

## **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!



## 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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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 July 18, 2016.

- 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?

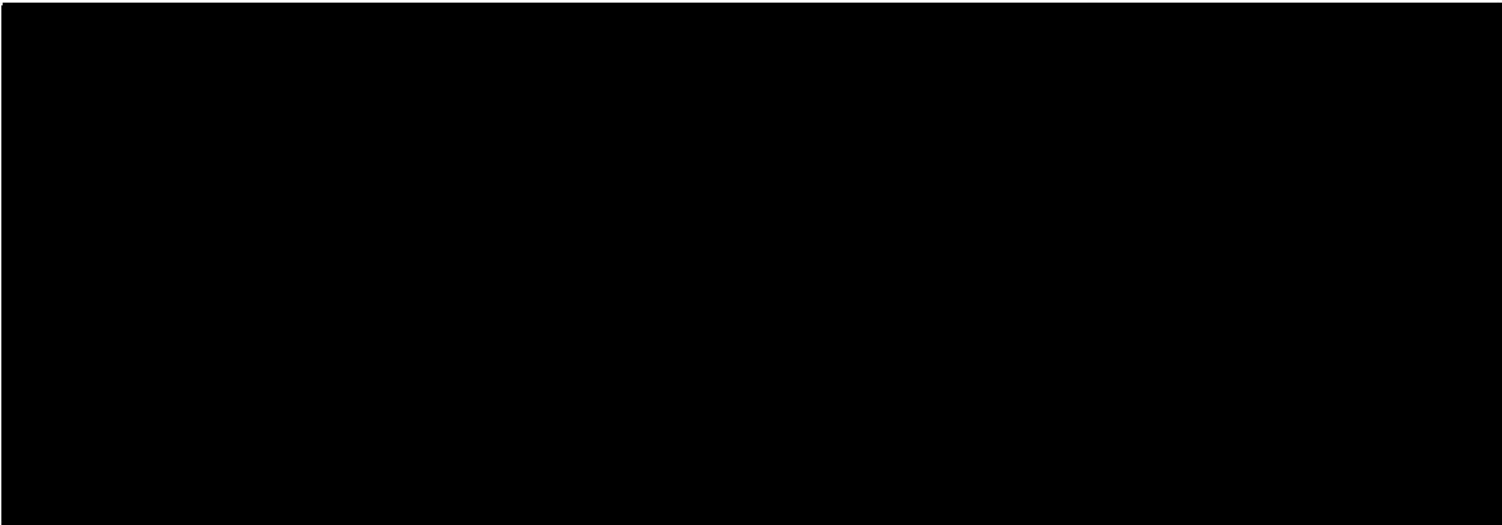
To me devastating. We did not tell the patient, or talk to the caregivers about it. I did not want [REDACTED] upset by it. I thought it would be cruel to move her at this stage of her disease. All the level 4 facilities were more difficult for family to visit. I do want her to feel abandon by her family.



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.



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

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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

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**From:** Renner, Jamie [mailto:Jamie.Renner@vermont.gov]  
**Sent:** [REDACTED]  
**To:** Wendy Rowe <WRowe@vtlegalaid.org>  
**Subject:** RE: [REDACTED]  
I understand completely. Thanks for the update.  
-Jamie

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**From:** Wendy Rowe <[WRowe@vtlegalaid.org](mailto:WRowe@vtlegalaid.org)>  
**Sent:** [REDACTED]  
**To:** Renner, Jamie <[Jamie.Renner@vermont.gov](mailto: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 [REDACTED]. [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:** [Renner, Jamie](#)  
**To:** ["Wendy Rowe"](#)  
**Subject:** [REDACTED]

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I understand completely. Thanks for the update.  
-Jamie

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**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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[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 [REDACTED]. [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:** Updates  
**Date:** [REDACTED]

---

Hi Jamie,

I've contacted [REDACTED] and [REDACTED] to ask if they would like to speak with you. [REDACTED] [REDACTED] is at Maple Ridge with a LOC variance and [REDACTED] moved [REDACTED] (also named [REDACTED]) out of Maple Ridge earlier this year because of dissatisfaction with services and communication. [REDACTED] got back to me immediately with this message:

Good Morning Wendy,  
Great to hear from you!

I would be more than happy to speak with anyone in your office, or the AG's Office.  
I need to run to a 10:00am meeting now, but would like to leave my contact information for you.....

of course, this email would be fine for anyone to use, or, during the day, my direct number is [REDACTED]. This is a private voice mail, so feel free to leave a message.

Thank you for checking in.

[REDACTED]

I received notice that Maple Ridge issued another 30-day involuntary discharge notice to a resident last Friday for exceeding their level of care. This is someone who has been on hospice over the past year but is currently not on hospice. This resident's [REDACTED] have decided to move [REDACTED] to a nursing home and they are not interested in making an appeal. The [REDACTED] has many disagreements with Maple Ridge's approach to [REDACTED] and is tired of fighting with them. The [REDACTED] told me yesterday that [REDACTED] private pay funds will be exhausted in the near future so they were going to need to move her in any event.

Please let me know if there are any other ways I can assist you with contacts or information.

Thank you,

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

---

Jamie:  
[REDACTED] email sent today.  
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](mailto:slondergan@vtlegalaid.org)  
800-899-2047  
802-383-2227

**From:** [REDACTED]  
**To:** [Wendy Rowe](#); [Sean Londergan](#)  
**Subject:** SV notes  
**Date:** [REDACTED]  
**Attachments:** [sv notes.pdf](#)

---

Hi,

I'm attaching some scanned copies from notes [REDACTED] took from our May 21st meeting with Katy Lemery and Teri Litchfield; the section of the note that states, "Ask for break-down of specifics..." is something I wrote prior to the meeting. I'm sorry there are no dates on the actual notes.

I also included a scan of Spring Village's Level of Care Descriptions. I can't say exactly when I received this but I suspect it was prior to [REDACTED] being accepted at Spring Village. The handwritten notes on it are mine; I'm guessing I wrote those around the time of [REDACTED] intake (At the time, I was mainly concerned about the extra cost "Enhanced Care" might entail. I believe I wrote "Hospice" there because [REDACTED] mentioned this as something people did and that it was covered by Medicare, I believe).

Please note that Level Three mentions "Full assistance" several times. No one ever said at the time that full assistance was limited to one staff person.

Thanks,

[REDACTED]



## **LEVEL OF CARE DESCRIPTIONS**

The community's levels of care for Alzheimer's and dementia care are designed for residents who require or prefer more frequent and intensive assistance with activities of daily living, as determined by the personalized assessment. These levels are in addition to the memory care base fee. These descriptions are intended to be used as a guideline. Residents' needs may not fall completely into one level.

### **LEVEL ONE** (Descriptions listed are intended as a guideline)

1. Cueing and set up with bathing or showering
2. Cueing with dressing, clothes selection and orientation
3. Stand by assistance with grooming, including but not limited to hair and teeth brushing, shaving, etc.
4. Independent with feeding
5. Independent with walking
6. Exhibiting behaviors occasionally requiring staff intervention and redirection

### **LEVEL TWO** (Descriptions listed are intended as a guideline)

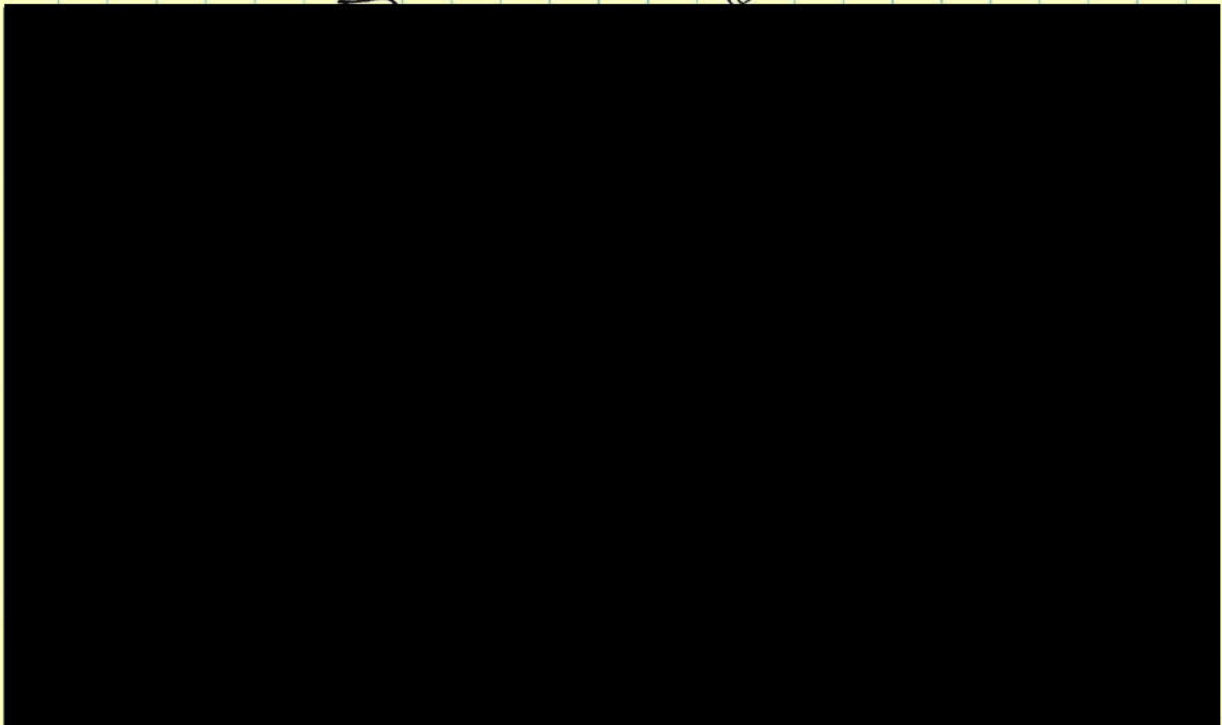
1. Physical assistance with bathing or showering
2. Physical assistance with dressing, clothes selection and orientation
3. Physical assistance with grooming, including but not limited to hair and teeth brushing, shaving, etc.
4. Requiring cueing and set up for feeding
5. Physical assistance with walking, wheelchair propelling, and prescribed exercises
6. Exhibiting behaviors frequently requiring staff intervention and redirection

### **LEVEL THREE** (Descriptions listed are intended as a guideline)

1. Full assistance with bathing and showering
2. Full assistance with dressing, clothing selection and orientation
3. Full assistance with grooming, including but not limited to hair and teeth brushing, shaving, etc.
4. Physical assistance with feeding
5. Full staff assistance with transferring from chairs to bed, toilet, etc.
6. Exhibiting behaviors consistently requiring staff intervention and redirection

### **ENHANCED CARE**

Required when more physical assistance is required than level three, and/or when an individual is exhibiting behaviors that exceed the ability of staff.



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

---

Hi,

I am forward an email between Katy Lemery and myself regarding fee schedule at SV and the decision to move [REDACTED] to Level III. There is also a mention of the \$3000 credit.

----- Forwarded message -----

From: [REDACTED] >  
Date: [REDACTED]  
Subject: [REDACTED]  
To: <[katy.lemery@springvillageessex.com](mailto:katy.lemery@springvillageessex.com)>

Hi Katy,

Congratulations on becoming Executive Director!

I recently received a letter from Angela Pelletier regarding an increase in [REDACTED] fee and was going to email her but decided to send it your way since you are the new Director.

I had been expecting an increase in [REDACTED] level of care needs, so the letter wasn't a surprise, although, Angela's letter does state that Spring Village will be increasing [REDACTED] rate to Level II plus your Incontinence Program, for a total increase of \$1250/month (total amount = \$7750). [REDACTED] has been at Level II (\$7000) since his admission to Spring Village. I had been expecting a bump up to Level III at some point, which, I believe, includes the Incontinence Program.

Here's my confusion: the Residency Agreement isn't clear whether the difference between the base rate and Level III is \$800 or \$1300/month. I specifically remember asking Carrie whether the cost of Level III was \$800 in addition to the \$500 of Level II, for a total of \$7800, or if the increase to Level II was just \$800, for a total of \$7300. I remember the answer being \$7300.

I appreciate that there may have been miscommunication, but I'm certain I asked since the difference isn't insignificant. I also appreciate the rates are what they are, so in the interest of clarity moving forward, and to help in terms of my family's financial planning, how much does Spring Village's Level III level of care cost in total above the base rate. In other words, if [REDACTED] were to require Level III, what would the total monthly cost be? And does Level III still include the Incontinence Program?

Also, what can we expect in terms of rate increases in the future? The Residency Agreement states the Base Fee is not to exceed 5% per year. Does this rate increase limit also apply to the Level of Care Fees as well?

One last item: my invoices from Spring Village state that we have a \$3000 credit due (Sheindie is aware of this and was looking into into it). I didn't want to decrease this from our next monthly payment until I was sure it was accurate.

Thanks for your help. And again, congratulations!

Best regards,



**From:** [REDACTED]  
**To:** [Wendy Rowe](#); [Sean Londergan](#)  
**Subject:** Fwd: [REDACTED]  
**Date:** [REDACTED]  
**Attachments:** [REDACTED]

---

----- Forwarded message -----

**From:** [REDACTED]  
**Subject:** [REDACTED]  
**To:** [REDACTED] >

Maybe something to read on plane. If you get this. Or we can fill it out tonight and drop it off at spring village tomorrow. Can't wait to see ya

Sent from my iPad

Begin forwarded message:

**From:** <[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)>  
**Date:** [REDACTED]  
**To:** [REDACTED] >  
**Subject:** RE: Thursday

HI [REDACTED] -

Here is the profile. If you could get this back to me Wed afternoon that would be awesome.

I will call [REDACTED] office and find out if someone from their office can come by at 4 p.m.

Wow, you have a very busy week!

Best-  
Carrie Rae

P.S. DO you suspect [REDACTED] will stay for dinner on Thursday?

Carrie Rae Shamel  
Spring Village at Essex  
Director of Community Relations  
Gerontology Certified  
802-872- 1700  
[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)

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

Subject: Re: Thursday

From: [REDACTED]

Date: [REDACTED]

To: [carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)

Hi Carrie,

If you could send me an electronic version of the Resident profile that would be great. [REDACTED] can get it done on Wednesday. I don't if we can make it up to Spring Village by 1:30 on Thursday. Possibly. I'm pretty sure [REDACTED] could see [REDACTED] at 4:00. Hopefully if we can't make it by 1:30 the NP will still be able to see him.

I'm tied up at work until Midnight Tuesday after which I'll pick up [REDACTED] at the airport. We'll drive down to MA on Wednesday and drive [REDACTED] up on Thursday. 1:30 is certainly possible but if there is any way to make it a little later in the afternoon that would be great. It would certainly make it less stressful in the event the trip ends up slower going than we hope.

Thank You,

[REDACTED]

Sent from my iPad

On Mar 20, 2017, at 12:26 PM,

<[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)>

<[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)> wrote:

hi [REDACTED] (again)

I spoke to [REDACTED] office last week and it sounds like the Nurse Practitioner is planning to be at Spring Village at 1:30. Is that reasonable to get him here by then?

We will have the prorated bill for you to pay Thursday. We are considering him a Level 2 care (additioanl \$500 dollars over base fee) but we may need to re-evaulate this as we have not met him yet.

Did I give you the Resident Profile that includes info on his history, background, likes and dislikes? It is a 4-5 page document. If you could fill it out and get to back to me as soon as possible, that would be terrific. (If you did not, let me know and I can send you one electronically)

Let me know if you have other questions. Just a reminder- it would be terrific if his clothes can be labeled with initials.

Best and safe travels,  
Carrie Rae



Carrie Rae Shamel  
Spring Village at Essex  
Director of Community Relations  
Gerontology Certified  
802-872- 1700  
[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)  
<icon\_sm\_facebook.gif>

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

Subject: Payments to Spring Village

From: [REDACTED]

[REDACTED], Carrie  
Shamel

<[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)>

Cc: [REDACTED]

Hello [REDACTED]

[REDACTED], as you know [REDACTED] will be moving to Spring Village on the 23rd. I wanted to be sure that we could set up a payment schedule similar to the arrangement [REDACTED] had with Concord Park.

Carrie can probably provide with the best information in terms of making sure Spring Village gets paid (Thanks Carrie).

I talked to [REDACTED] since we will need her to approve any payments.

Thank you all.

[REDACTED]

Sent from my iPad



Spring Village at Essex

Resident Profile

Resident Name: \_\_\_\_\_

Dear Resident:

At Spring Village at Essex, we recognize that each person has a unique life story and we are very interested to learn your story. Please take the time to tell us about yourself so that we can offer the best individualized service that is customized for you. Include experiences, stories, celebrations, accomplishments, losses, or whatever you think important about you yesterday and today. If you do not feel comfortable answering a question, please feel free to skip it. (If you are completing this information on behalf of someone please answer based on your knowledge of what your loved one prefers.)

What name do you prefer Spring Village Staff use in addressing you \_\_\_\_\_

Languages that you speak \_\_\_\_\_

PHOTO

Resident Profile for: \_\_\_\_\_

We also want to understand your preferences (or dislikes) so we make the environment more suitable to your tastes and make it feel more like home. To do that, we would like to ask some questions about things you enjoy (or don't enjoy):

SIGHTS: (e.g. Pets, Old Family Photos, Fresh Flowers)

SOUNDS: (e.g. Elvis Presley Music, Birds, Choirs, The Ocean, Favorite Song)

SCENTS: (e.g. Lavender, Vanilla, Bread Baking)

SPECIAL ITEMS: (e.g. Pets, Favorite Throw, Jacket, Hat)

What things tend to annoy or bother you?

What things comfort you?

Tell us any things that frighten you.

What are your ways of coping with stress?

Resident Profile for:

What stands out to you when you think about different times of your life?

CHILDHOOD/YOUTH

Born & Raised   Family Events   Traditions & Foods   Vacations   Church or Religion  
School   Education Experiences   Childhood Friends   Hobbies   Sports   Recreation

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Place of birth \_\_\_\_\_

Sibling(s) \_\_\_\_\_

ADULT/WORKING LIFE

Family   Marriage   Events   Traditions & Foods   Vacations   Church or Religion  
Occupations   Careers   Military Service   Organizations   Membership   Friends  
Hobbies   Sports   Recreation   Volunteering   Musical Instruments

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Marital Status \_\_\_\_\_

Places you lived \_\_\_\_\_

Resident Profile for: \_\_\_\_\_

RETIREMENT/RECENT YEARS

Family Marriage Events Traditions & Foods Vacations Church or Religion

Place of Residence Travel Work or Volunteer Involvement Musical Instruments

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Closest relationships \_\_\_\_\_

Diet: \_\_\_\_\_

Food Allergies: \_\_\_\_\_

Meals are provided at the times indicated below & snacks are provided throughout the day and/or upon request.

Food Preferences: Please describe typical meals and preferences/dislikes

Breakfast (8:00 AM) \_\_\_\_\_

Lunch (12:00 PM) \_\_\_\_\_

Dinner (5:00 PM) \_\_\_\_\_

Snack preferences: \_\_\_\_\_

Special instruction: (needs help cutting tough items, special utensils, cueing, reminding, no distractions, etc.) \_\_\_\_\_

Toileting: Please describe assistance needed:

Bladder: Continent Incontinent Independent Reminders Cueing

Assistance \_\_\_\_\_ Products Used \_\_\_\_\_

Bowel: Continent Incontinent Independent Reminders Cueing

Assistance \_\_\_\_\_ Products Used \_\_\_\_\_

Typical schedule/patterns: \_\_\_\_\_

Resident Profile for: \_\_\_\_\_

**24 HOUR/DAILY CALENDAR:** Tell us about a typical day with your preferred activities and routine

Morning	Wake Up Time	
	Routine	
	Tasks	
Breakfast	Timing	
	Favorite	
	Breakfast	
	With Others or Alone	
Mid-Morning	Interests	
	Times of Rest	
	Tasks	
	Favorite Snacks	
Lunch	Timing	
	Favorite Lunch/ Dessert	
	With Others or Alone	
	Interests	
Afternoon	Rest Times	
	Tasks	
	Favorite	
	Snacks	
Dinner	Timing	
	Favorite Dinner /Dessert	
	With Others or Alone	
	Interests	
Late Evening	Sleeping Time	
	Typical Routine	
Night	Night-time	
	Snacks or Drink	
	Sleep Patterns	
	Things that Help You Sleep	

**Resident Profile for:** \_\_\_\_\_

**ANNUAL**

**CALENDAR:**

What are the important dates and memories that stand out for you?

**Examples:** Birthdays, anniversary(ies), Holidays, Significant Life Event or Special Foods Enjoyed Around These Events

January	
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	

**WEEKLY CALENDAR:** What are your preferred activities and routine throughout the week?

**Examples:** Church, Favorite TV Program, Visits with Family, Hair Salon Day.

Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	

Resident Profile for: \_\_\_\_\_

Activities of Daily Living – ADL's: Please describe assistance needed with the following:

Dressing: Independent    Cueing    Reminder    Assistance

Bathing:    Independent    Cueing    Reminder    Assistance

\_\_\_\_\_  
\_\_\_\_\_

Please describe any sleeping difficulties: \_\_\_\_\_

Ambulation and Assistive Devices:

Resident uses:

Walker \_\_\_\_\_ Cane \_\_\_\_\_ Wheelchair \_\_\_\_\_

Hearing aids \_\_\_\_\_ Glasses \_\_\_\_\_ Dentures \_\_\_\_\_

Please list any other information you feel would be helpful to us \_\_\_\_\_  
\_\_\_\_\_

What prompts Resident to smile, be happy or laugh? \_\_\_\_\_

We would like to ask one more question. If there were three (3) things we could do to delight you, what would they be?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Completed by: \_\_\_\_\_

Relationship: \_\_\_\_\_



Resident Profile for: \_\_\_\_\_

THANK YOU for taking time to tell us about yourself. As we get to know you better, we will continue to ask and as you think of something else we always want to know.

Sincerely,

Spring Village at Essex Team

This area is for Spring Village use only:

I acknowledge that I have read this information: It will be used to gather information to develop and update a Service Plan unique to each resident at Spring Village. All Information will be handled in a confidential manner.

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Activity Director

\_\_\_\_\_  
Head Concierge

\_\_\_\_\_  
Food Service Director

\_\_\_\_\_  
Community Relations Director

\_\_\_\_\_  
Maintenance Director

\_\_\_\_\_  
Business Office Manager

\_\_\_\_\_  
Director of Nursing

\_\_\_\_\_  
Memory Care Coordinator

**From:** [REDACTED]  
**To:** [Wendy Rowe](#); [Sean Londergan](#)  
**Subject:** Fwd:  
**Date:** [REDACTED]  
**Attachments:** [REDACTED]

---

----- Forwarded message -----

**From:** <[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)>  
**Date:** [REDACTED]  
**Subject:** RE:  
**To:** [REDACTED] >

Hi [REDACTED] -  
I have been communicating with [REDACTED] via email, although she is correct that it is my turn to respond to her. If 3/23 is best for [REDACTED], let's aim for that. I just emailed [REDACTED] about setting up a time to talk tomorrow.  
Thank you for checking in and your patience.  
Carrie Rae

Carrie Rae Shamel  
Spring Village at Essex  
Director of Community Relations  
Gerontology Certified  
802-872- 1700  
[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)



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

**Subject:** [REDACTED]  
**From:** [REDACTED]  
**To:** Carrie Shamel <[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)>  
**Cc:** [REDACTED]

Hi Carrie,  
I am just wondering how things are looking in terms of moving [REDACTED] to Spring Village. I think Concord Park will need to know a move in date fairly soon. March 23 would be ideal in terms of [REDACTED] schedule. Let us know how this sounds and if there anything else we need to do to finalize this process.

Thanks,  
[REDACTED]

Sent from my iPad

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

---

----- Forwarded message -----

From: [REDACTED]  
[REDACTED]  
To: [REDACTED] Carrie Shamel  
<[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)>  
Cc: [REDACTED]

Hello [REDACTED]

[REDACTED], as you know [REDACTED] will be moving to Spring Village on the 23rd. I wanted to be sure that we could set up a payment schedule similar to the arrangement [REDACTED] had with Concord Park.

Carrie can probably provide with the best information in terms of making sure Spring Village gets paid (Thanks Carrie).

I talked to [REDACTED] since we will need her to approve any payments.

Thank you all.

[REDACTED]

Sent from my iPad

**From:** [REDACTED]  
**To:** [Wendy Rowe](#); [Sean Londergan](#)  
**Subject:** Fwd: Checking in  
**Date:** [REDACTED]  
**Attachments:** [REDACTED]

---

----- Forwarded message -----

**From:** <[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)>  
**Date:** [REDACTED]  
**Subject:** Checking in  
**To:** [REDACTED]

[REDACTED]

How is it going? How do you think [REDACTED] is doing so far? He seems to be adjusting okay. I was sorry to hear he continues to fall out of bed!

Anyhow, I am just reaching out to ask if you have any intention of placing a chair in his room? We may have one floating around here too that we could put in there. We are just thinking it would be nice for him to have a place to sit besides the bed and the wheelchair.

I hope you had a nice visit with your sister!

Take care and I am sure we will see you again soon.

Best-  
Carrie Rae

Carrie Rae Shamel  
Spring Village at Essex  
Director of Community Relations  
Gerontology Certified  
802-872- 1700  
[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)



**From:** [REDACTED]  
**To:** [Wendy Rowe](#); [Sean Londergan](#)  
**Subject:** Fwd: Checking In  
**Date:** [REDACTED]  
**Attachments:** [REDACTED]

---

----- Forwarded message -----

**From:** <[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)>  
**Date:** [REDACTED]  
**Subject:** Checking In  
**To:** [REDACTED] >

[REDACTED]  
I just wanted to say hello & check in on how [REDACTED] is doing? I had a nice talk with [REDACTED] last week and [REDACTED] sounds like a great match for us. We look forward to meeting him next month!  
Be in touch when you can,  
Thanks!  
Carrie Rae

Carrie Rae Shamel  
Spring Village at Essex  
Director of Community Relations  
Gerontology Certified  
802-872- 1700  
[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)

**From:** [REDACTED]  
**To:** [Wendy Rowe](#); [Sean Londergan](#)  
**Subject:** Fwd: Spring Village  
**Date:** [REDACTED]

---

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** [REDACTED]  
**Subject:** Re: Spring Village  
**To:** Mary Baum <[mbaum@concordpark.net](mailto:mbaum@concordpark.net)>

I will try to get some clarification. Thanks Mary.

Sent from my iPad

On [REDACTED] Mary Baum <[mbaum@concordpark.net](mailto:mbaum@concordpark.net)> wrote:

[REDACTED]

I have sent several e-mails (as you know as I cc'd you) to Carrie at Spring Hill. Do you know where they are at with the assessment process?. I asked Carrie to call me if she needed more information or clarification on the Service Plan/Assessment I had sent her on Monday.

Have you confirmed a move date with Spring Village? I don't wish for anything on our end to be holding up the process for you.

Mary

--

**Mary Baum**

**Compass Program Director**

[Concord Park](#), a Volunteers of America Community

68 Commonwealth Avenue, Concord, MA 01742

P: 978-369-4728 | F: 978-369-5381



Check out our [Facebook Page!](#)

From: [REDACTED]  
To: [Wendy Rowe](#); [Sean Londergan](#)  
Subject: Fwd: [REDACTED]  
[REDACTED]

---

Hi Wendy and Sean,

I'm going to forward all my email correspondence between Carrie Shamel and myself prior to [REDACTED] having moving into Spring Village. It's not too many, I hope. They give some context to [REDACTED] condition as well conversation about setting up a Skype meeting between Carrie and Mary Baum, the Program Director at Concord Park.

Thanks,

[REDACTED]

----- Forwarded message -----

From: [REDACTED]  
Date: [REDACTED]  
Subject: [REDACTED]  
To: Carrie Shamel <[carrie.shamel@springvillageessex.com](mailto:carrie.shamel@springvillageessex.com)>, Mary Baum <[mbaum@concordpark.net](mailto:mbaum@concordpark.net)>, [REDACTED]

Hello All,

I'm wondering if [REDACTED] nursing assessment for Spring Village has been done yet. Hopefully it went well.

[REDACTED] are trying to coordinate a date to move [REDACTED] from Concord Park to Spring Village. The tentative date has been March 8th. [REDACTED] said Concord Park has some flexibility should this date need to be extended by a week-or-two.

[REDACTED] would like/need for her to be involved in helping with moving [REDACTED]. Unfortunately she had job commitments from March 5 to March 17. The best dates for us the move [REDACTED] would be either March 2 or March 23. [REDACTED], needs to make travel arrangements so we're hoping to have a definitive date as soon as possible.

Please let us know if there is anything we need to do to help facilitate this process. Feel free to call or email [REDACTED]

Carrie, I can drop off the Residency Agreement whenever you need (I can stop by tomorrow).

Thank You,

[REDACTED]

**From:** [Sean Londergan](#)  
**To:** [Renner, Jamie](#)  
**Subject:** FW: Meeting follow-up  
**Date:** [REDACTED]

---

**From:** Sean Londergan

**Sent:** [REDACTED]

**To:** [REDACTED]

**Cc:** Wendy Rowe <WRowe@vtlegalaid.org>

**Subject:** Meeting follow-up

Hello [REDACTED]:

I received a message from [REDACTED] today. They wanted me to pass along two things: First, they wanted me to express their gratitude for meeting with them to discuss your concerns and experiences with Spring Village. They are very appreciative of the time that each of you took to meet and talk with them (Wendy and I also want to thank you for all your efforts. We think that it is important for the AG's office to hear what you have to say).

Second, Jamie wanted me to remind you that if have or find any of the following, to please forward the documents or information to him (via Wendy and/or myself):

- Copies of any marketing materials Spring Village ("SV") provided to you, including any informational packet/materials SV provided to you during your early visits to the facility.
- Copies of any emails or correspondences you have from SV representatives (and former SV representatives) that refer to or discuss in any manner the extent to which Spring Village could care for your loved ones, or any limitations on SV's ability to do the same. This would include emails from before and after your loved ones were admitted as residents at SV, and up through/beyond notices of discharge, where relevant.
- Copies of any notes you took (contemporaneously) of conversations you had w Spring Village representatives regarding the extent to which Spring Village could care for your loved ones (or limitations on SV's ability to do the same). This would include notes regarding conversations relating to admission and possible discharge.

If you have any questions, please do not hesitate to contact me.

Thank you very much.

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](mailto:slondergan@vtlegalaid.org)

800-899-2047

802-383-2227



**From:** [Renner, Jamie](#)  
**To:** "[Sean Londergan](#)"  
**Subject:** RE: Meeting follow-up  
**Date:** [REDACTED]

---

Nothing to add to this. Thanks again.  
-Jamie

---

**From:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>  
**Sent:** [REDACTED]  
**To:** Renner, Jamie <[Jamie.Renner@vermont.gov](mailto:Jamie.Renner@vermont.gov)>  
**Subject:** FW: Meeting follow-up

---

**From:** Sean Londergan  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** Wendy Rowe <[WRowe@vtlegalaid.org](mailto:WRowe@vtlegalaid.org)>  
**Subject:** Meeting follow-up

Hello [REDACTED]:

I received a message from [REDACTED] today. They wanted me to pass along two things: First, they wanted me to express their gratitude for meeting with them to discuss your concerns and experiences with Spring Village. They are very appreciative of the time that each of you took to meet and talk with them (Wendy and I also want to thank you for all your efforts. We think that it is important for the AG's office to hear what you have to say).

Second, Jamie wanted me to remind you that if have or find any of the following, to please forward the documents or information to him (via Wendy and/or myself):

- Copies of any marketing materials Spring Village ("SV") provided to you, including any informational packet/materials SV provided to you during your early visits to the facility.
- Copies of any emails or correspondences you have from SV representatives (and former SV representatives) that refer to or discuss in any manner the extent to which Spring Village could care for your loved ones, or any limitations on SV's ability to do the same. This would include emails from before and after your loved ones were admitted as residents at SV, and up through/beyond notices of discharge, where relevant.
- Copies of any notes you took (contemporaneously) of conversations you had w Spring Village representatives regarding the extent to which Spring Village could care for your loved ones (or limitations on SV's ability to do the same). This would include notes regarding conversations relating to admission and possible discharge.

If you have any questions, please do not hesitate to contact me.

Thank you very much.

Sean

Sean Londergan

State Long Term Care Ombudsman

Long Term Care Ombudsman Project

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264 North Winooski Avenue

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[slondergan@vtlegalaid.org](mailto:slondergan@vtlegalaid.org)

800-899-2047

802-383-2227

**From:** [Sean Londergan](#)  
**To:** [REDACTED]  
**Subject:** Re: Follow up  
**Date:** [REDACTED]

---

Works for us too.

On Aug 21, 2018 3:20 PM, "[REDACTED]" >  
wrote:

it does for me

---

**From:** Renner, Jamie  
**Sent:** Tuesday, August 21, 2018 9:22:27 AM  
**To:** Sean Londergan  
**Cc:** [REDACTED]  
**Subject:** RE: Follow up  
Could tomorrow at 11:30 work for you & Wendy?  
-Jamie

---

**From:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>  
**Sent:** [REDACTED]  
**To:** Renner, Jamie <[Jamie.Renner@vermont.gov](mailto:Jamie.Renner@vermont.gov)>  
**Subject:** Re: Follow up

Jaime:

I can do those two things.

Wendy is out of the office for a days.

We would have some availability next Thursday in the PM. Also on Friday we are free.

We also have some time on Wednesday - 11:30 to 2:00 and 3:00 to 4:00.

If these days do not work, just let me know.

Thanks.

Sean

On [REDACTED], "Renner, Jamie" <[Jamie.Renner@vermont.gov](mailto:Jamie.Renner@vermont.gov)> wrote:

Sean,

Thank you for facilitating our introduction to yesterday to [REDACTED]. While we digest what they relayed to us, I'm wondering if you wouldn't mind doing two things on our behalf: First, please relay to each of them our sincere gratitude for sharing their concerns with us. Second, by way of follow up to requests we made to them in person yesterday, could you please ask them for:

- Copies of any marketing materials Spring Village ("SV") provided to them, including any informational packet/materials SV provided them during their early visits to the facility;
- Copies of any emails or correspondences they have from SV representatives (and former SV representatives) that refer to or discuss in any manner the extent to which Spring Village could care for their loved ones, or any limitations on SV's ability to do the same. This would include emails from before and after their loved ones were admitted as residents there, and up through/beyond notices of discharge, where relevant. This would also include the email to [REDACTED] from Ms. Shamel.
- Copies of any notes they took (contemporaneously) of conversations they had w Spring Village representatives regarding the extent to which Spring Village could care for their loved ones (or limitations on SV's ability to do the same). This would include notes regarding

conversations relating to admission and possible discharge.

Please let me know if it would be helpful for me to clarify any of these requests.

In the meantime, do you and Wendy have some time next week to debrief on what we heard yesterday?

-Jamie

**From:** [Sean Londergan](#)  
**To:** [Renner, Jamie](#)  
**Subject:** RE: Follow up - Maple Ridge  
**Date:** [REDACTED]

---

Jamie:

I wanted to let you know that an ombudsman received a communication (from the spouse of the third individual who passed away before a discharge notice was ever issued) that more Maple Ridge residents have been asked to leave the facility.

I have not been able to confirm that (our office does not have to be notified of involuntary discharges from residential care homes) and my office is thinking how best to proceed.

I just wanted to let you know of the possibility of more discharges given our last communication.

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <SLondergan@vtlegalaid.org>

**Subject:** Re: Follow up - Maple Ridge

Thanks. Just wanted to make sure I was reading the lay of the land correctly.

On [REDACTED], Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)> wrote:

Jamie:

Responding to your questions as follows:

1. Yes, only one of the three residents that you have information about is currently appealing a discharge.
2. The appeal is ongoing. The resident lost at the first level of appeal (which is made to DAHL). The resident made a second level appeal to the Human Services Board. A hearing on that appeal is scheduled for September 26. The resident can remain in the facility pending the appeal.
3. Yes, it is resolved in the sense that particular appeal has been defeated. The facility has not made another attempt to discharge to this point.
4. Yes. The spouse for the 3<sup>rd</sup> resident died before a discharge notice was issued.
5. No. There are no other Maple Ridge residents facing discharge that our Office is aware of.

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Subject:** Follow up - Maple Ridge

Sean,

It seems that, of the 3 Maple Ridge / former Spring Village residents about whom you sent me information, only 1 is in the process of appealing a discharge notice. Is that accurate? Has there been a result in that matter?

It looks like you successfully appealed a discharge attempt regarding one of the other residents. Is that matter now resolved?

It seems that the spouse of the third individual passed away before a discharge notice was ever issued to her. Is that true?

Are there any other Maple Ridge residents currently facing discharge notices that you're aware of?

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street

Montpelier VT 05609-1001

802-828-5947 (direct)

**From:** [Renner, Jamie](#)  
**To:** [Sean Londergan](#)  
**Subject:** Re: Follow up - Maple Ridge  
**Date:** [REDACTED]

---

Sean,  
Thank you for this information.  
-Jamie

On [REDACTED], Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)> wrote:

Jamie:

I wanted to let you know that an ombudsman received a communication (from the spouse of the third individual who passed away before a discharge notice was ever issued) that more Maple Ridge residents have been asked to leave the facility. I have not been able to confirm that (our office does not have to be notified of involuntary discharges from residential care homes) and my office is thinking how best to proceed.

I just wanted to let you know of the possibility of more discharges given our last communication.

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Subject:** Re: Follow up - Maple Ridge

Thanks. Just wanted to make sure I was reading the lay of the land correctly.

On [REDACTED] Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)> wrote:

Jamie:

Responding to your questions as follows:

<!--[if !supportLists]-->1. <!--[endif]-->Yes, only one of the three residents that you have information about is currently appealing a discharge.

<!--[if !supportLists]-->2. <!--[endif]-->The appeal is ongoing. The resident lost at the first level of appeal (which is made to DAAL). The resident made a second level appeal to the Human Services Board. A hearing on that appeal is scheduled for September 26. The resident can remain in the facility pending the appeal.

<!--[if !supportLists]-->3. <!--[endif]-->Yes, it is resolved in the sense that particular appeal has been defeated. The facility has not made another attempt to discharge to this point.

<!--[if !supportLists]-->4. <!--[endif]-->Yes. The spouse for the 3<sup>rd</sup> resident died before a discharge notice was issued.

<!--[if !supportLists]-->5. <!--[endif]-->No. There are no other Maple

Ridge residents facing discharge that our Office is aware of.

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Subject:** Follow up - Maple Ridge

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It looks like you successfully appealed a discharge attempt regarding one of the other residents. Is that matter now resolved?

It seems that the spouse of the third individual passed away before a discharge notice was ever issued to her. Is that true?

Are there any other Maple Ridge residents currently facing discharge notices that you're aware of?

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street

Montpelier VT 05609-1001

802-828-5947 (direct)



**From:** [Sean Londergan](#)  
**To:** [Renner, Jamie](#)  
**Subject:** RE: Follow up - Maple Ridge  
**Date:** [REDACTED]

---

I completely understand.

**From:** Renner, Jamie [mailto:Jamie.Renner@vermont.gov]  
**Sent:** [REDACTED]  
**To:** Sean Londergan <SLondergan@vtlegalaid.org>  
**Subject:** Re: Follow up - Maple Ridge

Thanks. Just wanted to make sure I was reading the lay of the land correctly.

On [REDACTED], Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)> wrote:

Jamie:

Responding to your questions as follows:

1. Yes, only one of the three residents that you have information about is currently appealing a discharge.
2. The appeal is ongoing. The resident lost at the first level of appeal (which is made to DAIL). The resident made a second level appeal to the Human Services Board. A hearing on that appeal is scheduled for September 26. The resident can remain in the facility pending the appeal.
3. Yes, it is resolved in the sense that particular appeal has been defeated. The facility has not made another attempt to discharge to this point.
4. Yes. The spouse for the 3<sup>rd</sup> resident died before a discharge notice was issued.
5. No. There are no other Maple Ridge residents facing discharge that our Office is aware of.

Sean

---

**From:** Renner, Jamie [mailto:Jamie.Renner@vermont.gov]  
**Sent:** [REDACTED]  
**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>  
**Subject:** Follow up - Maple Ridge

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It looks like you successfully appealed a discharge attempt regarding one of the other residents. Is that matter now resolved?

It seems that the spouse of the third individual passed away before a discharge notice was ever issued to her. Is that true?

Are there any other Maple Ridge residents currently facing discharge notices that you're aware of?

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General  
109 State Street  
Montpelier VT 05609-1001  
802-828-5947 (direct)

**From:** [Renner, Jamie](#)  
**To:** [Sean Londergan](#)  
**Subject:** Re: Follow up - Maple Ridge  
**Date:** [REDACTED]

---

Thanks. Just wanted to make sure I was reading the lay of the land correctly.

On [REDACTED] Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)> wrote:

Jamie:

Responding to your questions as follows:

<!--[if !supportLists]-->1. <!--[endif]-->Yes, only one of the three residents that you have information about is currently appealing a discharge.

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<!--[if !supportLists]-->5. <!--[endif]-->No. There are no other Maple Ridge residents facing discharge that our Office is aware of.

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Subject:** Follow up - Maple Ridge

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Are there any other Maple Ridge residents currently facing discharge notices that you're aware of?

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street

Montpelier VT 05609-1001  
802-828-5947 (direct)

**From:** [Sean Londergan](#)  
**To:** [Renner, Jamie](#)  
**Subject:** RE: Follow up - Maple Ridge  
**Date:** [REDACTED]

---

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4. Yes. The spouse for the 3<sup>rd</sup> resident died before a discharge notice was issued.
5. No. There are no other Maple Ridge residents facing discharge that our Office is aware of.

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <SLondergan@vtlegalaid.org>

**Subject:** Follow up - Maple Ridge

Sean,

It seems that, of the 3 Maple Ridge / former Spring Village residents about whom you sent me information, only 1 is in the process of appealing a discharge notice. Is that accurate? Has there been a result in that matter?

It looks like you successfully appealed a discharge attempt regarding one of the other residents. Is that matter now resolved?

It seems that the spouse of the third individual passed away before a discharge notice was ever issued to her. Is that true?

Are there any other Maple Ridge residents currently facing discharge notices that you're aware of?

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street

Montpelier VT 05609-1001

802-828-5947 (direct)

**From:** [Renner, Jamie](#)  
**To:** ["Sean Londergan"](#)  
**Subject:** Follow up - Maple Ridge  
**Date:** [REDACTED]

---

Sean,

It seems that, of the 3 Maple Ridge / former Spring Village residents about whom you sent me information, only 1 is in the process of appealing a discharge notice. Is that accurate? Has there been a result in that matter?

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Are there any other Maple Ridge residents currently facing discharge notices that you're aware of?

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street

Montpelier VT 05609-1001

802-828-5947 (direct)

**From:** [Sean Londergan](#)  
**To:** [Renner, Jamie](#)  
**Subject:** RE: Spring Village - follow up  
**Date:** [REDACTED]

---

Jamie:

In response to your question below, the individual who made the representation in quote para 1 was:

Carrie Rae Shamel (who was the sales and marketing rep for Spring Village)

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <SLondergan@vtlegalaid.org>

**Subject:** RE: Spring Village - follow up

Thank you. One more question:

[REDACTED] of Resident #1 wrote in a letter that:

“During our interview with Spring Village we could not have stressed more clearly how important it was to us as a family that [REDACTED] not have to move again once we had decided a new home for him. Spring Village assured that they could be that place. We were told how Spring Village made it a priority to have their residents be able to ‘age in place’ there...

“On [REDACTED] [REDACTED] met with Teri and Katy Lemery, Spring Village’s Executive Director. Shortly into this meeting we were informed that Spring Village would be discharging [REDACTED] in approximately 30 days. Katy quite frankly admitted that promises of aging in place had been made to many families and that these promises would now be broken. Katy stated that she would not have made those promises herself and regretted that the new management team had tasked her with informing families that Spring Village would not be living up to these promises.”

Can this individual clarify who at Spring Village made the representations referenced in quote para 1 (i.e. who at Spring Village represented that this individual’s [REDACTED] could “age in place” there)?

-Jamie

---

**From:** Sean Londergan <SLondergan@vtlegalaid.org>

**Sent:** [REDACTED]

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

**Subject:** RE: Spring Village - follow up

Jamie:

I will follow up with the writer and get back to you.

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <SLondergan@vtlegalaid.org>

**Subject:** RE: Spring Village - follow up

Sean,

Resident #3’s documents include a letter dated [REDACTED]. On page 7 of that letter, the author represents that Spring Village represented to him: “We will be able to handle [REDACTED] needs. We will do whatever is necessary... including getting a variance... so that [REDACTED] can stay and pass

here. This is something that you do not need to worry about.” He writes: “I believed and trusted in those assurances... **orally and in writing**... during a difficult time.” (Emphases added). Does this writer have any written representations by Spring Village to this effect? If so, could you possibly pass them along to me?

-Jamie

---

**From:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Sent:** [REDACTED]

**To:** Renner, Jamie <[Jamie.Renner@vermont.gov](mailto:Jamie.Renner@vermont.gov)>

**Subject:** RE: Spring Village - follow up

Jamie:

Attached is information concerning three Spring Village residents.

1. The Vermont Long-Term Care Ombudsman Project (VOP) received the documents/information in the course of working with the families of the three residents.
2. For “Resident # 1” and “Resident #2”, the information attached (Resident Agreements, Assessments, and Resident Care Plans – but only for Resident #1) was collected because the VOP assisted family members with an appeal of an involuntary discharge from Spring Village (NOTE: Spring Village has recently changed its name to Maple Ridge). One appeal was won; another was lost (the appeal lost is being appealed further).
3. For Resident #3, the information collected by the VOP is informational/marketing materials, a Resident Agreement, and a 14-page “letter” written by a family member. The letter describes the family member’s experience (and views) of Spring Village.
4. The attached copies are the best (in terms of readability) that we can provide you with – for one assessment we asked the facility for another/better copy; they were unable to provide a better copy.
5. If we come across any additional materials, we will be sure to pass them along to you.

Feel free to contact me, if you have any questions.

In the meantime, I will wait to hear back from you (after you’ve had the opportunity to review the information).

Thank you for taking a look.

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](mailto:slondergan@vtlegalaid.org)

800-899-2047

802-383-2227

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Subject:** Spring Village - follow up

Sean,

As follow up to our call, it would be helpful if your clients could pass along examples of their (or their



family member's):

-Resident agreements;

-Assessments (initial, annual and/or upon change of condition);

-Resident Care Plans;

-Any other informational / marketing materials provided to them by Spring Village.

**As I mentioned, please redact personal identifying information** from these documents before passing them along.

Thanks again, and talk to you soon.

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street

Montpelier VT 05609-1001

802-828-5947 (direct)

**From:** [Sean Londergan](#)  
**To:** [Renner, Jamie](#)  
**Subject:** RE: Spring Village - follow up  
**Date:** [REDACTED]

---

Jamie:

[REDACTED]  
[REDACTED]  
[REDACTED]

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Subject:** RE: Spring Village - follow up

Can you/this individual provide the names of John Doe, Ace Company, Mary Doe and John Smith? If you have any concerns or want to discuss further, I'm at 802-828-5947.

---

**From:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Sent:** [REDACTED]

**To:** Renner, Jamie <[Jamie.Renner@vermont.gov](mailto:Jamie.Renner@vermont.gov)>

**Subject:** RE: Spring Village - follow up

[Additional response from the individual who provided documents for Resident #3:](#)

*I sent to you the written brochure specifically referencing end of life care.*

*I know that having something in writing is really important. However, I would note that two former staff members, **JOHN DOE**, who now works for **ACE COMPANY** and was the sales and marketing rep for Spring Village and then later, **MARY DOE**, the former Director of Nursing, orally represented the end of life care provision.*

***MARY DOE** told me that the representation to her by **JOHN SMITH**, the co-owner of Woodbine, ( this was the company that managed Spring Village) to provide end of life care essentially drove **MARY DOE's** decision to come to Spring Village.*

*I have no idea whether **MARY DOE's** name has come up...but i had this conversation twice about end of life care and how important it was to **MARY DOE**. I have a lot of respect for **MARY DOE**...she is a veteran nurse and was/is viewed as a straight shooter.*

*Info for the record.*

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Subject:** RE: Spring Village - follow up

Thanks. I noticed that language in the brochure. I was just curious as to whether he might have any email correspondences with Spring Village where a promise in that vein was made.

Thanks anyway,

Jamie

---

**From:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Sent:** [REDACTED]

**To:** Renner, Jamie <[Jamie.Renner@vermont.gov](mailto:Jamie.Renner@vermont.gov)>

**Subject:** RE: Spring Village - follow up

Jamie:

We reached out to individual who provided documents for Resident #3.

The response to our request for any written representations by Spring Village is as follows:

*The written representation is in the Spring Village brochure that is part of the package I sent to you. It is found on page 15... it is the box that is titled:*

*Memory Care Includes...*

*It specifically states...Aging in Place including end of life care...*

That is the fourth page of the documents that I sent you for Resident #3 (the promotional material titled "Let us take the journey with you", then see the box highlighting memory care - "Memory Care Includes" - see second to last bullet "Aging in place, including end of life care"). I have attached a better (by a little bit) copy of the promotional material.

Sean

---

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

**Sent:** [REDACTED]

**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Subject:** RE: Spring Village - follow up

Sean,

Resident #3's documents include a letter dated [REDACTED]. On page 7 of that letter, the author represents that Spring Village represented to him: "We will be able to handle [REDACTED] needs. We will do whatever is necessary... including getting a variance... so that [REDACTED] can stay and pass here. This is something that you do not need to worry about." He writes: "I believed and trusted in those assurances... **orally and in writing**... during a difficult time." (Emphases added). Does this writer have any written representations by Spring Village to this effect? If so, could you possibly pass them along to me?

-Jamie

---

**From:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Sent:** [REDACTED]

**To:** Renner, Jamie <[Jamie.Renner@vermont.gov](mailto:Jamie.Renner@vermont.gov)>

**Subject:** RE: Spring Village - follow up

Jamie:

Attached is information concerning three Spring Village residents.

1. The Vermont Long-Term Care Ombudsman Project (VOP) received the documents/information in the course of working with the families of the three residents.
2. For "Resident # 1" and "Resident #2", the information attached (Resident Agreements, Assessments, and Resident Care Plans – but only for Resident #1) was collected because the VOP assisted family members with an appeal of an involuntary discharge from Spring Village (NOTE: Spring Village has recently changed its name to Maple Ridge). One appeal was won; another was lost (the appeal lost is being appealed further).
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5. If we come across any additional materials, we will be sure to pass them along to you. Feel free to contact me, if you have any questions. In the meantime, I will wait to hear back from you (after you've had the opportunity to review the information).

Thank you for taking a look.

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](mailto:slondergan@vtlegalaid.org)

800-899-2047

802-383-2227

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

**Sent:** [REDACTED]

**To:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Subject:** Spring Village - follow up

Sean,

As follow up to our call, it would be helpful if your clients could pass along examples of their (or their family member's):

-Resident agreements;

-Assessments (initial, annual and/or upon change of condition);

-Resident Care Plans;

-Any other informational / marketing materials provided to them by Spring Village.

**As I mentioned, please redact personal identifying information** from these documents before passing them along.

Thanks again, and talk to you soon.

-Jamie

Jamie Renner

Assistant Attorney General

Office of the Vermont Attorney General

109 State Street

Montpelier VT 05609-1001

802-828-5947 (direct)

**From:** [Sean Londergan](#)  
**To:** [Renner, Jamie](#)  
**Subject:** RE: Spring Village - follow up  
**Date:** [REDACTED]

---

We will get on this and then get back to you.

---

**From:** Renner, Jamie [mailto:Jamie.Renner@vermont.gov]  
**Sent:** [REDACTED]  
**To:** Sean Londergan <SLondergan@vtlegalaid.org>  
**Subject:** RE: Spring Village - follow up

Thank you. One more question:

[REDACTED] Resident #1 wrote in a letter that:

“During our interview with Spring Village we could not have stressed more clearly how important it was to us as a family that [REDACTED] not have to move again once we had decided a new home for him. Spring Village assured that they could be that place. We were told how Spring Village made it a priority to have their residents be able to ‘age in place’ there...

“ [REDACTED] [REDACTED] met with Teri and Katy Lemery, Spring Village’s Executive Director. Shortly into this meeting we were informed that Spring Village would be discharging [REDACTED] in approximately 30 days. Katy quite frankly admitted that promises of aging in place had been made to many families and that these promises would now be broken. Katy stated that she would not have made those promises herself and regretted that the new management team had tasked her with informing families that Spring Village would not be living up to these promises.”

Can this individual clarify who at Spring Village made the representations referenced in quote para 1 (i.e. who at Spring Village represented that this individual’s [REDACTED] could “age in place” there)?

-Jamie

---

**From:** Sean Londergan <SLondergan@vtlegalaid.org>  
**Sent:** [REDACTED]  
**To:** Renner, Jamie <[Jamie.Renner@vermont.gov](mailto:Jamie.Renner@vermont.gov)>  
**Subject:** RE: Spring Village - follow up

Jamie:

I will follow up with the writer and get back to you.

Sean

---

**From:** Renner, Jamie [mailto:Jamie.Renner@vermont.gov]  
**Sent:** [REDACTED]  
**To:** Sean Londergan <SLondergan@vtlegalaid.org>  
**Subject:** RE: Spring Village - follow up

Sean,

Resident #3’s documents include a letter dated [REDACTED]. On page 7 of that letter, the author represents that Spring Village represented to him: “We will be able to handle [REDACTED] needs. We will do whatever is necessary... including getting a variance... so that [REDACTED] can stay and pass here. This is something that you do not need to worry about.” He writes: “I believed and trusted in those assurances... **orally and in writing**... during a difficult time.” (Emphases added). Does this writer have any written representations by Spring Village to this effect? If so, could you possibly pass them along to me?

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Thank you for taking a look.

Sean

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**From:** [Sean Londergan](#)  
**To:** [Renner, Jamie](#)  
**Subject:** RE: Spring Village - follow up  
**Date:** [REDACTED]

---

Yes, I figured you saw that.  
I was hoping that there could be something more.

---

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

**Sent:** [REDACTED]  
**To:** Sean Londergan <SLondergan@vtlegalaid.org>  
**Subject:** RE: Spring Village - follow up

Thanks. I noticed that language in the brochure. I was just curious as to whether he might have any email correspondences with Spring Village where a promise in that vein was made.

Thanks anyway,  
Jamie

---

**From:** Sean Londergan <[SLondergan@vtlegalaid.org](mailto:SLondergan@vtlegalaid.org)>

**Sent:** [REDACTED]  
**To:** Renner, Jamie <[Jamie.Renner@vermont.gov](mailto:Jamie.Renner@vermont.gov)>  
**Subject:** RE: Spring Village - follow up

Jamie:

We reached out to individual who provided documents for Resident #3.

The response to our request for [any written](#) representations by Spring Village is as follows:

*The written representation is in the Spring Village brochure that is part of the package I sent to you. It is found on page 15... it is the box that is titled:*

*Memory Care Includes...*

*It specifically states...Aging in Place including end of life care...*

That is the fourth page of the documents that I sent you for Resident #3 (the promotional material titled "Let us take the journey with you", then see the box highlighting memory care - "Memory Care Includes" - see second to last bullet "Aging in place, including end of life care"). I have attached a better (by a little bit) copy of the promotional material.

Sean

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