



ARGENTUM
EXPANDING SENIOR LIVING

Argentum Standards for Senior Living

A COMMITMENT TO QUALITY
FOR SENIOR LIVING

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ARGENTUM STANDARDS FOR SENIOR LIVING

The Argentum brand is becoming a premium standard in quality of senior living with our newly launched professional standards. When residents and families see our seal, they'll know your communities exemplify high standards in consumer and resident rights, safety, quality improvement, workforce practices and regulatory compliance.

We've worked with our board of senior living executives to establish and create standards we believe pair the comforts of home with exceeding regulatory compliances. They reflect quality and accountability standards that include benchmarks for everything from resident-centered care to quality improvement and dining.

Providing excellent care for seniors should not be restricted to simply meeting state laws. Laws define basic requirements. Argentum believes high standards are essential to maintaining the quality care and living environments in which residents and, ultimately, your business thrive. Our standards complement state laws. And the certificate tells residents and their families that your communities have taken extra steps to foster their comfort, health and happiness.

This booklet includes materials we've created to help you and your colleagues understand and become part of Argentum's quality in senior living initiative. This quality initiative will evolve continuously, reflecting changes in preferences, regulations and senior living trends.

We look forward to working with you as we strive to remain the standard of premium quality in senior living. If you have any questions or want to share feedback on this initiative, please don't hesitate to contact Argentum Chief Operating Officer Maribeth Bersani at mbersani@argentum.org.



INDEPENDENT, ASSISTED, AND MEMORY CARE

Argentum and its members are committed to developing professional and ethical standards to which its member companies and their employees will use reasonable steps to comply. Argentum views the development of these standards as a first step toward professional self-regulation, and an essential part of the association's effort to demonstrate to consumers and state regulators the senior living industry's commitment to quality service. These standards will complement, not replace, the state laws and regulations governing the operation of senior living communities. The development of these standards will proceed over the next several years. Below are Argentum's Phase 1 standards, to which senior living providers will attest their compliance **as applicable** to independent, assisted, and memory care communities beginning in January 2016. The adoption of these Phase 1 standards will mark the beginning of our effort to create standards for the industry. We will seek input from internal and external partners in order to develop more comprehensive standards in the years to come.

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EXECUTIVE SUMMARY: PHASE 1 STANDARDS

- I. Consumer Disclosure. Providers will make available a consumer friendly disclosure document to prospective residents.
- II. Resident Rights. Providers will, to the extent possible and appropriate, support resident rights of choice, independence, dignity, and privacy.
- III. Resident-Centered Care. Residents of senior living communities and their families should have an active role in determining the services they receive as a resident.
- IV. Infrastructure. Senior living communities will be designed to enhance resident safety.
- V. Staff Training and Qualifications. Providers of senior living will hire staff with the appropriate skills and training to meet resident needs.
- VI. Programming. Residents will be provided a wide range of activities that reflect their interests.
- VII. Medication Delivery. Providers of senior living will have systems in place for the safe delivery and, if applicable, administration of medication.
- VIII. Quality Improvement. Providers will embrace quality assessment and improvement in their operations in order to continuously improve the quality of care and quality of life for their residents.
- IX. Dining. Senior Living Communities will offer nutritious dining options that reflect resident dietary needs and choices.
- X. Regulatory Compliance and Enforcement. Operators of senior living communities will strive to be in compliance with all applicable state laws and regulations.
- XI. Workforce. Providers of senior living will treat their employees with respect and offer them an equal opportunity for career advancement.
- XII. Memory Care. Communities that care for residents with cognitive impairments will be staffed and designed to meet these residents' unique needs.



PHASE 1 STANDARDS

Argentum recognizes the following standards as the hallmarks of high quality senior living, and welcomes all members of our industry that conform to these standards to display the ARGENTUM Commitment to Quality Certificate. The standards below apply as appropriate to independent, assisted, and memory care.

I. CONSUMER DISCLOSURE

The decision on where to live is a personal decision that requires thoughtful planning. Consumer disclosure helps the public understand the differences among independent living, assisted living, and memory care communities and select the one that best meets their needs or the needs of a loved one.

THE STANDARD

- Providers of senior living will make available to prospective residents and, as appropriate, their families, a consumer friendly disclosure document that includes information about the following: services to be provided by the community, fee structure, deposit and refund policies, grievance and appeals processes, limitations on care delivery, and move in and move out processes.



II. RESIDENT RIGHTS

Once seniors become residents, they should enjoy, to the maximum extent possible and as appropriate, the rights of choice, independence, dignity, and privacy.

THE STANDARD

- Providers of senior living commit to residents having the opportunity to:
 - Live with privacy, dignity, and freedom of choice, as appropriate.
 - Give feedback on their experience in a community through participation on resident councils.
 - Conduct annual resident and family satisfaction surveys.
 - Interact as appropriate with a cross section of society outside of the local community in which they live.

III. RESIDENT-CENTERED CARE

Residents of senior living communities and their families will have an active role in creating service plans that maximize residents' quality of life as well as addressing their care needs.

THE STANDARD

- Commit to involving residents and/or their loved ones or designated representative as appropriate in the creation of a service plan that reflects each resident's unique needs and preferences.
- Create a completed assessment prior to resident move-in, reviewed every six months thereafter, and after any significant change in a resident's condition.
- The assessment will be completed by trained staff members and will include a discussion of resident's choices regarding end-of-life planning.



IV. INFRASTRUCTURE

Senior living communities will be designed to enhance resident safety.

THE STANDARD

- Maintain fire sprinklers in all senior living communities. Older buildings without sprinklers will be retrofitted as appropriate.
- Install smoke detectors in resident rooms and common areas.
- Hold fire drills twice a year.
- Have adequate supply of emergency food and water for disasters.

V. STAFF TRAINING AND QUALIFICATIONS

Providers of senior living will hire staff with the right skills and appropriately trained to meet resident needs.

THE STANDARD

- Staffing
 - Providers of senior living will have adequate staff required to be awake and available 24 hours a day, 7 days a week.
 - Providers of senior living will have health care professionals, LPNs and/or RNs, on staff or on call as needed to meet residents' needs.
- Training
 - Providers of senior living will make available to their staff the training they require to meet resident needs.
 - Specific Training for Disasters. Providers of senior living will develop comprehensive disaster plans that include appropriate staff training. They will share some or all of these plans as appropriate with families, residents and staff.
 - Training to Detect, Report and Prevent Elder Abuse. Providers of senior living will provide annual training to residents, families, and staff as appropriate in order to provide for the detection, reporting, and prevention of elder abuse.

- Basic training for all staff on needs of cognitively impaired residents.
- Training for staff on applicable universal infection control procedures.
- Criminal Background Checks
 - Complete criminal background checks on every employee prior to their start date.

VI. PROGRAMMING

Residents will be provided a wide range of activities that reflect their interests.

THE STANDARD

- Offer a diversity of programming designed to engage residents with each other and with their community.
- Include physical and cognitive activities in programming.
- Provide access to transportation to events in the local community.

VII. MEDICATION DELIVERY

Residents often move into senior living in order to have assistance with the delivery of their medications.

THE STANDARD

- Provide appropriate systems for the safe storage, delivery and, if applicable, administration of medication.



VIII. QUALITY IMPROVEMENT

Providers will embrace quality assessment and improvement in their operations in order to continuously improve the quality of care and quality of life for their residents.

THE STANDARD

- Providers of senior living will collect data with respect to key quality indicators. Providers will, regularly assess their performance with respect to these indicators and, create improvement plans regarding same.
- The key quality indicators may include, but are not necessarily limited to, incidents of falls, skin issues, elopements, and issues regarding pain management, infection control, medication management, and hospitalization.

IX. DINING

Senior Living Communities will offer nutritious dining options that reflect resident dietary needs and choices.

THE STANDARD

- Certified dietician review of menus twice a year.
- Choice of meal options.
- Snacks available 24/7.

X. REGULATORY COMPLIANCE & ENFORCEMENT

Operators of senior living communities commit to strive for consistent compliance with all applicable state laws and regulations and work to promptly address compliance issues.

THE STANDARD

- Operators of senior living communities strive to comply with all appropriate state and local laws and regulations governing senior living
- Operators will make available upon request to all prospective residents the most recent state survey report.

XI. WORKFORCE

Providers of senior living recognize the devotion and commitment made by team members who work to operate safely on a 24/7 basis.

THE STANDARD

- Providers of senior living will treat their employees with respect.
- Providers of senior living will offer employees an equal opportunity for career advancement, through education and other pathways.
- Conduct an annual employee satisfaction survey.
- Have employee safety programs in place.



XII. MEMORY CARE

Communities that care for residents with cognitive impairments will be designed and staffed to meet these residents' unique needs.

THE STANDARD

- Access to Outside Space. Providers of memory care will offer residents with cognitive impairment access to secured outdoor space.
- Support Groups for Families. Providers of memory care will arrange for support groups for the families and friends of residents with cognitive impairment.
- Training for Staff Caring for Cognitively Impaired Residents. Providers of memory care will require that all applicable staff receive training in the care of people with dementia.
- Living with Purpose. Providers of memory care will develop service plans that make it possible to help memory care residents maintain a sense of purpose in their lives.

ARGENTUM STANDARDS FOR HIGH QUALITY SENIOR LIVING 2016 COMPLIANCE PLAN OVERVIEW

COMPANIES THAT MANAGE SENIOR LIVING COMMUNITIES WILL DEMONSTRATE COMMITMENT TO ARGENTUM'S PHASE I "STANDARDS FOR HIGH QUALITY SENIOR LIVING" THROUGH THE FOLLOWING PROCESS:

- ❖ Beginning in January 2016, the standards will be publicly viewable online and available for self-attestation by company CEOs (or comparable leadership) operating senior living communities.
- ❖ The online form will ask companies to state the name and location of their communities that are in compliance with 100% of the standards.
- ❖ Argentum will make certificates of recognition available to member businesses for each of their compliant communities. The certificates will be designed to be displayed by compliant communities.
- ❖ Program materials will clearly state that the compliance process is implemented through self-attestation by senior living companies on behalf of their communities.

ARGENTUM PHASE 1 STANDARDS

COMMUNITY CHECKLIST

Community Name: _____

CONSUMER DISCLOSURE

The decision on where to live is a personal decision that requires thoughtful planning. Consumer disclosure helps the public understand the differences among independent living, assisted living, and memory care communities and select the one that best meets their needs or the needs of a loved one.

- This community makes available to prospective residents and, as appropriate, their families, a consumer friendly disclosure document that includes information about the following: services to be provided by the community, fee structure, deposit and refund policies, grievance and appeals processes, limitations on care delivery, and move in and move out processes.

RESIDENT RIGHTS

Once seniors become residents, they should enjoy, to the maximum extent possible and as appropriate, the rights of choice, independence, dignity, and privacy.

- Live with privacy, dignity, and freedom of choice as appropriate.
- Give feedback on their experience in a community through participation on resident councils.
- Conduct annual resident and family satisfaction surveys.
- Interact as appropriate with a cross section of society outside of the local community in which they live.

RESIDENT-CENTERED CARE

Residents of this senior living community and, as appropriate, their families, have an active role in creating service plans that maximize residents' quality of life as well as addressing their care needs.

- Commit to involving residents and, as appropriate, their loved ones or designated representative in the creation of a service plan that reflects each resident's unique needs and preferences.
- Create a completed assessment prior to resident move-in, reviewed every six months thereafter, and after any significant change in a resident's condition.
- The assessment is completed by trained staff members and includes a discussion of resident's choices regarding end-of-life planning.

INFRASTRUCTURE

This senior living community will be designed to enhance resident safety.

- Maintain fire sprinklers in all senior living communities. Older buildings without sprinklers are retrofitted as appropriate.
- Install smoke detectors in resident rooms and common areas.
- Hold fire drills twice a year.
- Have adequate supply of emergency food and water for disasters.

STAFF TRAINING AND QUALIFICATIONS

This senior living community hires staff with the right skills and are appropriately trained to meet resident needs.

- Staffing: This senior living community has adequate staff required to be awake and available 24 hours a day, 7 days a week.
- Staffing: This senior living community has health care professionals, LPNs and/or RNs, on staff or on call as needed to meet residents' needs.
- Training: This senior living community make available to their staff the training appropriate to meet resident needs.
- Training: Specific Training for Disasters. This senior living community develops comprehensive disaster plans that include appropriate staff training. The community shares these plans with families, residents and staff as appropriate.
- Training: Training to Detect, Report and Prevent Elder Abuse. This senior living community provides annual training to residents, families and staff, as appropriate, in order to provide for the detection, reporting, and prevention of elder abuse.
- Training: Basic training for all staff on need of cognitively impaired residents.
- Training: Training for staff on applicable universal infection control procedures.
- Criminal Background Checks: Complete criminal background checks on every employee prior to their start date.

PROGRAMMING

Residents are provided a wide range of activities that reflect their interests.

- Offer a diversity of programming designed to engage residents with each other and with their community.
- Include physical and cognitive activities in programming.
- Provide access to transportation to events in the local community.



MEDICATION DELIVERY

Residents often move into senior living in order to have assistance with the delivery of their medications.

- Provide appropriate systems for the safe storage, delivery, and if applicable, administration of medications.

QUALITY IMPROVEMENT

The senior living community embraces quality assessment and improvement in its operations in order to continuously improve the quality of care and quality of life for their residents.

- This senior living community collects data with respect to key quality indicators. This senior living community regularly assess their performance with respect to these indicators and, create improvement plans regarding same.
- The key quality indicators may include, but are not necessarily limited to, incidents of falls, skin issues, elopements, and issues regarding pain management, infection control, medication management, and hospitalization.

DINING

This senior living community offers nutritious dining options that reflect resident dietary needs and choices.

- Certified dietitian review of menus twice a year.
- Choice of meal options.
- Snacks available 24/7.

REGULATORY COMPLIANCE & ENFORCEMENT

This senior living community commits to strive for consistent compliance with all applicable state laws and regulations and works to promptly address compliance issues.

- This senior living community to strives to comply with all appropriate state and local laws and regulations governing senior living.
- This senior living community make available upon request to all prospective residents the most recent state survey report.



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WORKFORCE

The senior living community recognizes the devotion and commitment made by team members who work to operate safely on a 24/7 basis.

- This senior living community treats their employees with respect.
- This senior living community offers employees an equal opportunity for career advancement, through education and other pathways.
- Conduct an annual employee satisfaction survey.
- Have employee safety programs in place.

MEMORY CARE

This community cares for residents with cognitive impairments and is designed and staffed to meet its residents' unique needs.

- Access to Outside Space. This senior living community offers residents with cognitive impairment access to secured outdoor spaces.
- Support Groups for Families. This senior living community arranges for support groups for the families and friends of residents with cognitive impairment.
- Training for Staff Caring for Cognitively Impaired Residents. This senior living community requires that all applicable staff receive training in the care of people with dementia.
- Living with Purpose. This senior living community develops service plans that make it possible to help memory care residents maintain a sense of purpose in their lives.

This checklist is for your company's internal use only and does not need to be submitted to Argentum. A community must be in compliance with 100% of the above standards in order to attest. If you have questions, please contact Maribeth Bersani at mbersani@argentum.org.



COMMITMENT TO QUALITY

Name of Community

Address of Community

This community attests to meeting Argentum Phase 1 standards for High Quality Senior Living.

Argentum's Quality Standards address key issues such as:

- Consumer Informed Choice
- Resident Rights
- Staff Training and Qualifications
- Quality Improvement

For more information about the quality standards, please visit www.argentum.org



expires 12/2016

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