrival, and sign out when they leave. If you take a Resident out of the building, please be sure to sign out in the Town Square. If you will be out through a meal or need medications to take with you, please notify us in advance.

VISITS FROM OUR FOUR-LEGGED FRIENDS

Many families choose to bring in beloved pets to visit our Residents. While we are certainly an animal-friendly community, there are some things visitors must know. Before any animal can come into our buildings you need provide a copy of a rabies certificate and current vaccinations. We do not allow Pitbull Terriers, German Shepherds, Wolfdogs, Doberman Pinschers, Rottweilers,

Presas Canarios, Ex Police/ Military Dogs, or any fighting or guard dog; this is a WoodBine policy. We do not believe these dogs are bad, it is due to the emotions it can elicit in the Residents. The pet also needs to be cleaned and well behaved.

Please recognize that these visits are at the discretion of the Executive Director. Even if an animal has been approved to visit, if the animal is too aggressive, boisterous, or disruptive while here, you may be asked not to bring the pet in again. Please understand that we need to always protect the comfort and safety of our Residents.

ACTIVITIES

Spring Village at Essex offers a minimum of seven activities a day to keep our Residents engaged, involved, and happy! While nobody will be forced to do anything (we respect Resident rights!), all Residents will be invited and encouraged. Please encourage your loved one to participate, and feel free to join us for parties, activities, entertainment, holiday meals, or any other events. Our Residents love hosting their families in their home! Also, if you or another family member has a talent to share with our community, please suggest it to our Activities Director.

GUARDIAN ANGELS

Spring Village at Essex has a program called "Guardian Angels." Each month, each of our staff members (including caregivers, dining services, housekeeping, and all other staff!) is matched up with one or two Residents. They will spend one-on-one time visiting with those Residents. Each Resident can choose a family member, friend or loved one to whom they would like to send a card or note, and their Guardian Angel will help them to write a personal note. Some Residents are able to write their card with a little assistance; others are not able to do so, and their Guardian Angel may ask them or our activities staff to learn

more about what they have been doing, and the note may come from a staff member. We hope you enjoy your cards and notes!

DECORATING YOUR SUITE

Residents adjust much better when they are “nested”—when family has set up their room with personal belongings that make it feel familiar and like home. Photos, house plants, pillows and a comforter, and personal items are all important. While rooms can come furnished, it is often a good idea to bring a favorite chair, as well.

Please be aware that rooms cannot be overloaded with furniture or personal belongings. Both fire codes and safety protocols for falls risk require that we leave clear, open pathways in a room, and that we minimize clutter. It is always at the discretion of the Executive Director to ask families to remove items from a room if it becomes too crowded.

If you have pictures or other items you would like to hang on the walls, please ask us for Command Strip hooks – if possible, we will ask you to use them to avoid too many holes in the walls! If your item is too heavy to be safely hung with these hooks, our Maintenance staff will hang it for you.

WHAT TO BRING

The following is a suggested list of clothing. We ask families to bring in seasonally-appropriate clothing only, because we do have limited closet space in rooms. All of a Resident’s belongings must be stored in their own room—we do not have common storage space available. Please be sure to label everything!

Suggested Clothing

Number of Items

Dresses or Trousers

4 - 5

Shoes/Sneakers (washable preferable)	2
Socks	8 - 10
Bathrobe	1
Nightgowns or Pajamas	4
Undergarments	6 - 10
Bras and Slips	3 - 6
Blouses or Shirts	5 - 8
Warm Sweaters	2
Seasonal Items (Hats, Coats, Gloves, Boots, Scarves, etc.)	1 - 2

WHAT NOT TO BRING

If requested, Spring Village at Essex can provide a single bed, a nightstand, a dresser, a chair, and window shades for every Resident, though families are welcome to bring in their own furniture. We also provide bed linens, towels and washcloths, toilet paper, tissues, toothpaste and a toothbrush, shampoo and soap. If your loved one prefers their own products or linens, etc., you are welcome to bring them in. We ask you to please label them.

Please do not bring area rugs, low foot stools, loose bedskirts, or anything else that could create a trip hazard.

We provide a safe, secure home for our Residents. We are a memory care community, and we also have many visitors coming through our doors every day. Therefore, please do not leave valuable items in Residents' rooms, unless those items are jewelry that the Resident does not remove (ie., wedding rings).

We also ask that Residents do not keep substantial amounts of cash in their rooms. There is very little for which your loved one will need cash at Spring

Village at Essex, but if they like to participate in outings that there is a cost associated with, we will call family prior and request this money.

HOUSEKEEPING

We have housekeepers on staff, and they work hard to keep both Resident rooms and common areas clean. Staff will make Resident's beds, vacuum their room, and wipe down their bathroom daily. They will dust, change the bed, and do a more thorough cleaning weekly. Once a month, they will do a "deep cleaning," moving furniture and knickknacks as needed.

LAUNDRY

Personal laundry is done twice a week for our Residents. Each Resident has a laundry basket, and staff will take the basket out, wash the laundry in an individual load, dry, fold, and return it. Upon move in, or when bringing in any new clothing, please be sure to alert staff to any items that cannot go through a regular laundry cycle. Family will be responsible for any hand washing or dry cleaning needs. Please note that, while Resident laundry is done individually, items do occasionally get misplaced. Please be sure to label all items with a Resident's name or initials.

SPRING VILLAGE AT ESSEX SMOKING POLICY

Spring Village at Essex is a non-smoking campus. We ask any staff member or visitor who chooses to smoke to do so in their car, or off property. Residents are able to smoke in the Junction courtyard.

FIRE REGULATIONS

For the safety of all of our Residents, we do not allow any lit candles.

Spring Village at Essex is a "defend in place" building. In the event of an alarm, Residents are asked to stay where they are. Staff will come to check in on each person very quickly, and will either ask them to stay where they are, or will

move them if necessary to keep them safe. Please rest assured that we would keep our Residents safe in the event of a fire. We conduct multiple drills each quarter, on all shifts. So please reassure your loved one that they shouldn't be nervous if they hear the alarm. All of our buildings have smoke alarms and are fully sprinkled.

REQUESTS FOR MAINTENANCE

Our staff works hard to maintain our facilities, and we try to address any maintenance concerns as soon as they come to our attention. If you have a maintenance request, please book it at the Concierge desk or call 872-1700.

CABLE/PHONE/NEWSPAPER SERVICE

Basic Xfinity cable service is available in all rooms. If Residents wish to upgrade, they may call Xfinity directly to contract with them to bring in a cable box for additional channels.

Some Residents choose to have telephones in their rooms. To set up this service, families should call Fairpoint at 1-866-984-2001. Please let them know the Resident's name, building, and room number, and provide them with a billing address. If you have any issues or questions, please call the Concierge Desk for assistance. This will be a payment incurred by the Resident.

Some of our Residents do not have telephones in their rooms. If your family member does not have a phone, you can always call in on the main line, (802) 872-1700, and ask for that Resident. Staff will bring a portable phone to the person with whom you would like to speak. However, please keep in mind that all calls on the main telephone need to be kept to five minutes or less, as this is the line in and out of the building, and we need to keep it open for both operational and emergency purposes. If you feel your loved one will require more phone time, please contact Fairpoint to hook up a private line.

We have the Burlington Free Press delivered daily to each neighborhood. If you would like to set up newspaper service for the Resident, please contact the paper(s) directly, and ask them to be sure to list the Resident's name and building number on the paper. A personal paper will be an additional cost.

TELEPHONE REPAIRS

Please call the Concierge Desk to report any telephone problems. Please note that while we are happy to check things in our end, we cannot call Fairpoint for you; some issues need to be handled by family, who have the contract with Fairpoint. We will work with you to get any problems resolved!

BEAUTY PARLOR

Spring Village at Essex provides the services of a licensed beautician in the beauty parlor. If you would like your loved one scheduled for a visit to the beauty parlor at any time, please call the Concierge Desk. Please note that gratuities are not accepted in our beauty parlor.

RESIDENT COUNCIL

Once each month, we hold a Resident Council meeting. The Director Team meets with the Residents, and checks in on their experience at Spring Village at Essex. This is a great opportunity for Residents to let us know how they like the food and planned activities; to make suggestions; and to give us feedback on housekeeping, laundry, maintenance, and caregiving. In addition, all directors have an open door policy, and Residents and family are ALWAYS welcome to give us feedback. We welcome it!

RESIDENT/FAMILY GRIEVANCE PROCEDURE

In general, our Residents and families are very happy with their experience at Spring Village at Essex. However, as they do in any living situation, issues or concerns may arise from time to time.

Please note that all of our Directors have an open door policy with both Residents and families. You are always welcome to speak with any member of our Team. If you would like to speak with our Executive Director, please feel free to call our main number at (802) 872-1700 anytime. If she is not available, she will return your call as promptly as she can. We welcome your feedback, as we want to make sure all of our Residents are happy in their home.

This handbook is available in the Town Square of our building, and is always available to Residents at their request.

Our team warmly welcomes you and looks forward to getting to know you better!

TO OUR RESIDENTS:

Please remember that Spring Village at Essex is your home. Our philosophy is that it is our job to facilitate your choices in your home. If there is something we can do to make you more comfortable, please let us know!

- How did you decide on Spring Village/Maple Ridge for your loved one?

Gathered info from web sites on Chittenden county facilities. I had a little info from [REDACTED] meetings I attended.

Toured Mansfield Place (Laurie Workman) and Maple Ridge (Spring Village, Carrie Rae Shamel).

- What went into your decision making?

[REDACTED] current mental ability, social function, would [REDACTED] adapt to this a new environment, programming, care. There were no Medicare beds at this facility. Family access was very good.

- At what point did you see the Residency Agreement?

[REDACTED] along with many other papers, resident profile.

- How did the verbal promises you received about Spring Village differ from the Residency Agreement? Did it seem consistent to you? How did you view the section of the Agreement that references reasons for discharge?

Totally different. Yes it was inconsistent. I will cross that bridge when I come to it. I was concentrating on getting her comfortably into the facility and wrestling with many immediate issues that I gave discharge little attention. I discussed my concern with Emma Gonsalves, I felt I had limited resources and I did not know how long [REDACTED] would need a facility like Spring Village. She told me that their facility had no plans to have Medicare beds and if families made their financial situation aware to her there may be things she could do help the person stay. Place the person in a double room etc. She talked about how Spring Village wanted to help patients through end of life. She showed me the brochure.

- How did the changes in policy at Spring Village effect your loved one? Effect you as a family member/care giver?

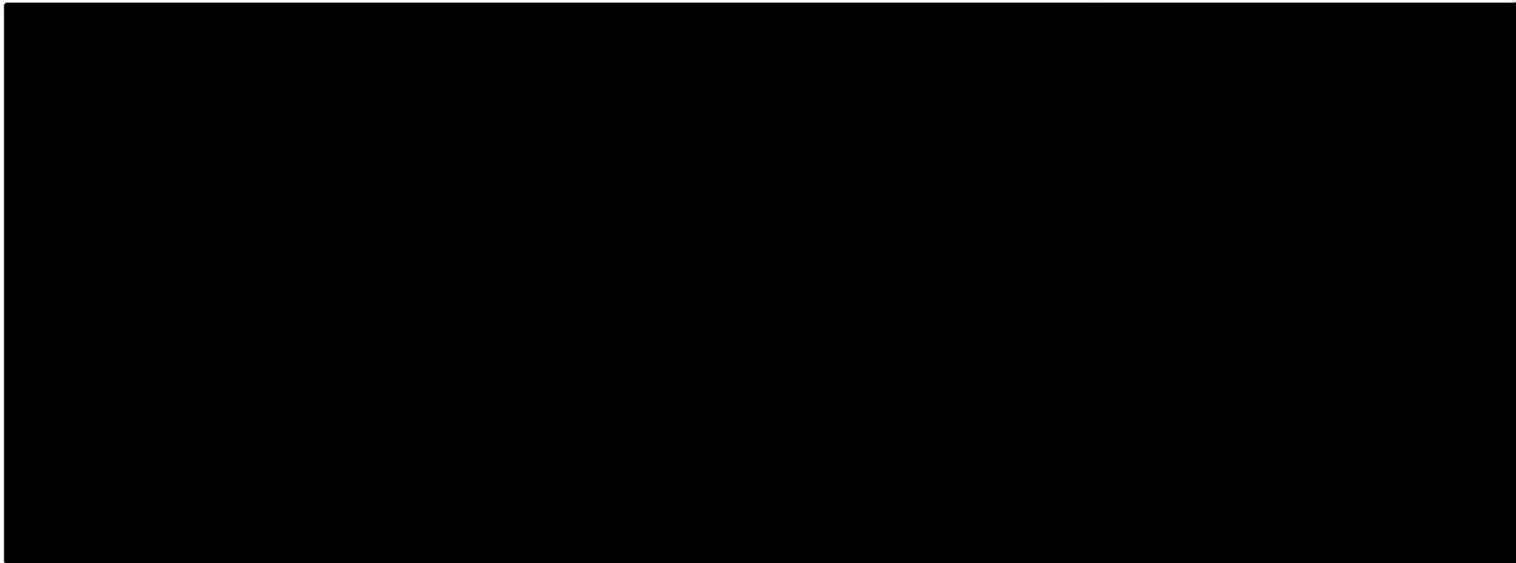
To me devastating. We did not tell the patient, or talk to the caregivers about it. I did not want [REDACTED] upset by it. I thought it would be cruel to move her at this stage of her disease. All the level 4 facilities were more difficult for family to visit. I do want her to feel abandon by her family.



My understanding of levels of care was only how they affected pricing. There was never any other information given.

■ care levels in Vermont are the reverse of standard Medical care levels.

I always felt the state regulations and inspections were protecting the consumer I never knew they could be used to disrupt a patients care.



Assisted Living in Chittenden County

The Arbors

687 Harbor Road

Shelburne, VT 05482

Phone: (802) 985-8600

Fax: (802) 985-9787

Contact Person: Cathy Michaels

www.arborsatshelburne.com

Price Range: \$8,600-\$11,600 (Nursing Home daily rate upon request) plus 1 x community fee of \$2,500

Bed and Bath: Single and Shared

Specialty Dementia Care: All dementia care

Medicaid- ERC/ACCS: No/No

Cathedral Square

3 Cathedral Square

Burlington, VT 05401

Phone: (802) 859-8842

Fax: (802) 863-6661

Contact Person: Kathryn Titus

www.cathedral-square.org/housing

Price Range: \$3,095-\$4,945/month PLUS rent cost which is \$1,200 market rate or if lower income, can often get subsidized rent which is 30% of income

Bed and Bath: Private apartments

Specialty Dementia Care: No

Medicaid- ERC/ACCS: Yes/Yes

Converse Home

272 Church Street

Burlington, VT 05401

Phone: (802) 862-0401

Fax: (802) 864-4932

Contact Person: Kandace Benedini

www.conversehome.com

Price Range: \$4,500-\$6,625/month and memory care is \$8,100/month plus 1 x community fee of \$1,500

Bed and Bath: Single and private

Specialty Dementia Care: Yes
Medicaid- ERC/ACCS: Available for internal residents only

Ethan Allen Residence

1200 North Avenue
Burlington, VT 05408
Phone: (802) 658-1573 ext. 112
Fax: (802) 497-1597
Contact Person: Mary Mougey
www.ethanallenresidence.com
Price Range: \$185/day (\$5,550/month if 30 days) PLUS tiers 1-6 payment which is from \$500-
\$2,100/month
Bed and Bath: Single and shared
Specialty Dementia Care: Yes (but no secured memory unit)
Medicaid- ERC/ACCS: Yes/No

Mansfield Place

18 Carmichael Street
Essex Junction, VT 05452
Phone: (802) 871-5808
Fax: (802) 662-4448
Contact Person: Laurie Malenfant
<https://mansfieldplacevt.com>
Price Range: \$ 3,995-\$6,900/month and memory care is \$7,600-\$7,800/month plus 1 x
community fee of \$1,000
Bed and Bath: Private apartments
Specialty Dementia Care: Yes
Medicaid- ERC/ACCS: May consider ERC after 2 years private pay/ NO

Our Lady of Providence

47 West Spring Street
Winooski, VT 05404
Phone: (802) 655-2395
Fax: (802) 655-3888
Contact Person: Gail Potter
<http://www.ourladyofprovidence.org>
Price Range: \$162 - \$202/day (or about \$4,860- \$6,060/month if 30 days)
Bed and Bath: Single beds and private baths

Specialty Dementia Care: No
Medicaid- ERC/ACCS: Yes/Yes

Pillsbury Manor- Gazebo Apartments

1510 Williston Road

South Burlington, VT 05403

Phone: (802) 861-3750

Fax: (802) 863-9728

Contact Person: Erin Knox

www.pillsburymanor.com

Price Ranges: \$3,650- \$5,750 plus 1 x community fee of \$1,500

Bed and Bath: Private bed and bath

Specialty Dementia Care: No

Medicaid- ERC/ACCS: No/No

Pillsbury Manor- North

1530 Williston Road

South Burlington, VT 05403

Phone: (802) 861-3750

Fax: (802) 863-9728

Contact Person: Erin Knox

www.pillsburymanor.com

Price Ranges: \$4,500-\$6,400/month plus 1 x community fee of \$1,500

Bed and Bath: Private bed and bath

Specialty Dementia Care: No

Medicaid ERC/ACCS: No/No

Pillsbury Manor- South

20 Harbor View Road

South Burlington, VT 05403

Phone: (802) 861-3750

Fax: (802) 863-9728

Contact Person: Erin Knox

www.pillsburymanor.com

Price Ranges: \$4,500- \$7,200/month plus 1 x community fee of \$1,500

Bed and Bath: Private bed and bath

Specialty Dementia Care: No

Medicaid ERC/ACCS: No/No

The Residence at Quarry Hill

585 S. Prospect Street

Burlington, VT 05401

Phone: (802) 652-4114

Fax: (802) 652-4122

Contact Person: Rachel Stadfeld

<http://residencequarryhill.com>

Price Range: \$5,500-\$7,950/month (second person fee- \$1,800) and \$7,000-\$8,750/month for memory care (second person fee- \$2,300) plus 1 x community fee of \$2,500

Bed and Bath: Private apartments

Specialty Dementia Care: Yes

Medicaid- ERC/ACCS: No/No

Spring Village at Essex

6 Freeman Woods

Essex, VT 05451

Phone: (802) 872-1700

Fax: (802) 872-6400

Contact Person: Carrie Shamel

www.springvillageessex.com

Price Range: \$6,500-\$9,500/month plus 1 x community fee of \$3,000

Bed and Bath: Private and some shared apartments

Specialty Dementia Care: All memory care

Medicaid- ERC/ACCS: No/No

St. Joseph's

243 North Prospect Street

Burlington, VT 05401

Phone: (802) 864-0264

Fax: (802) 864-5640

Contact Person: Sora Linda or Mary Belanger

www.vermontcatholic.org

Price Range: \$2,995-\$3,962/month

Bed and Bath: Private and shared

Specialty Dementia Care: No

Medicaid- ERC/ACCS: Yes/Yes

Shelburne Bay- The Lodge

185 Pine Haven Shore Road

Shelburne, VT 05482

Phone: (802) 985-9847

Fax: (802) 985-1438

Contact Person: Cathy Stroutsos

www.shelburnebay.com

Price Range: \$6,105-\$9,870 plus 1 x community fee of \$2,500

Bed and Bath: Private apartments

Medicaid- ERC/ACCS: No/No

Sterling House at Richmond

61 Farr Road

Richmond, VT 05477

Phone: (802) 434-7181

Fax: (802) 434-7161

Contact Person: Rachael Parker

www.sterlinghouseatrichmond.com

Price Range: \$4,100/month

Bed and Bath: All single and private

Specialty Dementia Care: No

Medicaid- ERC/ACCS: Yes/No

NOTE: Information updated as of [REDACTED]

From: [Renner, Jamie](#)
To: ["Wendy Rowe"](#)
Subject: RE: [REDACTED]
Date: [REDACTED]

I understand completely. Thanks for the update.
-Jamie

From: Wendy Rowe <WRowe@vtlegalaid.org>
Sent: [REDACTED]
To: Renner, Jamie <Jamie.Renner@vermont.gov>
Subject: [REDACTED]

Hi Jamie,
[REDACTED] wants to speak with me before she speaks with you. Her reluctance is similar to [REDACTED] in that she worries about rocking the boat in what she feels like a precarious situation for her husband. [REDACTED] was approved for a variance and was never issued a discharge notice, though [REDACTED] was quite worried about that possibility.

I will share an excerpt from her email to me:

[REDACTED] situation has been resolved and I have been told (but not in writing) that MR wants him to stay til end of life. I feel like I am in a difficult position. Maybe I could just talk with you about this. I so appreciated your support and want to be of assistance if I can. At the same time I don't want to jeopardize [REDACTED] stay at MR, he really is happy there and while I know that in the future he may need more skilled nursing, I am just trying to keep things positive and hang in there.

I'll be back in touch after [REDACTED] and I connect.

Thanks,
Wendy
VT Long-term Care Ombudsman Program
Vermont Legal Aid
264 N. Winooski Avenue
Burlington, VT 05402
802-448-1690
Fax 802-863-7152

From: [Wendy Rowe](#)
To: [Renner, Jamie](#)
Subject: [REDACTED]
Date: [REDACTED]

Hi Jamie,

[REDACTED] would like to speak with you and is home all day today. She asks that you email her with a time before calling her. It takes her a bit of time to get to the phone so she wants to be prepared.

[REDACTED] phone number is [REDACTED]

Thank you,

Wendy

From: Renner, Jamie [mailto:Jamie.Renner@vermont.gov]

Sent: [REDACTED]

To: Wendy Rowe <WRowe@vtlegalaid.org>

Subject: [REDACTED]

I understand completely. Thanks for the update.

-Jamie

From: Wendy Rowe <WRowe@vtlegalaid.org>

Sent: [REDACTED]

To: Renner, Jamie <Jamie.Renner@vermont.gov>

Subject: [REDACTED]

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From: [Wendy Rowe](#)
To: [Renner, Jamie](#)
Subject: [REDACTED]
Date: [REDACTED]

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Thanks,
Wendy

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Vermont Legal Aid
264 N. Winooski Avenue
Burlington, VT 05402
802-448-1690
Fax 802-863-7152

From: [Sean Londergan](#)
To: [Renner, Jamie](#)
Subject: Maple Ridge (Spring Village) update
Date: [REDACTED]

Hello Jamie,

I hope you are well.

I wanted to let you know that I followed up with Wendy after our telephone conversation last week. Neither Wendy nor I have been contacted by any residents or family members of any resident about any new involuntary discharges from Maple Ridge.

Also, the resident and family that did receive an involuntary discharge, but decided not to fight it, is not interested in discussing the matter any further (they have moved on).

Finally, below please see in an email from [REDACTED] to Wendy.

In his email, [REDACTED] discusses [REDACTED] last days; [REDACTED] also passed along his gratitude and best wishes to you.

If Wendy or I hear any news from Maple Ridge, we will be sure to pass it along to you.

In the meantime, if anything should come up on your end, please feel free to reach out the Office.

Thank you.

Sean

From: Wendy Rowe

Sent: [REDACTED]

To: Sean Londergan <SLondergan@vtlegalaid.org>

Subject: FW: [REDACTED]

From: [REDACTED]

To: Wendy Rowe <WRowe@vtlegalaid.org>

Subject: Re: [REDACTED]

Hi Wendy,

Thanks for the email and your kind words.

[REDACTED] was in hospice for about a week. I'm convinced he himself made the decision that it was his time to move on. [REDACTED] just prior to us deciding to have him enter hospice care. He was out of bed for one day after my sister arrived. He let her and I help feed him some supper in the dining room on a Monday, then stayed in bed for about a week after that, declining all food and pretty much all fluid. At some point that week, when he didn't seem capable of any communication, he reached out to [REDACTED], then he reached out for [REDACTED] hand, which he held for a few minutes, then mine. When we were saying good night to him we could see him waving goodbye to us under the sheet. He lived for several days after that, but wasn't able to communicate really.

On the night he passed away, [REDACTED] had left to go home for the evening. [REDACTED] decided to stay by his bedside for the night. [REDACTED] were very close. He died about an hour later with her at his side. Very heart-breaking, but it seems right at the same time.

I wish everyone who had met [REDACTED] during the past couple of years could've known him before the [REDACTED] had taken hold. He was a genuinely great guy. A friend and colleague

of his said this: "He was one of the sweetest guys I ever met. You come across very few in [REDACTED] disposition and temperament, so easy going, so indifferent to everyone else's shortcomings."

I'll always be grateful to you for helping [REDACTED] stay at Maple Ridge. It's been a tough road for him. I'm glad we were able to give him a little of continuity at the end of his life. I'll always remember the you, he, and I sitting together in the dining room. I could tell you have gentle, easy way with people in need. I think [REDACTED] could sense it as well.

Pass along my gratitude and best wishes to Sean, Bill, and Jamie. If there's anything I can be of help to you, or any of the other residents at Maple Ridge, please don't hesitate to reach out to me.

Happy Holidays to you, Wendy.

[REDACTED]

On [REDACTED] Wendy Rowe <WRowe@vtlegalaid.org> wrote:

[REDACTED]
I got a call from Teri at Maple Ridge just after [REDACTED] died. I want to send my condolences to you and your family. I've been away for a few weeks so I'm sorry for the delay in reaching out to you.

I'm glad to have met [REDACTED]. Despite his [REDACTED], it was not hard to sense his depth, his humor and his kindness. I can see the ways he passed these qualities along to you. I trust that your family was able to gather quickly enough to support him and one another. It seems the end came quickly.

I have no doubt you were front and center to providing for [REDACTED] needs as you had been for many months.

I've let Sean and Bill know, and Jamie Renner emailed to check in recently so we let him know as well. Thank you for working with us, for going above and beyond to help keep your father's situation as stable as possible. We know you did that for him even if it put you in the spotlight at times. You did a beautiful job, [REDACTED].

All the best to you and warm wishes for good holidays with your friends and family.

Wendy

VT Long-term Care Ombudsman Program

Vermont Legal Aid

264 N. Winooski Avenue

Burlington, VT 05401

802-448-1690

Fax 802-863-7152

From: [Renner, Jamie](#)
To: "Sean Londergan"
Subject: [REDACTED]

Thank you.
-Jamie

From: Sean Londergan <SLondergan@vtlegalaid.org>
Sent: [REDACTED]
To: Renner, Jamie <Jamie.Renner@vermont.gov>
Subject: [REDACTED]

Hello Jamie:

[REDACTED] came by VLA today.

Attached are 3 documents he provided:

1. Spring Village Resident & Family Handbook.
2. Assisted Living In Chittenden Living (he used this list to narrow his search for placement to the facilities that had "specialty dementia care" in Chittenden County).
3. The outline he had with him when he spoke to you on August 15th.

If you have any questions, just let me know.

Thank you.

Sean
Sean Londergan
State Long Term Care Ombudsman
Long Term Care Ombudsman Project
Vermont Legal Aid
264 North Winooski Avenue
Burlington, VT 05401
slondergan@vtlegalaid.org
800-899-2047
802-383-2227

From: [Sean Londergan](#)
To: [Renner, Jamie](#)
Subject: [REDACTED]

You are welcome.

On [REDACTED] "Renner, Jamie" <Jamie.Renner@vermont.gov> wrote:
Thank you.
-Jamie

From: Sean Londergan <SLondergan@vtlegalaid.org>
Sent: [REDACTED]
To: Renner, Jamie <Jamie.Renner@vermont.gov>
Subject: [REDACTED]

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slondergan@vtlegalaid.org
800-899-2047
802-383-2227

From: [Sean Londergan](#)

To: [Renner, Jamie](#)

Subject:

Attachments:

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RESIDENT AND FAMILY HANDBOOK

WELCOME TO THE SPRING VILLAGE AT ESSEX FAMILY!

The Residents and staff of Spring Village at Essex welcome your family member to his or her new home! We are here to help your loved one make a smooth transition into life at Spring Village at Essex, so please do not hesitate to ask for assistance- we are here to help!

Emma Gonsalves, Executive Director

Katy Lemery, Memory Care Coordinator

Rebecca Gwozdz, Activities Director

Amanda Finnegan, Business Office Coordinator

Barbara Hanson, Head Concierge

Paul Krcmar, Director of Food Services

Michael Leopold, Maintenance Director

Carrie Rae Shamel, Director of Community Relations

Marcia Lyford, Director of Nursing

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RESIDENT CARE & COMMUNICATIONS

At Spring Village at Essex, we pride ourselves on the care we provide. Our top priority is protecting our Residents' health, wellbeing, and happiness. We know how important open communication is with our families, and we commit to providing that to you.

If you have any questions or concerns about your loved one's care or health, contact our Director of Nursing or Memory Care Coordinator. The Director of Nursing and Memory Care Coordinator is the primary point of contact for all Residents and families. Please understand that other staff have been asked not to share health information with families, as they often are not aware of all of the details of a Resident's health situation. Having the Director of Nursing or Memory Care Coordinator as your points of contact will ensure you get accurate information.

Our Director of Nursing is available anytime and also on-call after hours. If you have an emergent concern after hours, please feel free to call the main number at (802) 872-1700 and our nurses will call you back. If your question or concern is not emergent, please leave a message for one of the nurses, and they will call you back the next day.

THE SPRING VILLAGE AT ESSEX NEWS

We send out a monthly electronic newsletter, the Spring Village at Essex News, which includes information about any current issues and news, as well as upcoming events. We also send out monthly activities schedules and menus. If you have additional family members who would like to receive these mailings to keep up on happenings in our Community, please provide their email addresses to the Concierge. We are always happy to grow the Spring Village at Essex Family! There are copies of these documents available at the Concierge's desk as well.