

MEMBER HANDBOOK

Revised: 4/2016, 10/2016, 3/2018, 12/2022, 8/2024, 5/2025, 9/2026

Welcome!!

Dear Member:

Welcome to *At Home By Silverstone Living*! We are pleased to have you join us.

This booklet is presented to you with information about the At Home By Hunt program. I hope you find it helpful.

AHBSL **combines the security of a Life Plan community with the freedom and independence of living in your own home. We are excited that you are joining our unique program. I assure you that we are committed to your continued satisfaction. If you have any questions or concerns, please call me at any time at (603) 821-1202.**

Sincerely,

Kelley Kennedy
Executive Director
At Home By Silverstone Living

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AT HOME BY SILVERSTONE LIVING(AHBSL)

PHILOSOPHY OF LIFE, HEALTH AND WELLNESS

AHBSL provides for the long-term health care service needs of Members across the continuum of care. *AHBSL* assists Members to achieve this through wellness activities and through the provision of personalized long-term health care services in Members' homes and if medically necessary, in a plan-participating facility.

The focus of membership in *AHBSL* is on wellness and health maintenance. Members are encouraged to participate in programs at Hunt Community and The Huntington at Nashua, as well as in their respective communities, which have the potential to improve and/or maintain health and function at the optimal level for everyone. Members are encouraged to visit their physician(s) regularly and to abide by their physician's recommendations regarding their personal health maintenance. The *AHBSL* staff also recognizes the impact of socialization and intellectual stimulation on an individual's health and quality of life and encourages Member participation to optimize the positive benefits of these stimuli.

Physical, emotional and intellectual needs are identified through an annual comprehensive assessment and regular communication between Staff and Members. *AHBSL* strives to have Members go through the continuum of care in their own home, however, if necessary, high-quality, long-term care services are provided in a plan participating facility. All care is delivered in a caring and professional manner regardless of the Member's level of physical disability or cognitive impairment.

The *AHBSL* staff makes every effort to ensure that long-term care services are delivered at the appropriate level along the continuum. Transfers through the continuum to another level of care are made following consultation with the Member, his/her physician, family and staff. A move is recommended only after a complete assessment has been performed, and all options have been explored with the Member.

On admission to our program, Members are encouraged to discuss their wishes regarding long-term health care services. Members are also encouraged to complete an advance directive and to name a Durable Power of Attorney for finances and health care. These documents serve to direct care should a Member ever become incapacitated and unable to make his/her own decisions. When it is apparent that the end of life is approaching, *AHBSL* staff encourages and supports Members and their families so that death may occur in comfort, with dignity and in the setting of choice. *AHBSL* staff advocates for Members whenever necessary. Staff always strive to respect confidentiality and maintain all health information in strict confidence.



Your Care Coordinator is: _____

WHAT IS A PERSONAL CARE COORDINATOR?

Your Personal Care Coordinator will work closely with you, your family and your physician to coordinate the right services for you. He or she is your personal liaison to *AHBSL*.

WHAT IS YOUR PERSONAL CARE COORDINATOR'S BACKGROUND?

Nursing, Care Coordination, or Social Services background, and experience with care management

Experience working with older adults.

Extensive knowledge of community resources for older adults.

WHAT TO EXPECT FROM YOUR PERSONAL CARE COORDINATOR

A personal relationship with you that is vital in providing responsive, personalized long-term care services.

Periodic home visits in the comfort and privacy of your surroundings to address your concerns and care needs.

The coordination of an individualized program of services for you. Your Personal Care Coordinator will schedule any service you will need thus alleviating any worry and confusion for you and your family.

A resource for any of your long-term care needs and questions.

HOW DO YOU REACH YOUR CARE COORDINATOR DURING BUSINESS HOURS?

Your Care Coordinator can be reached Monday through Friday from 8:30 to 5:00 PM at 603-589-4177 (Diane), 603-589-4182 (Pam), or 603-821-1202 (Kelley)

HOW DO YOU REACH A CARE COORDINATOR AFTER HOURS?

After 5:00 PM Monday through Friday, on weekends, and Holidays, a representative of *AHBSL* can be reached by dialing *603-809-6867.*

Membership Benefits

MEMBERSHIP BENEFITS

The following is an overview of the services and benefits available to you as a Member of *AHBSL*:

NO WAITING – Unlike long-term care insurance, there is no elimination or waiting period. Whether it is for a minor setback or a more complicated illness, all services can begin as soon as you need them and can be provided on a *temporary* or *permanent* basis.

SUPPORT AND EXPERIENCE – Our Members are secure in knowing that access to a network of professional experience and services can be as simple as picking up the phone and contacting their Personal Care Coordinator. All our health service providers go through a credentialing process to assure that our Members will receive the highest quality of care when needed.

AT HOME BY SILVERSTRONE LIVING – We're there for you when you need assistance in your home. Whether it's a few hours a day to help get you through an acute episode or you need care on a consistent basis, we are there to support you, and will help initiate and manage the home care services you require.

In addition to managing your care needs you can expect your Care Coordinator to:

· Check-in with you a minimum of monthly by phone, email or face-to-face visit.

· Perform a yearly health assessment to assess for any changes in your medical history as well as medication changes.

· Sponsor gatherings to bring Members together for socialization and wellness.

· Publish a newsletter.

· Publish activity calendars from Hunt Community and The Huntington of Nashua.

· Keep track of your upcoming surgeries or procedures so we can plan for transportation or home services as needed.

DAILY MONETARY BENEFIT – Please note that if two Members live in the same household, you are still considered an individual when it comes to the daily monetary cap and your need for services. Each Member receives the allotted daily benefit to pay for services, and although your significant other may not require services at the time, each Member has an individual care plan pertaining to their needs.

PERSONAL EMERGENCY RESPONSE SYSTEM (PERS) – *AHBSL* covers the cost of a PERS when deemed necessary, allowing you to feel safer in your home. You and the people that care about you have peace of mind knowing help is just a touch away, anytime, day or night.

EXAMPLES OF HOME CARE SERVICES (WHEN NEEDED)

Assist w/dressing	**Transportation (w/medical need)**	**Medication reminders**
Assist w/hygiene tasks	**Assist with meal prep**	**Assist w/ mobility**

EXAMPLES OF NON-MEDICAL REFERRAL SERVICES

Handymen	**Bathroom Conversion**	**Housekeeping**
Lawn Service	**Medical Equipment**	**Transportation and more!**

If you need a referral service, call your Personal Care Coordinator or visit the Members Only page at www.AtHomeByHunt.org for the names of providers on our referral list. You or your designated representative can contact providers directly to obtain estimates and schedule services and payments.

OSHER LIFELONG LEARNING INSTITUTE (OLLI)

***AHBSL* Members are encouraged to explore educational programs and classes through OLLI (affiliated with UNH.) The mission of OLLI is to build a vibrant and sustainable member-led organization that creates and provides intellectually stimulating lifelong-learning opportunities for New England residents aged 50 and above. *AHBSL* will cover the cost of the annual membership to help you stay active, engaged and involved in**

your community. Please call the *AHBSL* office at (603) 821-1202 for more information, or visit the OLLI website at www.olli.granite.edu

AT HOME BY HUNT WEBSITE

Log onto www.AtHomeBySilverstoneliving.org and visit the Member Login page under the "At Home Care" tab for health and wellness information, Hunt Community and Huntington menus and our Preferred Vendor List. Password: athomebyhunt

SOCIAL ACTIVITIES & LIBRARY USAGE

As a Member of *AHBSL* you are welcome to participate in the many activities offered by Hunt Community and The Huntington at Nashua as well as libraries at both Communities. A calendar of activities is published each month and will be sent to you. Please let us know if you would prefer to receive these calendars by mail or electronically. Some activities are offered free of charge, and some have minimal fees associated with them. Please call the Hunt Community Activities Director at 603-589-4135; The Huntington at Nashua Director of Life Enrichment at 603-821-1235 for specifics and availability on events or to participate in trips/excursions.

DINING OUT



AHBSL **Members may take advantage of the gourmet meals served at either Hunt Community or The Huntington at Nashua. Lunch and dinners are available at both Communities for a very reasonable price. Dining room locations and hours are listed on page 17 of the Member Handbook and are subject to change pending health restrictions and available seating.**

AHBSL **currently hosts a Member event twice per year as a way for Members to stay in touch with each other, to meet new Members and to receive program updates and information.**

EXERCISE PROGRAMS



Daily exercise is an important component of your health and well-being. Members have free access to the gym and fitness centers at Hunt Community and The Huntington at Nashua and the pool facility located at The Huntington. Pool and fitness center hours are listed on page 19 of the Member Handbook. Please call the Hunt Community fitness center at (603) 589-4126 or the Huntington at Nashua fitness center at (603) 821-1226 for program space availability. There is a personal trainer at Hunt Community as well! Lindsay Kayata can be reached at 603.589.4126 if you are interested in working with her to develop your own individualized plan.

THE DECISION-MAKING PROCESS

Most decisions regarding services for you will be managed by you and your Personal Care Coordinator. When appropriate, these decisions are subject to review regarding a final determination by your Care Coordination Team. Your Care Coordination Team may consist of our Medical Director, the Executive Director, your Personal Care Coordinator, you and your designated representative or family member, your physician, and any other appropriate professionals involved in your care.

You are eligible for services when you demonstrate a deficiency in one or more of the following Activities of Daily Living (ADLs):

**You are considered deficient in the following ADL's when you are unable to complete the listed tasks independently. If you are able to perform these tasks safely and independently with assistive devices, you are still considered as independent:

Mobility

Bathing/personal hygiene tasks

Dressing

Transferring

***A Functional Assessment Tool may be required to determine your need for care. ***

*Please note that cognitive decline is a deficiency that is closely monitored and may cause any of the deficiencies listed above. Additional testing may be required to determine functional abilities and any diagnoses associated with the demonstrated

cognitive impairment. Your care plan team will work with you to determine the safest plan of care.

EXAMPLES OF WHEN CARE IS INITIATED IN YOUR HOME:

· Acute medical decline resulting in ADL deficiency

· Decline in ADL's (refer to "Decision-Making Process) while living at home

· Cognitive impairment resulting in safety risks and inability to care for yourself independently

YOU MAY REQUIRE ASSISTED LIVING OR NURSING HOME LEVEL FACILITY PLACEMENT IF:

· It is determined by you or your responsible party, and your care plan team, that living at home is no longer the safest plan (unmanageable behaviors, requiring more than one person to assist with ADL's, home is not modified appropriately for safety, etc.)



TRANSPORTATION SERVICES

GUIDELINES

1. ***AHBSL*** **does not directly provide transportation services but will provide you with a list of approved and appropriate agencies that do. Once you have identified a transportation need, it is necessary for you to contact your Care Coordinator. She/he will refer you to an appropriate transportation company that will be able to assist you.**

2. ***AHBSL*** **will cover the cost of transportation within a 25-mile radius from your home to and from medically necessary (refer to "Covered Transportation" section below) outpatient surgery or short procedures if you are unable to drive.**

3. **Please allow at least a 72-hour (3-day) notice during regular business hours to arrange transportation.**

4. **The agency providing non-covered transportation will bill you directly for the services.**

5. **In the event non-covered transportation occurs in conjunction with covered home care services, *AHBSL* will be billed initially and invoice you for the transportation service at the same rate charged by the agency.**

6. **Tolls and parking are the responsibility of the Member.**

7. ***AHBSL*** **does not cover the cost of an ambulance or provide trained medical personnel to accompany you. There are times when you might like your Care Coordinator to attend a doctor's appointment. Please let your Care Coordinator know as soon as possible so that they can plan accordingly for your appointment.**

COVERED TRANSPORTATION

Transportation to and from the following procedures, appointments and treatments will be covered without any charge to you:

1. **Cataract Surgery and first follow-up appointment**
2. **Chemotherapy Treatments (**will be determined based on medical condition)**
3. **Colonoscopy/Sigmoidoscopy/Endoscopy/Bronchoscopy**
4. **Dental Surgery requiring general anesthesia**
5. **Medically Necessary Outpatient (Same Day) Surgery**

   (usually requiring anesthesia)

NON-COVERED TRANSPORTATION

The following are some examples of the types of appointments, treatments and activities where transportation is not covered by *AHBSL* but may be arranged on a fee- for-service basis:

1. **Social Activities**
2. **Routine and Follow-Up Physician/Specialist Appointments**
3. **Physician or Urgent Care Visits for Illness**
4. **Dialysis**
5. **Labs/X-rays**
6. **Preadmission Testing**
7. **Diagnostic Tests including but not limited to, Ultrasound/MRI/CT Scan**
8. **Cardiac Stress Test/ EKG**
9. **Bone Scan/ Mammogram**
10. **Physical/Occupational Therapy Visits**
11. **Radiation treatments**
12. **Admission/Discharge to or from Hospital or Skilled Nursing or Rehab Unit**

Billing Reminders



Your membership date is: _____

Monthly Member Statements:

Your AHBSL monthly statement is prepared and mailed during the first week of each month. Payment is due by the 10th of each month.

Monthly Member Fee is billed in advance at the beginning of the month.

Miscellaneous Charges are billed in arrears. These charges include but are not limited to Café/Bistro charges and Dining room charges, as well as home care services not covered by *AHBSL*.

If you have any concerns regarding your Monthly Member Statement please contact the Accounting Manager at (603) 589.4116.

Payment Options:

Your Monthly Member Statement can be paid by Check or through Direct Payment.

Checks should be made payable to *Hunt Community* and sent to:

Hunt Community

ATTN: Accounts Receivable

10 Allds Street

Nashua, NH 03060

Direct Payment is an efficient electronic payment alternative to paper checks. Instead of writing a check each month, an electronic payment will be processed through your checking or savings account on the 15th of each month. If you are interested in Direct Payment or would like more information, please contact the Accounting Manager at (603) 589.4116.

DINING INFO



Hunt Community Courtyard Cafe

Location: Community Building, 3rd floor

HOURS:	**MEAL PRICES:**
11:30AM-1:30PM 4:30PM -7:30PM 5:00PM-7:00PM (Monday-Saturday)	Lunch-À la carte Bistro Dinner-A la carte Bistro **(*prices vary pending meal)** Dinner - $15.00 pp in Dining rm Holiday - $25.00 pp in Dining

Main Dining Room

Location: Hunt Community Building 4th Floor

Monday- Friday: 5:00, 5:30 or 6:00PM- (Dinner $15.00 per person)

Sundays and certain holidays: 12:15PM or 1:00PM (Holiday Dinner $25.00 per person)

Main Dining Room is not open on Sunday evenings; please visit the Courtyard Café from 4:00pm- 5:30pm.

Reservations at Hunt Community are required, please call (603) 882-6511

(Holiday hours may vary)

The Huntington at Nashua Bistro & Nottingham Dining Room

Location: 3rd Floor

HOURS:	**MEAL PRICES:**
11:30AM-1:30PM 4:30PM -7:30PM 5:00PM-7:00PM (Monday-Saturday)	Lunch-À la carte Bistro Dinner-A la carte Bistro **(*prices vary pending meal)** Dinner - $15.00 pp in Dining rm Holiday - $25.00 pp in Dining

Reservations at The Huntington at Nashua are required, please call the Nottingham Room at (603) 821-1260 (Holiday hours may vary)

IDENTIFICATION CARDS

When you become a Member of *AHBSL*, you will be issued an ID card that identifies you as a Member of our program. Please show your ID card when appropriate to verify your *AHBSL* membership. If you lose your ID card, please call (603) 821-1202.

Your ID card will be coded so that your meals and guest meals can be charged to your account and these charges will be billed monthly with your Member fee, or you can pay at the time with cash.

POOL HOURS & FITNESS CENTER



***AHBSL* Members can use The Huntington at Nashua pool facilities at designated times: Open Swim – Sunday through Saturday 1:00pm-5:00 PM*(subject to change, please call 603-821-1226 to confirm hours)**

If any Member wants to do Open Swim, they are required to bring a buddy. Members are required to sign in with the receptionist.

Members are welcome to use the gym and fitness rooms at The Huntington every day of the week (Sunday through Saturday) from 10:00 AM on*.

Members are welcome to use the gym at Hunt Community, although you will need to call ahead to make sure the physical trainer is not holding a class at that time: 603.882.6511

***A liability waiver for exercise and/or swimming will need to be signed prior to using the pool and/or gym facilities.**

GIFT AND GRATUITY POLICY



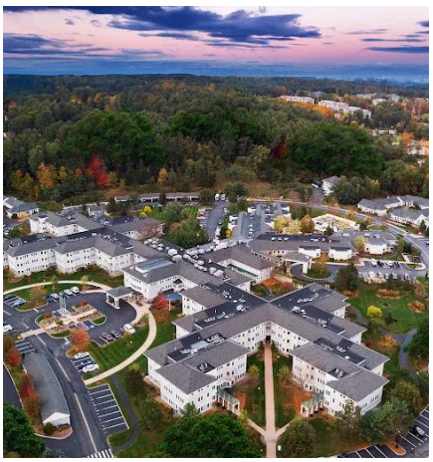
AHBSL **employees and service providers are not allowed to accept gifts or gratuities from Members. It is our sincere hope that you are happy with the representatives of our organization that provide you with needed services, and it is human nature to want to reward those with whom you are pleased. We require our employees and service providers to return gifts of money, jewelry or other expensive items.**

THE SILVERSTONE LIVING NON-PROFIT FAMILY OF COMMUNITIES

Hunt Community
A Silverstone Living Community



THE Huntington AT NASHUA
A Silverstone Living Community



Webster AT RYE
A Silverstone Living Community



CONTACT INFORMATION

If you have questions or concerns for:

NON-EMERGENCY MEDICAL or PERSONAL ISSUES

Monday-Friday 8am-4:30pm Call the *AHBSL* Offices:

The AHBSL Team can be reached at: 603.821.1202 (Kelley); 603.589.4177 (Diane); 603.589.4182 (Pam)

After Hours (Monday-Friday after 4:30 and Saturday & Sunday)

the Care Coordinator can be reached at: 603.809.6867

AHBH MARKETING QUESTIONS:

Director of Sales & Marketing 603.821.1201

BILLING/ACCOUNTING ISSUES:

Accounting Manager can be reached at: 603.589.4116

ACTIVITIES/ ENTERTAINMENT:

Questions for Hunt Community Events Activities Director at 603.589.4135

Questions for The Huntington at Nashua Events Director of Life Enrichment at 603.821.1235

ADMINISTRATION:

For any unresolved issues/concerns or other management related issues please call the Executive Director at 603.821.1202

IMPORTANT TELEPHONE NUMBERS FOR SENIORS

Alzheimer's Association..... 1-800-272-3900

American Cancer Society..... 1-800-227-2345

American Diabetes Association/Manchester Office.....1-617-482-4580

American Heart Association/American Stroke Association..... 1-800-242-8721

Anthem Blue Cross/Blue Shield (Membership Call Center)..... 1-800-225-2666

Arthritis Foundation..... 1-800-283-7800

Better Business Bureau of N.H..... 1-603-224-1991

Elderly and Adult Services (N.H.)..... 1-800-351-1888

Granite State Independent Living Foundation..... 1-800-826-3700

Legal Advice and Referral Center..... 1-800-639-5290

Legal Assistance (N.H.)..... 1-800-562-3174

Medicaid Information..... 1-800-852-0632

(Nashua Office) Dept. of Health & Human Services..... 1-603-883-7726

Medicare Information and Hotline..... 1-800-633-4227

Future in Sight (Low Vision Care)..... 1-800-464-3075

NH Blind & Vision Impaired……..……...1-603-271-3537

Northern New England Poison Center……..…...1-800-562-8236

Office of the Long-Term Care Ombudsman (Rights of long-term care facility residents)..... 1-800-442-5640

Aging & Disability Resource Center ……...……1-866-634-9412

Social Security (Main #)……...……1-800-772-1213

Social Security (Manchester, NH #)……..….1-866-814-5408

State of N.H. Bureau of Elderly & Adult Services..... 1-800-351-1888

State of N.H. Insurance Dept. – Consumer Division..... .1-800-852-3416

U.S. Consumer Product Safety Commission (Hotline)..... 1-800-638-2772

NH Commission on Aging…….....1-603-271-0527

NH Deaf & Hard of Hearing Services……..1-603-224-1850

Video Phone…….....1-603-968-5889

Veterans' Medical Center……..1-603-624-4366

Veterans' Regional Benefits Office……...1-800-827-1000