



Holland Home™

[hollandhome.org](http://hollandhome.org)

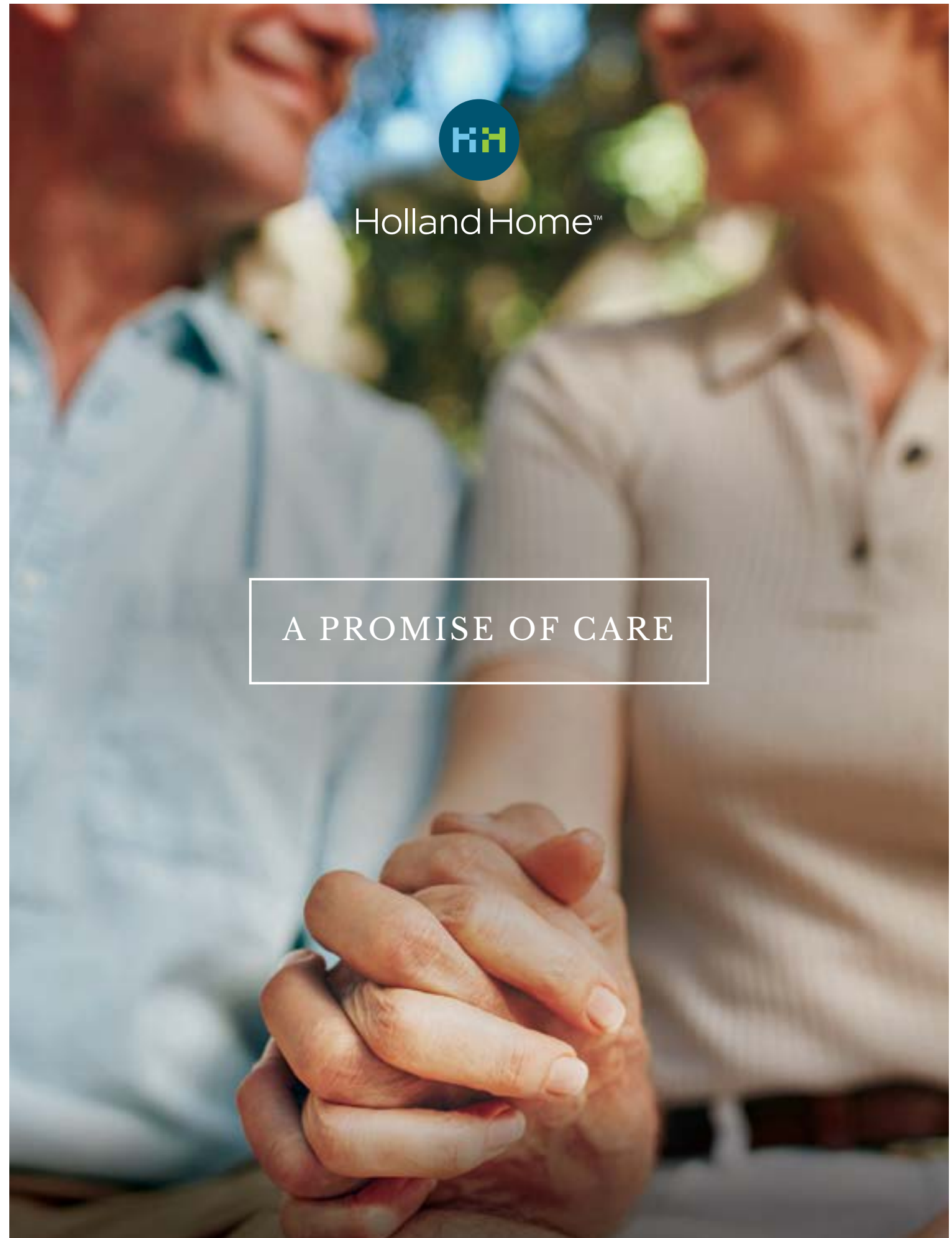
2100 Raybrook SE, Suite 300 | Grand Rapids, MI 49546

PH. (616) 235-5000



Holland Home™

A PROMISE OF CARE







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Holland Home assures us of a full life, and if something happens to either one of us, they will be there for us and guide us down the right path — that makes both of us feel comfortable.

— Cheryl L., Resident

### OUR LIFECARE PROMISE

What does it mean to know you'll always have a home? Always be cared for? Always have access to skilled health professionals as needed? For Holland Home residents, it means everything.

Dedicated to those we serve, Holland Home's Lifecare Promise offers each resident the opportunity of lifelong care through our exclusive Continuing Care Agreement,\* which guarantees a full continuum of care that accommodates the needs of our residents, including:

- Independent Living
- Assisted Living
- In-home Health and Therapy Services
- Rehab
- Memory Care (Alzheimer's and dementia care)
- Long-term Skilled Nursing Care
- Hospice Care

\* Subject to the Continuing Care Agreement and Disclosure Statement.

### WHAT IS A CONTINUING CARE AGREEMENT?

Our Continuing Care Agreement or CCA is an agreement between a qualifying resident and Holland Home that promises living accommodations and related services, including a full range of health care services for the life of the resident. To enter into the agreement, the resident agrees to provide an upfront entrance fee and then monthly payments. Once agreed to, Holland Home promises to provide our full continuum of care for the lifetime of the resident, even if they outlive their resources and become financially unable to meet the monthly fee requirements.



### ENTRANCE FEES

Upon signing the agreement, an entrance fee is assessed. This fee in independent living is divided into two portions: refundable and non-refundable. The non-refundable portion of the entrance fee is amortized or used at 1.5% per month and is refundable under certain situations subject to the terms of the agreement. The refundable portion of the entrance fee is paid out when you leave independent living according to the timetable and conditions detailed in the Continuing Care Agreement.





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We don't really have to think ahead too much or worry about rationing care. We just need to think about what's best for Mom. Everything is handled.

—Jim B., Son of Resident



### WHAT IF MY CARE NEEDS CHANGE?

If some assistance is required for you to safely remain independent or at your current level of care, you may call the social worker or the health clinic for consultation. Alternatively, Atrio Home Care offers an à la carte menu of services including personal care, meal preparation, medication set-up, in-home nursing, and access to an array of assistive devices.

### A FULL CONTINUUM OF CARE

The Continuing Care Agreement guarantees that you will always have access to our services and quality of care with no interruption, no change in residence (unless level of care changes require a move to assisted living or skilled nursing), and no change in priority status.

From independent and assisted living to rehab and skilled nursing care, we will be there to serve your health care needs as you age.



Holland Home residents enter into the agreement by paying an upfront entrance fee followed by ongoing monthly payments. Holland Home commits to providing a lifelong home and the full continuum of care for the resident's lifetime.



Each year, Holland Home provides as much as \$5 million in resident assistance to fulfill their promise for continuing care.



### YOUR HOME. OUR CARE. FOR LIFE.

Through our Continuing Care Agreement, every Holland Home resident can enjoy continuing care for the remainder of his or her life. Not only does it ensure that you'll always have a home at Holland Home, but it ensures that you'll receive care you need regardless of your long-term financial circumstances.\*

Holland Home's Continuing Care Agreement provides:

- Subsidized care should you outlive your financial resources
- Priority access to Holland Home's higher levels of service (over non-residents)
- Discounted market rates in our exceptional nursing and rehabilitation centers
- Access to Atrio Home Care for follow-up in-home nursing care or therapy
- A hospital liaison to help guide and assist you through hospital processes and post-surgical care needs

\* If a Holland Home resident exhausts all sources of public and private support and is without the financial means to pay Holland Home-associated fees and charges, such fees may be waived or reduced to the extent necessary to ensure the resident's continued care and support.



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You don't have to worry about what's going to happen to you. The nice thing is, they keep you in your home as long as they possibly can. They bring the services to you.

—*John & Janice B., Residents*

### ASSURANCE FOR LIFE

With your Continuing Care Agreement comes peace of mind for you and your loved ones. It provides assurance that no matter what the future holds, you will always have a home at Holland Home, surrounded by a community of friends and caregivers to enrich your social, emotional, spiritual, intellectual, and physical well-being. It promises that you will receive proactive and preventive care to keep you well and access to our range of specialty health care services as you age.

Holland Home's Lifecare Promise is our way of living out our mission — fulfilling God's calling to serve others with love and compassion, committing to excellence, and following Christ's teachings and example in all we do.

To learn more about Holland Home and our Continuing Care Agreement, or to schedule a tour of any of our residences or facilities, please call (616) 643-2730.