



## RESIDENT COMMUNICATION

TO: All Residents

FROM: Cynthia Hack, Controller

DATE: October 22, 2019

SUBJECT: 2020 Monthly Service Fees

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The Monthly Service Fees (MSF) for Residents will be increased 4.5% effective January 1, 2020. This is for Independent Living, Assisted Living, and Skilled Nursing. The Second Person Fee for Independent Living Residents will be \$1,291 per month.

A copy of the new MSF's is attached to this memo along with the Extra Fee Schedule which has changes to some of the fees. Please put this new fee schedule in the back of the Resident Handbook for future reference.

If there are any questions on the attached fee schedules, please contact me at your convenience. Mary Faria, Executive Assistant, is also available to assist you.

Appendix D.5

(Please insert in the back of your Resident Handbook)

Should prospective residents make inquiries pertaining to entrance and/or monthly service fees, please refer them to the marketing department at extension 1107. Staff will assist them with current pricing and promotions which may be available.

**RESIDENT INDEPENDENT LIVING FEE SCHEDULE  
EFFECTIVE JANUARY 1, 2020**

<u>Apartments Residences</u>		<u>Approx Sq.Ft.</u>	<u>(Monthly Service Fee)</u>	
			<u>Single</u>	<u>Couple</u>
1/1	St. Barts	685	\$2,460	\$3,751
1/1.5	St. Croix	815	\$2,730	\$4,021
2/2 Custom	St. Lucia	1,070	\$3,132	\$4,423
2/2 Deluxe	St. Martin	1,165	\$3,284	\$4,575
2/2 Royale/Den	St. Thomas	1,375	\$3,763*	\$5,054*
2/2 Grande/Den	St. Vincent	1,980	\$5,037*	\$6,328*
 <u>Homes Residences</u>				
2/1 Patio	The Antigua	1,130	\$3,338	\$4,629
2/2 Custom Patio	The Aruba	1,130	\$3,338	\$4,629
2/2 Deluxe Patio	The Barbados	1,224	\$3,542	\$4,833
2/2 Deluxe/Den Patio	The Catalina	1,390	\$3,811	\$5,102
2/2 Manor/Den	The Cozumel	1,500	\$4,141	\$5,432
2/2 Luxury/Den	The Santa Domingo	2,071	\$5,545*	\$6,836*
2/2 Villa Home/Den	The Grand Cayman	1,665	\$4,634	\$5,925
2/2 Villa Home/Den/EP	The Martinique	1,773	\$4,929	\$6,220
3/2 Estate Home/EP	The Trinidad	2,105	\$5,483	\$6,774
2/2 Estate Home/Den	The Veracruz	2,243	\$5,848	\$7,139

**Homes with porch enclosures have additional Monthly Services Fees:  
Luxury & Manor Homes - \$140.00 and Patio Homes - \$100.00**

\*Residents in these residences who moved in prior to 1/1/07 will have a different MSF rate than what is shown.

**Couple Monthly Service Fee includes \$1,291 for second person fee  
Assisted Living and Skilled Nursing Fee Schedules provided separately**

## LEEWARD MANOR - ASSISTED LIVING

### RESIDENT FEE SCHEDULE

<u>Rooms/Apartments</u>	<u>Approx sq.ft.</u>	<u>(Monthly Service Fee)</u>	
		<u>1<sup>st</sup> Person</u>	<u>Couple</u>
Sanibel/Standard	260	\$3,432	N/A
Seaside/Studio	400	\$4,200	N/A
Flagler/Suite	520	\$4,611	\$6,865
Amelia/1 Bedroom	560	\$4,547	\$6,904
Captiva/1 Bedroom Studio	660	\$5,268	\$7,473
Captiva/2 Bedroom	920	\$6,495	\$8,700
St. Augustine/2 Bedroom	840	\$6,487	\$8,551

Resident Temporary Respite/Daily Rate - \$138 - Sanibel/Standard Room only

### DIRECT CHOICE FEE SCHEDULE (Based on space availability)

<u>Rooms/Apartments</u>	<u>Approx sq.ft.</u>	<u>(Monthly Service Fee)</u>	
		<u>1<sup>st</sup> Person</u>	<u>Couple</u>
Sanibel/Standard	260	\$5,190	N/A
Seaside/Studio	400	\$6,547	N/A
Flagler/Suite	520	\$7,028	\$9,948
Amelia/1 Bedroom	560	\$6,950	\$9,994
Captiva/1 Bedroom Studio	660	\$7,791	\$10,682
St. Augustine/2 Bedroom	840	\$9,196	\$11,974

Non-Resident Temporary Respite/Daily Rate \$191 – Sanibel/Standard Room only

Assisted Living residences with the exception of Respite Rooms are unfurnished. All include refrigerator with microwave upon request. Basic cable and local phone service are provided. Expanded cable, long distance and telephones are the responsibility of the individual in the room.

Leeward Manor - Assisted Living prices are effective January 1, 2020

**JOHN AND MARIAN DERFER HEALTHCARE PAVILION -  
SKILLED NURSING**

**RESIDENT FEE SCHEDULE**

	<u>Semi-Private</u>	<u>Shared-Private</u>	<u>Private</u>
Resident Permanent (Monthly Rate)	\$3,432	\$3,976	\$4,535
Resident Daily Rate (Temporary / Daily Rate)	\$193	\$215	\$233

**DIRECT CHOICE FEE SCHEDULE** (Based on space availability)

	<u>Semi-Private</u>	<u>Shared-Private</u>	<u>Private</u>
Non-Resident Private Pay (Daily Rate)	\$344	\$355	\$382

The Derfer Healthcare Pavilion – Skilled Nursing prices are effective January 1, 2020

## THE NANCY HOUSE – MEMORY SUPPORT

### RESIDENT FEE SCHEDULE

	<u>Private</u>
Resident Permanent (Monthly Rate)	\$4,535
Resident Daily Rate (Temporary / Daily Rate)	\$ 199

### DIRECT CHOICE FEE SCHEDULE (Based on space availability)

	<u>Private</u>
Non-Resident Public Fee (Monthly Rate)	\$7,229
Non - Resident Daily Rate (Temporary / Daily Rate)	\$ 205

The Nancy House prices are effective January 1, 2020

## FLEET LANDING EXTRA FEE SCHEDULE

Effective **January 1, 2020**, the following fees will be in effect for services provided by Fleet Landing that are not included in the Monthly Service Fee.

### A. Dining

#### **Extra Resident Meals**

(Above quota in any one calendar month)

Breakfast: \$ 9.00 or a la carte

Lunch: \$15.00

Dinner: \$17.00

Sunday & Holiday Main Meal – Same fee as Dinner (No Lite Menu available Sunday & Holidays)

**(Children under 8 – half off guest meal pricing)**

#### **Guest Meals**

<u>Regular Menu</u>	<u>Lite Menu</u>
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a la carte	n/a
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Lunch: \$ 20.00	\$14.00
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Dinner: \$ 22.00	\$15.00
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#### **Group Catering: Residents & Clubs**

- As agreed to by Resident in advance.
- A \$25.00 charge for the set up and use of banquet tables, extra chairs, tablecloths, cleanup, etc. in the Apartment Buildings, Coleman Center, Windward Commons and the Annex. This set up charge will be waived if there is a food or beverage purchase of \$100.00 or more.

**Private Events Catering Services:** Food, drink, supplies as quoted at the time. Bartender: \$30.00 per hour or any part of an hour; Wait Staff: \$15.00 per hour or any part of an hour; Delivery Charges: \$30.00 per hour or any part of an hour.

- Paper Products (Silverware Packet consisting of knife, fork, spoon, large & small plastic plate, plastic cup) Price per person \$2.00.

#### **Take Outs**

- Meals delivered from the Coleman Center: \$3.00 Delivery Fee. For two or more meals delivered to the same address: \$5.00 Delivery Fee.
- Pickup take-out: \$1.50 container charge

**Special Dietary Meals** delivered from Nutritional Services at the Health Center: Cost of meal plus \$3.00 Delivery Fee.

**Meal Credits:** For the budget year 2020 a Resident will receive a meal credit of \$5.50.

#### **Alcoholic Beverages**

- LakeView and Compass Grill per drink menu.
- Private Dining per drink menu.
- Library Bar per drink menu.

#### **Coffee Shop Beverages**

- Per menu.

### B. Transportation, Individual/Special Use

Private Transportation by automobile or van roundtrip from Fleet Landing

- o \$30.00 within the area of Mayport to Ponte Vedra, including the Mayo Clinic.
- o \$40.00 to the Southside area.
- o \$50.00 to Baptist downtown or similar area.
- o Additional fees may be incurred for special requests.

Driver waiting time is billed at \$20.00 per hour (or any part thereof).

Planned Group Bus Rates (10 or more) is \$150 shared fee per bus roundtrip within a 25-mile radius. \$150 is divided by the number of people on the bus, the larger the group the lower the per person fee. Special rates will otherwise be quoted.

Airport/AMTRAK/Bus Station: One way transfer is \$50.00 for 1 person; \$5.00 per additional rider traveling together will be added to the shared rate.

- 1 person = \$50.00
- 2 people = \$27.50 per person
- 3 people = \$20.00 per person
- Transportation is subject to availability of drivers from 7am to 7pm.

Non-scheduled or private transportation will be subject to the availability of drivers and vehicles. A cancellation fee of \$15.00 will be applied to all private transportation requests that are cancelled without 24-hour notice.

For Handy Helper – Refer to section N. Home Health Services.

**C. Extra Maintenance Services**

Billed at an hourly rate with a one hour minimum unless otherwise stated on a Flat Fee Sheet. Rate per hour: \$24.00. Billed at hourly rate in quarter hour increments thereafter.

**D. Extra Housekeeping Services**

Billed at hourly rate with a one hour minimum unless otherwise stated on a Flat Fee Sheet. Rate per hour: \$20.00. Billed at hourly rate in quarter hour increments thereafter.

**E. Copy Services**

Any black & white copies of 100 sheets or less will be free of charge. Any black & white copies of 101 or more sheets will be billed at the rate of 2.5 cents per sheet for the entire project. Any color copies will be billed at the rate of 25 cents per sheet, regardless of the number of copies. Two sided copies will be considered two copies.

**F. Residential Electronic Keys**

Additional keys are available through Safety and Security at a charge of \$25.00 per key.

**G. Guest Rooms - Buildings 1000, 2000, 3000 and 4000.**

Guest Rooms are \$107 per night. These rates include all applicable taxes and breakfast for up to 2 people the next day. Rooms are subject to availability.

**H. The Salon & Massage Therapy Services**

Per list provided in salon and massage therapy room. Since service providers are not Fleet Landing staff, tipping is permitted.

**I. Use of Public Space by Individual**

As agreed to by the Resident in advance, and in accordance with the provisions required in the Resident Handbook.

**J. Parking**

**RV/Boat Parking, On-Site**

Billed at the rate of \$60.00 per month. No extra charge for electricity hook-up; but permitted only 24 hours prior to departure and 24 hours after return. See Manager of Safety & Security for availability.

**Golf Cart (Apartments)**

There will be a \$200.00 fee for electrical hook up in specified covered parking spots. The normal monthly covered parking fee will apply. See Manager of Safety & Security for availability.

**Covered Automobile Parking (Buildings 1000, 2000, 3000 and 4000)**

Choice of two plans available:

1. \$5,000 one-time payment with no monthly fee
2. \$60.00 monthly rental fee

**Note:** A Resident with a monthly rental contract will have 48 hours to exercise the right of first refusal to purchase his/her parking space if another resident makes an offer to buy the parking space.

**K. Extra Storage Space**

If available, an extra storage space can be rented for \$30.00 per month. In the event a new Resident moves into an apartment needing such storage space, the temporary occupant will be required to vacate the storage within 30 days of notification.

**L. Medical Supplies**

Medical supplies shall be provided as needed to each Resident. Due to the large assortment of possible supplies that may be utilized, coupled with frequent fluctuations in pricing from our distributors, an itemized listing of medical supplies with their respective pricing is no longer published. Medical supply pricing may be obtained by calling the Medical Supplies & Equipment Office at 904.246.9900, extension 1221.

**M. Therapy Services**

Therapy services NOT covered by Medicare Part B or other insurance coverage shall be billed at the rates identified in the Medicare Fee Schedule based on the modalities and the number of units required. A detailed listing can be obtained from the Health Center Business Office.

Please note - Medicare beneficiaries are not able to receive Outpatient Therapy and Home Health Services simultaneously. Should a Medicare claim be rejected due to overlapping Outpatient Therapy and Home Health Services, the Resident will be charged for any amount denied by Medicare.



**N. Home Health Services**

There is a three hour minimum for each assignment beginning between the hours of 7:00am and 5:00pm. Any assignment outside of these hours shall have a minimum requirement of five hours. Assignments are billed at the hourly rates below in quarter-hour increments.

Handy Helper	\$19.50 per hour
Personal Care Assistant	\$22.50 per hour
Licensed Practical Nurse	\$40.00 per hour
Registered Nurse	\$55.00 per hour

Handy Helpers perform tasks that are generally external to the Resident's person and focus primarily on the Resident's interaction with his/her environment. Handy Helpers provide non-medical services. Normal tasks performed by a Handy Helper include completing Resident assigned errands, unpacking of boxes, meal preparation, visits for companionship, animal care, minor housekeeping items, assistance with laundry, etc. This not a complete list of tasks that can be performed. Please contact the Home Health Administrator to discuss additional tasks.

Personal Care Assistants provide "hands on" care to Residents. These tasks may include bathing, dressing, toileting, and transferring.

The Personal Care Assistant Short Rate visit is available for tasks that require less than three hours. It is billed on a per visit rate. Should the visit exceed three hours, the three-hour minimum Personal Care Assistant rate will be applied to the visit.

Personal Care Assistant Short Rate \$30.00 per visit

Medication Management is a service that is offered through the Home Health Department for Residents who require assistance with managing their medications in their homes. Medication Management is billed on a per visit basis.

RN Medication Management Assessment	\$125.00 per visit
RN Medication Management	\$75.00 per visit

All Residents not residing in the Derfer Healthcare Pavilion shall be required to have an initial assessment performed by a Registered Nurse prior to the delivery of services. This initial assessment will be accompanied by a one-time flat fee of \$55.00. Any Resident who requires a specific caregiver in excess of 40 hours a week shall be charged an additional \$10.00 per hour to cover the overtime expense. Holiday rates are one and a half times the normal rate listed above. A listing of observed holidays may be obtained from the Home Health Department.

**Cancellation Policy:** All cancellations must be made 48 hours in advance of the scheduled start time for Home Health Services. Any cancellation with less than 48 hours' notice shall result in a three-hour minimum charge for the previously scheduled service.

**P. Leeward Manor Medication Administration Fee**

Residents in Leeward Manor, either permanently or on a temporary basis, shall be subject to a \$5.00 charge per day for the administration of medications by a Licensed Practical Nurse. Residents who self-administer their medications shall not be subject to this fee.

**Q. Derfer Healthcare Pavilion Supply Handling Fee**

Any Resident in the Derfer Healthcare Pavilion who requires supplies from an outside source and requests that Fleet Landing's Central Supply Department distribute these supplies shall be subject to a \$30.00 per month supply handling fee.

**R. Derfer Healthcare Pavilion Supplemental Oxygen Usage Fee**

Any Resident in the Derfer Healthcare Pavilion who requires the use of an oxygen concentrator and/or portable oxygen device, shall be subject to a \$115.00 per month fee for the use of the concentrator and a \$6.00 per day fee for the use of portable oxygen tanks.

**S. Equipment Available For Rental**

<b>Durable Goods (Rental)</b>	<b>Monthly Charge</b>
Standard Wheelchair	\$45.00
"High Back" Wheelchair	\$100.00
Oxygen Concentrator	\$115.00
Nebulizer	\$60.00

**Please Note:** Other equipment may be provided as ordered by a physician. Pricing may be obtained by calling the Health Center Business Office at 904.246.9900, extension 1389.