

Gold Seal Staff Analysis for Chatsworth at PGA National, LLC

Background Info

NH Name	Chatsworth at PGA National, LLC	Nominator Name	Mayor Chelsea S. Reed
NH Addr	347 Hiatt Drive	Nominator Addr	94 Satinwood Lane
NH City	Palm Beach Gardens	Nominator City	Palm Beach Gardens
NH Zip	33418-	Nominator Zip	33410-
NH Voice	(561) 227-3200	Nominator Voice	(561) 346-1860
NH Fax		Nominator Fax	
NH eM		Nominator eM	
NH Web	www.chatsworthpga.com	Nominator Web	
NH AO	9		
PermID	35960938		
Application Received	2024-03-19	Nomination Received	2024-03-19

Staff Review

	Date Completed	Pass	Comment
Record Review by J. Williams	2024-03-29	<input checked="" type="checkbox"/>	This facility is owned by Chatsworth at PGA National, L.L.C. This is a 60 bed facility and is a Medicare provider. According to the Nursing Home Guide, this is a 5-star facility.
Quality of Care Review by J. Williams	2024-03-19	<input checked="" type="checkbox"/>	The facility is in the upper 12th percentile of skilled nursing facilities in the region covering the period of July 1, 2021, through December 2023. This facility meets the requirements of Rule 59A-4.200(4), Florida Administrative Code.
Conditional Review by J. Williams	2024-03-19	<input checked="" type="checkbox"/>	The facility has not received either a Class I or II deficiency nor a Conditional license over the past 30 months.
Financial Review by D. Hillman	2024-03-20	<input checked="" type="checkbox"/>	The facility meets the financial requirements of Section 400.235(4), Florida Statutes and Rule 59A-4.200(5), Florida Administrative Code.
Staffing Review by J. Williams	2024-04-01	<input checked="" type="checkbox"/>	According to the facility's staffing report, the facility meets both the stability and turnover rate. Therefore, the facility meets the requirements of Section 400.235(5)(e), Florida Statutes and Rule 59A-4.200(6), Florida Administrative Code.
Ombudsman Review by M. Hart	2024-03-29	<input checked="" type="checkbox"/>	Based on a review of the facility complaint history, the facility did not have any Long-Term Care Ombudsman Program verified complaints that resulted in citations by the Agency for Health Care Administration. Therefore, the applicant meets the requirement of Section 400.235(5)(f), Florida Statutes.
Preliminary Report by		<input type="checkbox"/>	
Facility Presentation to Panel		<input type="checkbox"/>	



Application for Nursing Home Gold Seal Award



Refer to sections 400.235, Florida Statutes and 59A-4.200, Florida Administrative Code for regulations. Attach additional pages as necessary to respond to information requested.

Note: There is a 50 page maximum limit on supplemental information included with this application for review.

*Please do not include resident privileged and confidential and/or protected health information (PHI) which may be subject to protection under the law, including the Health Insurance Portability and Accountability Act of 1996, (HIPAA).

Please send letter of recommendation, attachments and completed application to:

Agency for Health Care Administration
Long-Term Care Unit
2727 Mahan Drive, MS 33
Tallahassee Florida 32308
Phone: (850) 412-4303 Fax: (850) 410-1512

CORRECTED COPY

A. Nursing Home Information

Facility Name: Chatsworth at PGA National, LLC		
Address: 347 Hiatt Dr.	City: Palm Beach Gardens	Zip Code: 33418
Telephone: 561-227-3200	Web Site: www.chatsworthpga.com	
Facility Licensee Name: Chatsworth at PGA National, LLC		

Facility Contact Person for Gold Seal Information

Name: Yarly Sylvain	Title: Nursing Home Administrator
Telephone: 303-386-5641	E-mail: yarly.sylvain@erickson.com

B. Recommending Person or Organization - Section 400.235(6), Florida Statutes

Name: Mayor Chelsea Reed, Commissioner Maria Mario. See attached
Profession/Type of Organization: see attached

C. Financial Soundness and Stability - Section 400.235(5)(b), Florida Statutes and Rule 59A-4.200(5), F.A.C.
Attach evidence of financial soundness and stability in accordance with the protocol contained in agency rule 59A-4.200(5), F.A.C.

D. Regulatory History will be verified- Section 400.235(7), F.S.

Has the facility been licensed and operating for the past 30 months? Yes No
Date the current licensee became licensed to operate this facility. 5/01/2007

E. Consumer Satisfaction - Section 400.235 (5)(c), Florida Statutes and Rule 59A-4.200(2)(a)4.a., F.A.C.

Attach evidence, within the 30 months preceding this application, demonstrating consumer satisfaction in your facility and demonstrate that information is elicited from residents, family members, and guidance in accordance with this section of the Florida Statutes.



Application for Nursing Home Gold Seal Award



Refer to sections 400.235, Florida Statutes and 59A-4.200, Florida Administrative Code for regulations. Attach additional pages as necessary to respond to information requested.

Note: There is a 50 page maximum limit on supplemental information included with this application for review.

*Please do not include resident privileged and confidential and/or protected health information (PHI) which may be subject to protection under the law, including the Health Insurance Portability and Accountability Act of 1996, (HIPAA).

Please send letter of recommendation, attachments and completed application to:

Agency for Health Care Administration
Long-Term Care Unit
2727 Mahan Drive, MS 33
Tallahassee Florida 32308
Phone: (850) 412-4303 Fax: (850) 410-1512

A. Nursing Home Information

Facility Name: Chatsworth at PGA National		
Address: 347 Hiatt Dr.	City: West Palm Beach	Zip Code:33418
Telephone: 561-227-3200	Web Site: www.chatsworthpga.com	
Facility Licensee Name: Chatsworth at PGA National,LLC		

Facility Contact Person for Gold Seal Information

Name: Yarly Sylvain	Title: Nursing Home Administrator
Telephone: 303-386-5641	E-mail: yarly.sylvain@erickson.com

B. Recommending Person or Organization - Section 400.235(6), Florida Statutes

Name: Mayor Chelsea Reed, Commisioner Maria Mario. See attached
Profession/Type of Organization: see attached

C. Financial Soundness and Stability - Section 400.235(5)(b), Florida Statutes and Rule 59A-4.200(5), F.A.C.
Attach evidence of financial soundness and stability in accordance with the protocol contained in agency rule 59A-4.200(5), F.A.C.

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Date the current licensee became licensed to operate this facility. 5/01/2007

E. Consumer Satisfaction - Section 400.235 (5)(c), Florida Statutes and Rule 59A-4.200(2)(a)4.a., F.A.C.
Attach evidence, within the 30 months preceding this application, demonstrating consumer satisfaction in your facility and demonstrate that information is elicited from residents, family members, and guidance in accordance with this section of the Florida Statutes.

Received
MAR 19 2024
Central Service

F. Community / Family Involvement – Section 400.235(5)(d), F.S. and Rule 59A-4.200(2)(a)4.b., F.A.C.
Describe or attach evidence of the regular involvement of families and members of the community in the facility for the period of 30 months preceding this application.

See attached

G. Stable Workforce – Section 400.235(5)(e), Florida Statutes and Rule 59A-4.200(6), F.A.C.

Provide information demonstrating the facility’s effort to maintain a stable workforce and to reduce turnover of licensed nurses and certified nursing assistants.

Attach evidence of meeting at least one of the following:

A turnover rate no greater than 50 percent for the most recent 12 month period ending on the last workday of the most recent calendar quarter prior to submission of an application (turnover rate will be computed in accordance with Rule 59A-4.200(6)(a)1., F.A.C.); or

A stability rate to include that at least 50 percent of its staff have been employed at the facility for at least one year (stability rate will be computed in accordance with Rule 59A-4.200(6)(a)2., F.A.C.).

H. Target In-service - Section 400.235 (5)(g), Florida Statutes and Rule 59A-4.200(2)(a)4.c., F.A.C.

Describe or attach information demonstrating how in-service training meets the training needs identified by internal or external quality assurance efforts for the period of 30 months preceding this application.

See attached


I. Best Practices

Describe the facility’s best practices and the resulting positive resident outcomes.

See attached

J. Presentation to the Governor’s Panel on Excellence in Long-Term Care

Our facility would like an opportunity to make a presentation to the Governor’s Panel on Excellence in Long-Term Care.

	3/15/2024
Signature of Person Completing Application	Date

Yarly Sylvain	3/15/2024
Printed Name	Date

Received
MAR 19 2024
Central Services

Williams, Jacqueline

From: Williams, Jacqueline
Sent: Wednesday, March 20, 2024 12:49 PM
To: Yarly.Sylvain@erickson.com
Subject: Gold Seal Award Application Review - Chatsworth at PGA National, LLC - File#: 35960938
Attachments: Gold Seal OMIT- Chatsworth at PGA National Mar 2024.pdf; Gold Seal Staffing Form March 2024.pdf

Good Afternoon Ms. Sylvain:

In an effort to streamline the Gold Seal Award application process, we are sending your application omission letter by email. Therefore, if you would forward the requested information, it will give staff ample time to complete the review for your facility.

Attached are the following:

- Application omission letter
- Staffing Form

If you have any questions, please contact me at the telephone number listed below.

Jacque Williams - OPERATIONS & MGMT CONSULTANT MGR - SES



Bldg 2 Rm C-18 - LONG TERM CARE SERVICES UNIT
2727 MAHAN DR, MAILSTOP 33, TALLAHASSEE, FL 32308
850-412-4437 (Office)

Jacqueline.Williams@ahca.myflorida.com



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Williams, Jacqueline

From: Yarly Sylvain <Yarly.Sylvain@erickson.com>
Sent: Thursday, March 28, 2024 5:07 PM
To: Williams, Jacqueline
Subject: Gold Seal
Attachments: 03282024HP Scan-To-Email170332.pdf

Hello

Attached please find the required documents based on the omission letter received. In regards to consumer satisfaction, the page provided reflects the result for both 2023 and 2022. If you would prefer to have the 2022 results separately, please let me know.

Please let me know if you have any questions. I can be reached by email or by calling 303-386-5641

Thanks

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RON DESANTIS
GOVERNOR

JASON WEIDA
SECRETARY

March 20, 2024

Via email: Yarly.Sylvain@erickson.com

Ms. Yarly Sylvain
Administrator
Chatsworth at PGA National, LLC
347 Hiatt Drive
Palm Beach Gardens, FL 33418

File Number: 35960938
License Number: 130471003
Provider Type: Nursing Home

RE: Omission Notice for Nursing Home Gold Seal Award Application

Dear Ms. Sylvain:

This letter is to acknowledge receipt of your application for the Gold Seal license. After review, it was found to be incomplete. Applicants receive only **one** letter describing the errors or omissions that must be addressed to deem the application complete.

Section A. – Nursing Home Information

The information entered on the Gold Seal Application for the areas listed below is not the same as the information on file with the Agency. Please revise accordingly.

- Facility's Name
- Facility's Address (City)

Section B. - Recommending Person or Organization/Recommendation Letter

The letter of recommendation from Mayor Chelsea S. Reed recommends the Chatsworth Assisted Living Community at PGA National not the nursing home to receive the Gold Seal Award.

According to Section 400.235, Florida Statutes (F.S.), the Agency, nursing facility industry organizations, consumers, State Long-Term Care Ombudsman Program, and members of the community may recommend to the Governor facilities that meet the established criteria for consideration for and award of the Gold Seal. Please submit a letter of recommendation for the nursing home. Due to your application containing several letters of recommendations, you may revise this section of the application page accordingly to include a new recommending person or organization.

Section E. - Consumer Satisfaction

According to the Florida Statutes, Section 400.235(5)(c), Gold Seal Award applicants are required to meet the criteria of participating in a consumer satisfaction process, and demonstrate that information is elicited from residents, family members, and guardians about satisfaction with the nursing facility, its environment, the services and care provided, the staff's skills and interactions with residents, attention to residents' needs, and the facility's efforts to act on information gathered from the consumer satisfaction measures.



Ms. Yarly Sylvain
March 20, 2024
Page 2 of 2

Please forward evidence, within the 30 months preceding your application, demonstrating consumer satisfaction in your facility and demonstrate how that information is elicited from residents and family members. Please attach copies of your survey form/questions and your survey findings for the prior 30 months for residents and family members.

Also, please indicate the facility's efforts to act upon information gathered from the consumer satisfaction survey findings.

Section F. – Community/Family Involvement

Please provide evidence of the regular involvement of families and members of the community in the facility, within the 30 months preceding your application.

Section G. - Stable Workforce

An applicant for the Gold Seal award must meet the turnover rate or stability rate pursuant to Section 400.235, F.S. and Rule 59A-4.200, Florida Administrative Code. In order to evaluate these criteria, please provide staffing to resident ratios, staff turnover, and staff stability for the last ten quarters (30 months) in the attached staffing document. Please provide numbers and not percentages in the top portion of the form. The computations will be completed by Agency staff.

Please forward all responses via email no later than March 28, 2024. If you have questions, please contact me via email at Jacqueline.Williams@ahca.myflorida.com or by phone at (850) 412-4437.

Sincerely,

Jacquie Williams

Jacquie Williams
Operations and Management Consultant Manager
Long Term Care Services Unit

Nursing Home Guide Inspection Ratings CHATSWORTH AT PGA NATIONAL, LLC

Rating Time Period: July 2021 - December 2023
Last Updated: February 2024

Facility	City	Region	County	Overall Inspection	Inspection			Inspection Components				
					Quality of Care	Quality of Life	Administration	Nutrition & Hydration	Restraints & Abuse	Pressure Ulcers	Decline	Dignity
CHATSWORTH AT PGA NATIONAL, LLC	PALM BEACH GARDENS	Region 9 W. Palm Beach	Palm Beach	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★



RON DESANTIS
GOVERNOR

JASON WEIDA
SECRETARY

DATE: March 29, 2024
TO: Brian O. Smith, Long Term Care Services Unit Manager
FROM: Michelle Hart, Complaint Administration Unit Manager
SUBJECT: Gold Seal Complaint Review – September 15, 2021 through March 15, 2024

CHATSWORTH AT PGA NATIONAL, LLC

Based on a review of the facility's complaint history, the above listed facility did not have any Long-Term Care Ombudsman Program-verified complaints that resulted in citations by the Agency for Health Care Administration.

The applicant meets the requirement of Section 400.235(5)(f), Florida Statutes.





RON DESANTIS
GOVERNOR

JASON WEIDA
SECRETARY

INTEROFFICE MEMORANDUM

DATE: March 20, 2024
TO: Jacqueline Williams
FROM: Derron Hillman
CC: Bernard Hudson
SUBJECT: Gold Seal Financial Review: Approval
Licensee: Chatsworth at PGA National, LLC
Facility: Chatsworth at PGA National, LLC

Conclusion: The applicant meets the financial requirements of Section 400.235, Florida Statutes and Rule 59A-4.200, Florida Administrative Code.

Analysis: I have reviewed the financial requirements of the Gold Seal application for the license holder in accordance with Rule 59A-4.200, Florida Administrative Code.

Rule 59A-4.200, Florida Administrative Code, specifies that each licensee must meet at least two of the three financial soundness and stability thresholds for at least two of three years of the statements, to include the most recently submitted. Otherwise, its facility cannot be recommended for the Gold Seal Award except as described in Rule 59A-4.200, Florida Administrative Code. The financial stability thresholds are as follows:

- A positive current ratio of at least 1.0
- A positive tangible net worth
- A times interest earned ratio of at least 1.15

Based on the review conducted, I believe the applicant meets the financial requirements of Section 400.235, Florida Statutes and Rule 59A-4.200, Florida Administrative Code.



Williams, Jacqueline

From: Hillman, Derron
Sent: Wednesday, March 20, 2024 7:43 AM
To: Williams, Jacqueline
Cc: Hudson, Bernard
Subject: RE: Gold Seal Award Financial Review -Chatsworth At PGA National, LLC - File #: 35960938
Attachments: 1297 Chatsworth.docx

Jacque,

Attached is the review of Chatsworth. If you have any questions call me at 44351.

Derron Hillman
Health Services & Facilities Consultant
Financial Analysis Unit
Agency for Health Care Administration
(850)412-4351
hillmand@ahca.myflorida.com



From: Noble, Kimberly <Kimberly.Noble@ahca.myflorida.com>
Sent: Wednesday, March 20, 2024 7:11 AM
To: Williams, Jacqueline <Jacqueline.Williams@ahca.myflorida.com>; Hillman, Derron <Derron.Hillman@ahca.myflorida.com>
Subject: FW: Gold Seal Award Financial Review -Chatsworth At PGA National, LLC - File #: 35960938

This is assigned to Derron.

From: Williams, Jacqueline <Jacqueline.Williams@ahca.myflorida.com>
Sent: Tuesday, March 19, 2024 4:58 PM
To: Noble, Kimberly <Kimberly.Noble@ahca.myflorida.com>
Cc: Hillman, Derron <Derron.Hillman@ahca.myflorida.com>
Subject: Gold Seal Award Financial Review -Chatsworth At PGA National, LLC - File #: 35960938

Good Afternoon Kim,

Attached for your review are Chatsworth at PGA National, LLC's financial documents for consideration for the Gold Seal Award.

Thanks.

STAFFING REPORT FOR

Chatsworth at PGA National, LLC

SNF LICENSE # 130471003

Year	Quarter	Employed CNAs	Employed Licensed Nurses	CNAs Employed for 1 Year	Licensed Nurses Employed for 1 Year	CNAs Resigned or Terminated	Licensed Nurses Resigned or Terminated
2021	3 rd (July 1, 2021 – September 30, 2021)	19	6	16	6	4	2
2021	4 th (October 1, 2021 – December 31, 2021)	19	9	15	9	1	1
2022	1 st (January 1, 2022 – March 31, 2022)	18	11	18	10	4	0
2022	2 nd (April 1, 2022 – June 30, 2022)	18	13	18	12	1	0
2022	3 rd (July 1, 2022 – September 30, 2022)	18	14	17	12	2	0
2022	4 th (October 1, 2022 – December 31, 2022)	20	11	19	11	0	3
2023	1 st (January 1, 2023 – March 31, 2023)	20	13	19	12	1	0
2023	2 nd (April 1, 2023 – June 30, 2023)	17	12	17	12	3	2
2023	3 rd (July 1, 2023 – September 30, 2023)	21	16	16	12	2	0
2023	4 th (October 1, 2023 – December 31, 2023)	24	16	16	11	2	1

Stable Workforce Review: Section 400.235(5)(e), F.S. and 59A-4.200 (6), Florida Administrative Code

6(a) An applicant for Gold Seal Award must meet at least one of the following to demonstrate a stable workforce:

1. Have a turnover rate no greater than 50 percent for the most recent 12 month period ending on the last workday of the most recent calendar quarter prior to submission of an application. The turnover rate is the total number of terminations or resignations of certified nursing assistants (CNAs) and licensed nurses during the quarter divided by the number of CNAs and licensed nurses employed at the end of the quarter, or
2. Have a stability rate indicating that at least 50 percent of its staff have been employed at the facility for at least one year. The stability rate is the total number of CNAs and licensed nurses that have been employed for more than 12 months, divided by the total number of CNAs and licensed nurses employed at the end of the quarter.

(Please also note pursuant to 59A-4.200, F.A.C., each applicant for Gold Seal Award must submit evidence of an effective recruitment and retention program.)

STAFFING REPORT FOR Chatsworth at PGA National, LLC

(AGENCY USE ONLY)

Turnover Rate

3rd Quarter (2021): 24.8%
4th Quarter (2021): 7.14%
1st Quarter (2022): 13.79%
2nd Quarter (2022): 3.22%
3rd Quarter (2022): 6.25%
4th Quarter (2022): 9.67%
1st Quarter (2023): 3.03%
2nd Quarter (2023): 17.24%
3rd Quarter (2023): 5.40%
4th Quarter (2023): 7.50%

Turnover Rate
Average: 9.72%

Stability Rate

3rd Quarter (2021): 88.00%
4th Quarter (2021): 85.71%
1st Quarter (2022): 96.55%
2nd Quarter (2022): 96.77%
3rd Quarter (2022): 90.62%
4th Quarter (2022): 96.77%
1st Quarter (2023): 93.93%
2nd Quarter (2023): 100%
3rd Quarter (2023): 75.67%
4th Quarter (2023): 67.50%

Stability Rate
Average: 89.15%



March 15, 2024

The Gold Seal Award Panel on Excellence
Agency for Health Care Administration
Long Term Care Unit
2727 Mahan Drive, MS 33
Tallahassee, Florida 32308

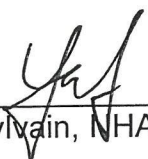
To whom it may concern:

Chatsworth at PGA National is honored to meet the qualifications to apply for the Governor's Gold Seal Award. A vibrant lifestyle, health and well-being, and financial stability are the three promises we proudly make to our residents. While those are all important factors that contribute to the true value of this community, it's how residents "feel" when they step through our doors that really makes the difference. The wonderful friendships forged and the way our team members become like extended family is what creates the real value.

I attempted to fax the application along with the supporting documents to the fax number on the application form. However, the attempts were unsuccessful.

Please find attached application and supporting documents. We look forward to the opportunity to present our community to the Gold Seal Award Panel on Excellence.

Sincerely,



Yarly Sylvain, NHA

Received
MAR 19 2024
Central Services

Nursing Home Guide Inspection Ratings

CHATSWORTH AT PGA NATIONAL, LLC

Rating Time Period: July 2021 - December 2023

Last Updated: February 2024

Facility	City	Region	County	Inspection				Inspection Components				
				Overall Inspection	Quality of Care	Quality of Life	Administration	Nutrition & Hydration	Restraints & Abuse	Pressure Ulcers	Decline	Dignity
CHATSWORTH AT PGA NATIONAL, LLC	PALM BEACH GARDENS	Region 9 W. Palm Beach	Palm Beach	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★

Received
 MAR 19 2024
 Central Services

Yarly Sylvain

From: Yarly.Sylvain@erickson.com
Sent: Friday, March 15, 2024 4:14 PM
To: Yarly Sylvain
Subject: Job Notification: Failed
Attachments: 03152024Image1161416.jpg

The following job has encountered an error. Retry the job. If the problem continues contact the administrator.

----- Original Job Details -----

Product Name: HP Color LaserJet MFP E87660

User: ysylvain

Date: Mar/15/2024 4:14:14 PM (-0400 GMT)

Scanned Pages: 97

----- Destination -----

818504101512 Busy

----- Additional Details -----

Job	Date/Time	Identification	Duration	Type	Line	Pages	Result
5303	Mar/15/2024 4:13:07 PM	01:02	0	Send	Analog		818504101512

Form with fields for Fax From, Fax Number, Phone Number, and other details. Includes a logo for CHATSWORTH.

Received
MAR 19 2024
Central Services



B. Recommending Person or Organization: Please see letter of recommendation from the following individuals.

Chelsea S. Reed
Mayor, City of Palm Beach Gardens

Maria G. Marino
Vice Mayor of Palm Beach County's Board of County Commissioners

Baqir M. Syed, M.D
Medical Director

Jeffrey Mayer
Family Member

Paul Malone
Family Member

Robert Frasier
Family Member

Received
MAR 19 2024
Central Services



Mayor Chelsea S. Reed
94 Satinwood Lane
Palm Beach Gardens, Florida 33410
561.346.1860

Florida Health Care Association
307 W. Park Ave.
P. O. Box 1459
Tallahassee, Florida 32301

Subject: Governor's Gold Seal Award

Dear Florida Health Care Association,

I am writing in support of Chatsworth at PGA National in Palm Beach Gardens, Florida, as an exceptional candidate for recognition as a Governor's Gold Seal Award nursing center. My hope in this communication is to highlight the compassion, consistency and community found at Chatsworth, and their success in providing the highest quality of life for our residents.

Chatsworth stands out as a beacon of excellence in our area, consistently maintaining high standards of care and services. Their dedication to fostering a vibrant sense of community beyond everyday socialization within their facility has truly enriched the lives of the residents under their care. The facility's emphasis on well-being is evident in every aspect of their operations, from personalized care plans to engaging recreational activities. This holistic approach not only ensures the physical health of the residents but also nurtures their emotional and social well-being.

Moreover, Chatsworth actively engages with the broader community, organizing events and initiatives that promote interaction and collaboration between residents and local organizations. This commitment to community involvement not only benefits the residents but also strengthens the bonds that tie our community together. Personally, I am invited to the facility often, in order to discuss local issues with the residents, staff, and leadership. Every time I have the opportunity to speak about happenings in the local area, attend an event, or simply enjoy a conversation, the interaction is fulfilling, interesting and usually leads to further benefit to our City's policies and understanding of all of our residents' hopes.

In conclusion, I wholeheartedly recommend Chatsworth at PGA National for the Governor's Gold Seal Award. Their unwavering dedication to providing a high quality of life, maintaining exceptional standards, and cultivating a strong sense of community sets them apart as a shining example of excellence in assisted living care.

Thank you for considering Chatsworth at PGA National for this well-deserved recognition.

Respectfully yours,

Chelsea S. Reed
Mayor, City of Palm Beach Gardens

Williams, Jacqueline

From: Yarly Sylvain <Yarly.Sylvain@erickson.com>
Sent: Thursday, March 28, 2024 10:38 PM
To: Williams, Jacqueline
Subject: RE: Gold Seal
Attachments: letter of recommendation.Mayor.pdf

Hello

Thank you bringing this to my attention. I am sorry; I forwarded the same one previously submitted. Please see attached updated letter received.

Thank you again.

From: Williams, Jacqueline <Jacqueline.Williams@ahca.myflorida.com>
Sent: Thursday, March 28, 2024 5:50 PM
To: Yarly Sylvain <Yarly.Sylvain@erickson.com>
Subject: RE: Gold Seal

You don't often get email from jacqueline.williams@ahca.myflorida.com. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links, open attachments, or respond unless you recognize the sender and know the content is safe.

Ms. Sylvain,

The letter of recommendation has not been revised. The letter recommends the assisted living not the nursing home.

I will need a letter of recommendation. Thanks.

Jacquie Williams - OPERATIONS & MGMT CONSULTANT MGR
- SES



Bldg 2 Rm C-18 - LONG TERM CARE SERVICES UNIT
2727 MAHAN DR., TALLAHASSEE, FL. 32308
+1 850-412-4437 (Office) - (850) 410-1512 (Fax)
Jacqueline.Williams@ahca.myflorida.com



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From: Yarly Sylvain <Yarly.Sylvain@erickson.com>
Sent: Thursday, March 28, 2024 5:07 PM
To: Williams, Jacqueline <Jacqueline.Williams@ahca.myflorida.com>
Subject: Gold Seal

Hello

Attached please find the required documents based on the omission letter received. In regards to consumer satisfaction, the page provided reflects the result for both 2023 and 2022. If you would prefer to have the 2022 results separately, please let me know.

Please let me know if you have any questions. I can be reached by email or by calling 303-386-5641

Thanks

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Mayor Chelsea S. Reed
94 Satinwood Lane
Palm Beach Gardens, Florida 33410
561.346.1860

Florida Health Care Association
307 W. Park Ave.
P. O. Box 1459
Tallahassee, Florida 32301

Subject: Governor's Gold Seal Award

Dear Florida Health Care Association,

I am writing in support of Chatsworth at PGA National in Palm Beach Gardens, Florida, as an exceptional candidate for recognition as a Governor's Gold Seal Award nursing center. My hope in this communication is to highlight the compassion, consistency and community found at Chatsworth, and their success in providing the highest quality of life for our residents.

Chatsworth stands out as a beacon of excellence in our area, consistently maintaining high standards of care and services. Their dedication to fostering a vibrant sense of community beyond everyday socialization within their facility has truly enriched the lives of the residents under their care. The facility's emphasis on well-being is evident in every aspect of their operations, from personalized care plans to engaging recreational activities. This holistic approach not only ensures the physical health of the residents but also nurtures their emotional and social well-being.

Moreover, Chatsworth actively engages with the broader community, organizing events and initiatives that promote interaction and collaboration between residents and local organizations. This commitment to community involvement not only benefits the residents but also strengthens the bonds that tie our community together. Personally, I am invited to the facility often, in order to discuss local issues with the residents, staff, and leadership. Every time I have the opportunity to speak about happenings in the local area, attend an event, or simply enjoy a conversation, the interaction is fulfilling, interesting and usually leads to further benefit to our City's policies and understanding of all of our residents' hopes.

In conclusion, I wholeheartedly recommend Chatsworth Assisted Living Community at PGA National for the Governor's Gold Seal Award. Their unwavering dedication to providing a high quality of life, maintaining exceptional standards, and cultivating a strong sense of community sets them apart as a shining example of excellence in assisted living care.

Thank you for considering Chatsworth at PGA National for this well-deserved recognition.

Respectfully yours,

Chelsea S. Reed
Mayor, City of Palm Beach Gardens

Received
MAR 19 2024
Central Services



MARIA G. MARINO
Commissioner, District 1



Palm Beach County
Board of County Commissioners
Governmental Center, 12th Floor
301 North Olive Avenue
West Palm Beach, FL 33401
(561) 355-2201

mmarino@pbcgov.org

Northeast County Complex
3188 PGA Blvd.
Palm Beach Gardens, FL 33410
(561) 624-6547

www.pbcgov.com

"An Equal Opportunity
Affirmative Action Employer"



March 11, 2024

Agency for Health Care Administration
Long-Term Care Unit
2727 Mahan Drive, MS 33
Tallahassee, FL 32308

Dear Gold Seal Panel Members:

Please accept this letter as my enthusiastic support for Chatsworth at PGA National's application for the Governor's Gold Seal Award. As Vice Mayor of Palm Beach County's Board of County Commissioners, past Mayor of the City of Palm Beach Gardens, and a longtime resident of Palm Beach Gardens, I have witnessed the exceptional level of care and dedication that Chatsworth consistently provides to its residents.

Chatsworth has long been a cornerstone of our community, and its commitment to excellence in long-term care is truly commendable, not only meeting, but exceeding the rigorous standards set forth by the State of Florida. The staff at Chatsworth demonstrate unwavering compassion, professionalism, and expertise in their interactions with residents, ensuring not only their physical well-being but also nurturing their social and emotional needs. From personalized care plans to engaging recreational activities and meaningful social interactions, Chatsworth goes above and beyond to ensure that each resident feels valued, respected, and supported.

Chatsworth, a 5 Star Rated Continuing Care Community, exemplifies the criteria set forth by the Governor's Gold Seal Award. Its unwavering commitment to excellence, stability, and resident well-being makes it a deserving candidate for this prestigious recognition

Thank you for your consideration. Please do not hesitate to contact me if you require any further information or assistance.

Sincerely,

A handwritten signature in blue ink that reads "Maria Marino".

Maria Marino

Received
MAR 19 2024
Central Service

Baqir Syed M.D.
210 Jupiter Lakes Blvd. Suite 4202
Jupiter, Fl. 33458

March 8, 2024

Gold Seal Panel Members,

Subject: Recommendation for Governor's Gold Seal Award - Exceptional Care Provided by Chatsworth at PGA National, Palm Beach Gardens, Florida

I am the current Medical Director of Chatsworth. It is with great pleasure that I write to wholeheartedly recommend Chatsworth for the prestigious Governor's Gold Seal Award. As the Medical Director at Chatsworth, I have had the privilege of witnessing the unwavering dedication and outstanding care provided by the caregiving team at Chatsworth.

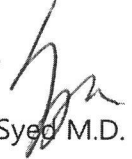
Chatsworth has consistently demonstrated an exemplary commitment to the well-being of their residents. The caregiving team's compassion, professionalism, and personalized approach to each resident highlight their exceptional quality of care. Residents at Chatsworth receive not only the necessary support for their physical health but also experience a nurturing environment that fosters emotional well-being and a sense of community.

The caregiving team at Chatsworth goes above and beyond, ensuring that residents receive individualized attention, dignity, and respect. Their commitment to maintaining the highest standards of care is evident in every interaction and activity. The residents are not just recipients of care but are embraced as cherished members of the Chatsworth family.

Moreover, the positive impact of Chatsworth extends beyond the exceptional care provided to individual residents. Their initiatives, programs, and community engagement efforts further emphasize their dedication to enhancing the overall well-being of those under their care.

I am confident that recognizing Chatsworth with the Governor's Gold Seal Award would not only acknowledge their outstanding contributions to the field but also inspire other caregiving facilities to strive for similar excellence. Chatsworth exemplifies the values and standards that this prestigious award seeks to honor.

Sincerely,


Baqir M. Syed M.D.

Medical Director

Received
MAR 19 2024
Central Services

[REDACTED]

12/28/2024

Agency For Health Care Administration
RE: Governor's Gold Seal Award

To whom it may concern,

It is a pleasure and honor to write this letter of recommendation for the Chatsworth Assisted Living facility.

[REDACTED] fell ill during the onset of the COVID pandemic and received care at the Chatsworth Assisted Living facility. [REDACTED] initially received [REDACTED] following [REDACTED] and was able to return to [REDACTED] who was suffering from [REDACTED]. [REDACTED] was admitted to Chatsworth after being discharged for [REDACTED]. Although [REDACTED] were in Chatsworth concurrently, the COVID protocol did not allow them to see each other for a period of over 2 weeks. [REDACTED] have no siblings and I am their [REDACTED]. I was recovering from a [REDACTED]. The Chatsworth staff, adorned in PPE, provided excellent care despite immense personal risk. Video chats were arranged and I witnessed administration of [REDACTED].

[REDACTED] years old; [REDACTED] has been at Chatsworth [REDACTED]. I am grateful that [REDACTED] was [REDACTED] during the pandemic when I was unable to obtain home nursing care for [REDACTED] per day. I visit [REDACTED] often unannounced. [REDACTED] is always clean, well dressed, and well fed. At my request, the staff reliably calls me weekly to speak with [REDACTED]. [REDACTED] is escorted to multiple activities per day and is closely supervised in a break room to minimize fall risk. The staff arranges many specialty care appointments including transportation.

My [REDACTED] attend a care meeting with several staff members during each visit. I receive information regarding [REDACTED] ...

This letter was emotionally difficult for me to write. However, it is with great appreciation that I recollect the care that has been provided for [REDACTED].

Thanks,
[REDACTED]

Received
MAR 19 2024
Central Services

3/6/2024

Dear Chatsworth,

I would like to thank you for the level of care that you have provided for [REDACTED] and was admitted to Chatsworth for the Rehabilitation Program. The program helped [REDACTED] regain [REDACTED] strength, and the blessed ability to walk again. It was a wonderful experience for our entire family to have [REDACTED] thriving again. At the beginning of the Covid-19 pandemic, [REDACTED] ability to walk and [REDACTED] to Chatsworth, but this time [REDACTED] But just as the Chatsworth family had taken care of [REDACTED] they provided [REDACTED] skilled nursing daily to help [REDACTED] get in and out of bed and the [REDACTED]. The room [REDACTED] was given had in and out access to the restrooms and [REDACTED] meals were brought to [REDACTED] in bed. To keep [REDACTED] in good spirits, [REDACTED] participated in the art and social activities at the center where [REDACTED] was able to meet and be social with other senior citizens. Chatsworth provides an Art program that is not only beneficial to seniors using their motor skills, but also boosts their cognitive abilities through beautiful and creative artwork that really makes [REDACTED] happy. To top it off, the senior citizens get to have Bingo and Music social events that [REDACTED] really enjoys.

[REDACTED] are very grateful for all that you have done for [REDACTED]. Knowing that your loved one is being well taken care of is something that is priceless.

Sincerely,

[REDACTED]

Received
MAR 19 2024
Central Service

February 28, 2024

Dear Chatsworth family,

[REDACTED] resident at Chatsworth. I want to express my feelings about the amazing care he has received. [REDACTED] to this wonderful facility, [REDACTED] spent time in [REDACTED] other facilities in the area. Our family is beyond happy with the care [REDACTED] gets here. I'm lucky enough to see my [REDACTED] and notice the hard work and dedication from all staff. The pride they take being here and caring for all residents is something that can't go unnoticed. [REDACTED] loves to be around all the residents and enjoys the special activities they have. Unfortunately, [REDACTED] [REDACTED]. Since [REDACTED] started doing [REDACTED] at the facility, it has made a huge difference in [REDACTED] life. [REDACTED] more active and most importantly, [REDACTED] happy being here. We are thankful for the opportunity to have [REDACTED] here at this wonderful facility. Our family supports this community as a recipient of the governors gold seal award.

Thank you

Sincerely, [REDACTED]

[REDACTED]

Received
MAR 19 2024
Central Services

February 29, 2024

My name is [REDACTED]. I am the [REDACTED]
[REDACTED] who resides in the
[REDACTED] at Chatsworth At PGA
National. [REDACTED] transition to this [REDACTED] has been a
positive move for [REDACTED]. Thanks to a dedicated staff,
which is very caring,
compassionate, understanding and professional,
this adjustment has gone quite well. The entire
staff works incredibly well together, and every
effort is made to keep [REDACTED] safe and cared for at
every moment. Most of the work they do may go
without thanks, but it's never unnoticed. The staff
provides physical, emotional and mental care,
which is so nice. Their job is 24/7, which gives
me the opportunity to take a day off when
needed. I know [REDACTED] will be in good hands. In
closing your staff deserves tremendous gratitude
in dealing with difficult situations on a daily basis.
It's an environment where you want your loved
one in.... Sincerely... [REDACTED]

[REDACTED]

February 28, 2024

[REDACTED]

It was [REDACTED] and that fact led me to think that it has been [REDACTED] at Chatsworth. That was such a hard day for me, but the way [REDACTED] admission was handled could not have been better. Prior to [REDACTED] never once did I hear [REDACTED] say that [REDACTED] wanted to come home. In fact, [REDACTED] never mentioned [REDACTED]. We [REDACTED] with the transition, but after a week realized that the help was really not necessary. The fact that [REDACTED] really felt at home at Chatsworth is a real testament to the care that [REDACTED] received. There are too many to name all of those who provided that tender, loving care, but, in addition to you, the names that come to mind are Yrlande, Imma, Junie, Karen Labrada, Marie Mondesir-Pierre, Julie Palmer, Erica, Diana, several Maries, and so many others. And I think the fact that so many of you have worked together at Chatsworth for years makes a real difference to the patients you serve, and is a credit to Chatsworth's management.

People dealing with [REDACTED] their illness in many different ways, and I couldn't imagine how you could offer an activities program that would meet the needs of everyone. Of course, everyone enjoyed the various live music programs, but you designed a program specifically for [REDACTED]. You [REDACTED], and we set it up in a way [REDACTED]. Your thought wasn't of what would be easy or convenient for you, but rather what would be best for [REDACTED].

[REDACTED] enjoyed the food, as evidenced by the amount of weight she gained while there. Back then, [REDACTED] for the week and there were always choices [REDACTED] enjoyed. Another thing that impressed me was the fact that [REDACTED], the common rooms and the hallways were always spotless. Never did I smell urine or bleach. Years ago I took communion to a dear little lady who lived in a nursing home in Lake Park, and every time I visited the smell of either urine or bleach was always present.

The loving care that all of you provided made the [REDACTED] much better than had [REDACTED] been with me at home, and I cannot thank you enough for all that you did. I have nothing but praise for you and your colleagues who lovingly cared for my dear [REDACTED] and I will be forever grateful.

Sincerely, [REDACTED]

Received
MAR 19 2024
Central Services

March 4, 2024

[redacted] has been a resident in [redacted] at Chatsworth for the past [redacted] years. [redacted] is [redacted] able to transfer [redacted] for toileting, and while now, at [redacted] confused at times, [redacted] is intellectually astute and observant of [redacted] environment. [redacted] has a complicated [redacted] schedule, and [redacted] has developed very specific preferences on how the [redacted] are presented.

Fortunately for us, the staff at Chatsworth is both professionally capable to accommodate [redacted] and cheerfully willing to assist [redacted] in maintaining [redacted] daily routine. [redacted] follows a schedule that is [redacted] later than the rest of the residents. [redacted] receives [redacted] meals on the standard schedule, but the staff knows that [redacted] will not finish [redacted]

[redacted] comments frequently on the consistently high quality of the meals and variety of choices. The kitchen staff now [redacted] food and makes [redacted] to help [redacted] maintain [redacted] weight. [redacted] one regret about the food is that [redacted] the quantity presented as [redacted] appetite has diminished with [redacted]

If [redacted] was a social creature [redacted] could participate in the wide variety of entertaining and intellectually and physically stimulating activities offered by the Activities Department. The staff remains undeterred and invites [redacted] regularly to participate. The Daily Drop-In by the Activities Department staff member is a welcome diversion. Over the years the one-page history and trivia newspaper that is delivered to residents daily has been a welcome springboard for interesting and humorous conversations.

Chatsworth's response to the Covid pandemic was appropriate and responsible. Families received daily updates on the health status of staff and residents. Admirably, the families continue to receive updates if a case is diagnosed among the staff or residents. It is a testament to the excellent sanitation practices of the staff that [redacted] has not contracted [redacted]

I am singing the praises of the medical staff in my comments, but I also want to recognize the excellent work and important role the maintenance, housekeeping, laundry and kitchen staffs play in the successful daily operation of Chatsworth. All of these employees are helpful, respectful and kind. Just yesterday I encountered one of the kitchen staff in the hallway and she stopped me to inquire about my [redacted]

I have visited the facility daily for [redacted] years and have never regretted choosing Chatsworth for my [redacted] care.

[redacted]

Received
MAR 19 2024
Central Service

Devonshire at PGA National, LLC and Subsidiaries

Consolidated Financial Report
December 31, 2020

Received
MAR 19 2024
Central Services

E. Consumer Satisfaction

We partner with the Holleran Community Engagement Research & Consulting Group and participate in an annual Resident Satisfaction Survey. This survey is utilized as a tool to identify the satisfaction levels of our residents and help us to recognize areas of praise and create action plans for area of opportunities as we seek to always improve our delivery of care and service. In addition to the scoring mechanism, residents are also given the opportunity to provide comments. A Satisfaction survey was not conducted in 2019 due to the peak of COVID. The results, for your reference, are attached for survey issued in 2022 and 2023. Our overall satisfaction score in 2023 was 93.3%. Several options are provided to complete the survey. Both, electronic and paper/written version are available. A link is provided by email to the participants to be able to complete the survey electronically. Family members/residents are also notified that iPads are available to facilitate the process. A written version of the survey is also mailed out.

Based on the results, an action plan is created for area of opportunities. A summary is emailed to family members. The results along with the action plan are discussed during resident council meeting. As we are a CCRC, we take the opportunity during monthly town hall meeting with our Independent Living (IL) residents, to discuss the results and the action plan. Follow up and the progress of the plan are discussed during "you asked, we listened" sessions.

As one of our best practices, we have a Connection Calls Program. Those calls are made monthly just to touch base with the families of the residents we serve. Among other topics, survey results and action plan are discussed.



E. Consumer Satisfaction

We partner with the Holleran Community Engagement Research & Consulting Group and participate in an annual Resident Satisfaction Survey. This survey is utilized as a tool to identify the satisfaction levels of our residents and help us to recognize areas of praise and create action plans for area of opportunities as we seek to always improve our delivery of care and service. In addition to the scoring mechanism, residents are also given the opportunity to provide comments. A Satisfaction survey was not conducted in 2019 due to the peak of COVID. The results, for your reference, are attached for survey issued in 2022 and 2023. Our overall satisfaction score in 2023 was 93.3%.

Received
MAR 19 2024
Central Services

Results by Factor - Heat Map

68.57  94.67

	2023	2022
Overall Satisfaction	93.3	80.0
Responsiveness to Inquiries	94.7	75.0
Quality of Accounting	88.6	77.1
Administration Accessibility	94.7	77.5
Safety/Security of Grounds	90.7	85.7
Cleanliness of Community	94.7	85.0
Preservation of Dignity	94.7	82.5
Encouraging Independence	87.7	76.0
Individualized Care Plan	89.3	77.5
Friendliness of Staff	94.7	85.0
Timeliness of Communications	84.3	77.5
Suitable Activities	87.1	86.7
Welcoming Environment	92.0	80.0
Variety of Menu Selections	84.3	70.0
Service in the Dining Room	90.0	N/A
Quality of Food	82.9	68.6
Notification of Medical Change	82.9	82.5
Quality of Care in Skilled Nursing	86.7	82.5

(Community)

2023 Continuing Care Resident Satisfaction Survey

Need help completing your survey or have a question?
Please call Holleran for assistance at 1-800-941-2168.

RESIDENT INFORMATION

Level of Care: Assisted Living/Personal Care
 Memory Care
 Skilled Nursing

Survey Respondent: Resident Family Member/Responsible Party

Length of Residence at (Community): Less than 6 months 6 months – less than 2 years
 2 years – less than 4 years 4 years – less than 6 years
 6 years – less than 11 years 11 years – less than 15 years
 More than 15 years

Year of Birth: Born before 1924 1924 – 1934 1935 – 1945
 1946 – 1964 Born after 1964

Would you recommend (Community) to a friend or relative? Yes No

1 = Very poor; 2 = Poor; 3 = Average; 4 = Good; 5 = Very good

ADMINISTRATION	Very poor ↔ Very good					
Overall satisfaction with (Community)	1	2	3	4	5	N/A
(Community)'s responsiveness to my inquiries/concerns	1	2	3	4	5	N/A
Accuracy of bill	1	2	3	4	5	N/A
Accessibility of Administration	1	2	3	4	5	N/A

GENERAL SERVICES	Very poor ↔ Very good					
Safety and security of apartments, buildings, and grounds	1	2	3	4	5	N/A
Overall cleanliness of community/common areas/restaurants	1	2	3	4	5	N/A

INDIVIDUAL FULFILLMENT	Very poor ↔ Very good					
Atmosphere of dignity and respect	1	2	3	4	5	N/A
Staff's commitment to encouraging the independence of residents	1	2	3	4	5	N/A
Creation of a care/service plan which reflects my/the resident's individual needs and preferences	1	2	3	4	5	N/A

DAILY LIVING	Very poor ↔ Very good					
Friendliness/courtesy of staff	1	2	3	4	5	N/A
Timeliness of communications	1	2	3	4	5	N/A
Opportunity to engage in a variety of resident activities	1	2	3	4	5	N/A
(Community)'s support and encouragement of a welcoming environment to all	1	2	3	4	5	N/A

DINING SERVICES	Very poor ↔ Very good					
Variety of menu selections	1	2	3	4	5	N/A
Service in the dining room	1	2	3	4	5	N/A
Quality of food at (Community)	1	2	3	4	5	N/A

MEDICAL/CLINICAL SERVICES	Very poor ↔ Very good					
Communication about changes in medical condition/status	1	2	3	4	5	N/A
Overall quality of medical and clinical services	1	2	3	4	5	N/A

F. Community/ Family Involvement

In our commitment to continue to provide the highest quality of care, we have a robust grievance process, and hold a monthly resident council meeting.

Our grievance process increases resident and family satisfaction. Residents are provided a concern form to document their issues should any arise during their stay. Those forms are readily available throughout the facility. Assistance in completing the form by a team member, is also available when needed. Upon completion, the concern form is provided to the Director of Social Services who works diligently with the corresponding department to resolve the concern. All concerns are documented, investigated, and trended to identify areas for potential improvement and reported monthly during QAPI. With such a structured complaint process, the resident and family have tangible assurances that their concerns are taken seriously. We strive to show to our residents and their family that our commitment to resolving issues is an extension of our commitment to their satisfaction

Residents are assessed by an interdisciplinary team (IDT) at time of admission, re-admission, quarterly and/or significant change of condition per state and federal guidelines to establish preferences, routines, and care/clinical needs. Family members are encouraged to participate in the assessment process to provide a better understanding of the resident's needs and preferences. During this process, we work with both the resident and family to gather information about personal habits and the resident's unique life story.

Care Plan meetings are held quarterly or if there is a change in condition. Family members and the residents are invited and are provided the opportunity to ask questions of the Interdisciplinary Team (IDT) and provide any feedback that is helpful to the team or offer information to help staff provide better care.

Resident Council meeting is held monthly to engage residents. This meeting is facilitated by the Director of Activities. During this meeting, residents are encouraged to provide feedback on each service and/ or department to identify if services are meeting their needs. There is a process for departments to be notified of concerns and for them to provide their corrective action. It is to be shared at the next scheduled Resident Council meeting. This process is utilized to elicit resident's information regarding satisfaction and assist us in our continual quality improvement processes.

We offer a variety of activities which include structured, guided, and self-directed programs designed to meet the interests and support each resident's physical, mental, and psychosocial well-being, encouraging independence and community interaction. Based on the holistic assessment, care plan and the preferences of each resident, an ongoing program to support residents in their choice of engagement is provided. We implement an ongoing person-centered approach to programming that incorporates the resident's interests, hobbies, and cultural preferences. We create opportunities for each resident to experience meaningful engagement opportunities of their choice each day.

Received
MAR 19 2024
Central Services

F. Community/ Family Involvement

Spiritual Enrichment: the residents' spiritual needs are met in the following ways:

- A weekly visit from a Eucharistic Minister provides to our residents who are unable to attend mass, the opportunity to participate in the experience of the Holy Eucharist.
- Rabbi Tani Krasnianski from the Palm Beach Synagogue, Dr. and Mrs. Lieberman and Rabbi Leib Ezagui support with celebration of Jewish holidays and rituals such as Passover Sedar, Purim, Hanukkah etc...
- Sunday service with Mark Drew from the Cathedral of St. Ignatius Loyola.
- Weekly visit from a faith gathering non-denominational group led by our Independent Living volunteers.

Pet therapy: Treasure is an American Eskimo who visits weekly with her owner, Nancy Petrone. This beloved dog brings to our residents smiles and a much-needed distractions.

We offer a full calendar of activities and events filled with opportunities for our residents to enjoy life, build new friendships and cultivate interests and hobbies. To help residents, friends and families stay engaged in the community we also partner with volunteers from schools and churches- First Seventh Day Adventist Church of West palm Beach, Bethel Junior Academy, West Palm Beach Junior Academy and Boys and Girls Scouts troop 13-host presentations, events, programs and activities such as singing, bingo, arts and crafts to keep our residents entertained.

In addition, fitness classes to build strength, flexibility, and balance such as Yoga with one of our volunteers, Kaitlyn Pennesi, are available.

A special event calendar is provided to the residents, invitations are sent to family members and flyers are posted in all common areas. That calendar is also posted in a designated area in Independent Living. Family members are reminded of upcoming special events during monthly connection calls and monthly newsletter.

Educational series:

- Partnership with the Alzheimer's Association, local chapter, to provide educational series on loved ones coping with family who has dementia
- Presentation and tips by a retired police officer to our residents on how to prevent financial scams

We support our residents' rights to vote, by partnering with the Palm Beach County Supervisor of elections. The Director of Activities work with the local election office to

have a representative onsite to support, as needed, with registration, obtain absentee ballot and complete the ballot.

We provide to our residents the opportunity to give back to the community by supporting local charities. Staff, residents and family in partnership with our Independent Living residents, are provided the opportunity to support the Alzheimer's Association Walk by joining the team on walk day or monetary donations. A Place of Hope is a faith-based, state-licensed organization located in West Palm Beach that provides programs and services to children, youth, and families to end the cycles of abuse, neglect, homelessness, poverty, and human trafficking. Both staff and residents are given the opportunity to donate items include, clothes, shoes.

Entertainment and Outings

With the input of residents, we offer a variety of social, educational, cultural, and recreational opportunities to appeal to a broad range of interests. These activities allow our residents to make lasting memories with friends. They include:

- Weekly Social and cocktail hours
- Flower arranging
- Scenic drives
- Regular outings for residents to visit local restaurants
- Holiday parties, theme parties, and barbeques

Our list of entertainers include:

- Steel band
- Ashely Cooper dance music
- Imperial belly dancers
- Vocalist: Myron Samuel performance
- Saxophone player: Kenny Bellettei
- Piano player: Roy Morano
- Jazz player: John Tino
- Singers-Duo Phil and Laurie Adams
- Elvis the impersonator
- Arts and crafts with Shannon



Residents are given an opportunity to participate in program planning, preparation, facilitation, and provide feedback for the monthly event calendar.

We host regular events and activities that families are invited and encouraged to attend, such as holiday celebration dinners.

Chatsworth at PGA National is part of a Continuing Care Retirement Community (CCRC), which provides stability and familiarity when moving between care levels. This provides the unique benefit of independent living volunteers, who in some cases were prior neighbors, to maintain their relationships while giving back to the community by volunteering

The community has a Wellness Committee managed by our Independent Living Residents that collaborates with administration on departmental aspects. That committee meets regularly with the clinical leadership team and discusses upcoming initiatives, health care trends, and other concerns that need to be addressed.

In our continued effort to support our community, we are proud to partner with Palm Beach Atlantic University as a clinical site to support nursing students during their clinical rotation. This allows nursing students to obtain real-world experience with patients in a health care environment under the supervision of a RN.

We encourage political participation and work with elected officials to get our residents involved. They are at times invited to our community to discuss local issues or attend events.

Received
MAR 19 2024
Central Services

G. Stable Work Force

We have created a culture that values diversity, inclusion, friendliness, enthusiasm, integrity, teamwork, and respect. We provide a vibrant work environment, financial benefits and a steadfast focus on employee's health and well-being. This has in turn created a stable work environment. We have several long-tenured employees who have worked at Chatsworth for over 10 years. We strive to provide a workplace that inspires our employees to be, and do their best every day by countless opportunities for training, development, and advancement.

We recognize that not everyone has the same needs when it comes to benefits which are likely to change over time. We are committed to providing to our employees a vibrant work experience, support for their health and well-being, and compensation and benefits that help them enjoy financial security, both now and in the future. As a result, we provide a comprehensive benefits package to eligible employees, which includes health insurance (medical, dental, and vision), life insurance, supplemental life insurance, short and long-term disability coverage, and flexible spending accounts, retirement savings plans which includes a matching program, paid time off, and education assistance so they are always empowered to make the most of their talent and compassion, and more importantly, bring their professional goals to life. In addition to our benefits package, many discount programs are available for Company employees, such as office supplies, rental cars, etc.

The organization believes in providing resources to help all teammates and their families in times of need. The Employee Assistance Program (EAP) is designed to provide employees and their family members with a confidential counseling service for a variety of problems such as stress, anxiety, work conflicts, anger, grief and loss, depression, substance abuse, or marital problems. The EAP also has Work/Life Specialists who can help you find support services, check availability, and make referrals to help with eldercare, childcare, legal concerns, financial issues, time management, parenting, adoption, and more.

We understand navigating through the health care system can be a challenge. As a result, we provide health care help through Health Advocate. Health Advocate offers personalized assistance to help employees and their family navigate the health care system and resolve a range of clinical and insurance-related issues, including resolving insurance claims, including uncovering billing mistakes, finding the right doctors, specialists, surgeons, and hospitals, just to name a few.

Our commitment to employee engagement includes an annual survey. This survey is an opportunity for the staff to provide feedback. It helps the community or department understand what teammates feel is going well and what needs improvement. Following the survey, we communicate the results and actively work together to create plans that help ensure we are meeting the employees' needs, as well as supporting a culture of open communication and exchange of ideas. Engagement, however, goes beyond an annual survey. We support a culture where two-way dialogue is encouraged and

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celebrated. This has created a positive working environment of respect, caring, and integrity.

We also encourage teammates to seek out new and exciting career challenges through transfers and promotions. The internal career site provides current employees the opportunity to take control of their own career development within our organization by allowing them to view and apply for current job opportunities throughout the enterprise.

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H. Target In-Service

All new team members receive specific training related to their role at Chatsworth. Our goal is to provide a smooth transition into their role and the company culture. Our orientation program is designed to provide the new employees with insights into the organization, business, and benefits, as well as key policies in the workplace.

Employees are required to complete a specific number of continuing education topics commensurate with their job classification, certification or license at time of hire, annually, or more frequently per state/federal regulations for the service level/department which they are assigned.

Our company values professional growth and wants to support employees in reaching their full potential. Employees are provided the opportunity to further their development with various training opportunities which includes Workday Learning. It is an excellent resource by providing access to over 6,000 courses, books, and assessments on a wide range of topics, such as customer service, leadership, and specialized content for different lines of work.

Additionally, the E-Series Leadership Development program in Workday provides three modules to help onboard leaders with the necessary knowledge, skills, and experiences for success.

We invest in ongoing training for staff members, focusing on customer service skills, communication techniques, and dealing with challenging situations. This allows the staff to be better equipped to handle difficulties that arise and to provide optimal care.

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List of topics covered during orientation, annually and as needed.

- Resident's rights/ Abuse, neglect, exploitation prevention and reporting
- Dementia, Alzheimer's, and Cognitive Impairment
- Risk Management
- ADL's
- Adequate nutrition and hydration/ Techniques for assisting with eating and proper feeding/ mechanically altered diets
- Elder's Justice Act
- Assisting and responding to the cognitively impaired resident and managed actions and expressions of aggression
- Techniques for caring for the resident at the end-of-life
- Recognizing changes that place a resident at risk for pressure ulcers and falls
- HIV/AIDS
- Prevention and Control of infection/ Preventing Illness Caused by Infectious Organisms
- Fire prevention, life safety and disaster preparedness
- Accident prevention and safety awareness
- Advanced directives
- CPR and First Aid
- Biohazardous waste
- Workplace violence
- Proper body mechanics
- Elopement
- Reporting Major and Adverse Incidents
- Facility Procedures for emergency, including evacuation and Chain of Command
- Safe food handling
- Accident prevention and safety awareness
- Blood borne pathogens
- Infection control: Universal/Standard Precautions, and Facility sanitation procedures, prevention and control of infection
- Other areas as determined by performance reviews and special needs of residents.
- Person Centered Care
- Ethical Behaviors
- Compliance Program
- HIPAA
- Trauma Informed Care

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Education Calendar

January	February	March
<ul style="list-style-type: none"> • Communicating with Cognitively Challenged Adult • Assist with Self Administration of Meds • Sharps Safety 	<ul style="list-style-type: none"> • Advanced Directives • Addressing End of Life Needs Through Sensitivity/ The Gift of Caring Presence at the End of Life • 	<ul style="list-style-type: none"> • Nutrition and Hydration: Techniques for assisting with eating and proper feeding • Infection Control • Compliance
April	May	June
<ul style="list-style-type: none"> • Managing actions and expressions/ Techniques for assisting and responding to the cognitively impaired resident or the resident with difficult behaviors • Safe Lifting • Safe Patient Handling • Back safety 	<ul style="list-style-type: none"> • Hurricane Preparedness • PPE and Infection Control 	<ul style="list-style-type: none"> • Fall Prevention
July	August	September
<ul style="list-style-type: none"> • Prevent Skin Care/Wound • Person Centered Care 	<ul style="list-style-type: none"> • Skill Fair 	<ul style="list-style-type: none"> • Person Centered Care
October	November	December
<ul style="list-style-type: none"> • Ethical Behavior • Abuse, Resident Rights 	<ul style="list-style-type: none"> • Fire Prevention/ emergency procedures • Preventing Injury for Residents and Employees Slips, Trips and Falls 	<ul style="list-style-type: none"> • Elopement • Reporting Major and Adverse Incidents

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I. Best Practices

Charitable contributions: The Company believes in the importance of giving back. In order to promote community involvement, paid volunteer hours are available to employees. This benefit can be used to volunteer time at a local qualifying organization or participate in a local event (ex. a walk benefiting cancer research) that is being run by a qualifying organization. Qualifying organizations include not for profit 501(c)(3) organizations that are classified as public charities dedicated to community development, health and human services, education or the arts.

We want our residents to feel they are contributing members of society. We create opportunities for our residents to feel connected, useful, and a part of the greater community where they live. We provide to our residents the opportunity to give back to the community by supporting local charities.

Connection calls program: Essentially this program was designed to form a connection with the families of the residents to ensure that they are aware of the engagement and care we have for their loved one, what's happening in the community and an opportunity to provide feedback and suggestions. A connection call is made monthly to touch base with the family as a way to keep them involved and informed in the care and support of their loved ones.

Activity focused initiatives: We acknowledge the integral role that spirituality plays in enhancing residents' quality of life. As a way to improve mental health, reduce feelings of isolation, and provide a greater sense of purpose, we incorporate various spiritual practices to meet those needs. Each resident's spiritual needs and preferences are considered when devising their care plan. This ensures that each individual feels respected and valued in their spiritual journey. We engage with the local community by inviting spiritual leaders to offer residents a deeper connection to their faith

With an increasingly multicultural society, staff is trained to be culturally sensitive. This fosters an inclusive environment where all residents feel understood. We also promote and encourage open conversations and dialogues to foster a deeper connections and trust between residents and caregivers.

Support with end-of-life care: As residents near the end of their life, many seek spiritual solace. We provide the necessary spiritual support, whether it's through pastoral care, religious rituals.

Permanent assignment: We believe that inconsistent assignment exacerbates instability in staffing and conversely, consistent assignment fosters stability. As part of our person Centered Approach to care, our care givers have permanent assignments. Staff are not rotated from one group of residents to the next after a certain period of time. This allows a close relationship to develop between residents and staff. Patient-specific knowledge is crucially important in ensuring quality of life, safety and adequate care.

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We also encourage a collaborative, team-minded approach which in turn make the work environment positive and more enjoyable.

To positively influence employee motivation and organizational culture, we promote positive communication. We encourage open, non-judgmental dialogue. Listen to understand and when tensions rise, use a mediator to facilitate the discussion. Leaders are trained in communication techniques that include de-escalation and team-building.

Employee focus initiative: An employee appreciation committee has been established to identify, develop and implement recognition programs and employee engagement events. That committee consists of employees and members of the management team. It also consists of members of different department to ensure equal representation of group interests, ideas, and preferences. Our employee recognition programs include bonuses, awards, gifts, ceremonies, and events. That committee usually sponsors a monthly event and holiday celebration, such as love day on Valentine's Day, fall festival event, summer BBQ, picnic, Halloween costume competition, turkey give away during thanksgiving, Easter bunny egg hunt and prizes giveaways, just to name a few. Events usually include live music, food and drink.

In addition to our yearly gala, we also have a yearly award ceremony during which employee of the Month, Quarter and Year are recognized and celebrated.

Kuddos cards are available and encouraged for employees to acknowledge one another on the go with meaningful peer and manager recognition.

We believe in starting every meeting on a positive note. As a result, we start every meeting with a "Mission Moment" to highlight a recent accomplishment, moment of excellence or recognition.

We seek out and celebrate diversity. Continuous diversity, inclusion and belonging learning is important to building a safe and welcoming culture. As a result, a Diversity, Inclusion, Belonging(DIB) committee has been established. This allows us to foster a diverse and inclusive culture and ensure that every person is treated with respect and dignity. This committee provides essential tools to help individuals mitigate biases, bring awareness to key topics, and gain the skills needed to cultivate a more inclusive workplace.

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