



FREQUENTLY ASKED QUESTIONS

Q: Is the community well established and fiscally sound? Is it established with a proven track record or brand new with no track record?

A: Yes. HV was established in 1966. The majority of our caring and knowledgeable executive, business and administrative staff have long employment histories with the Village. An annual report is available by request.

Q: Where is Heath Village located? Is it close to shopping, hospitals, doctors, etc.?

A: We're situated in scenic western Morris County, NJ on a 100+ acre campus and conveniently located to both NYC and the Poconos.

Q: Is it a profit or non-profit organization?

A: Non-profit

Q: Is there a waiting list? If so, what is the average wait? What happens if my name comes up on the waiting list and I'm not ready?

A: Depending on the census at the time you are looking, yes, there may be a wait. However, putting your name on the waiting list with your application and fee will get the process moving. If your particular housing choice becomes available, we'll call you. If you're not ready, you will not lose your place on the wait list.

Q: What is the minimum age for residency?

A: 55+

Q: Must I be independent upon move-in?

A: This is a great question because different communities have diverse qualifications. No. At HV there are four levels of living. We'll take into account your physical ability and health status in order to make the most sensible decision -- you can enter at any level unlike other facilities.

Q: Are the accommodations available for purchase or for rent?

A: Housing options are for rent/lease only.

Q: What levels of accommodations are available?

A: We offer four levels of living – they include:

- Independent apartments / cottages
- Hotel-style apartments (independent with supplemental services)
- Mayflower House residential health care center (24-hour supervision)
- Clarence W. Sickles Health Care Center (comprehensive nursing facility)

Q: What are the specifics regarding the accommodations:

A:

- Furnished or unfurnished? Unfurnished to make it YOUR home with your personal furnishings and style
- 24-hour emergency call system? Yes, emergency call pendants (SARA system) are assigned to all residents at HV.
- Laundry facilities (inside apartment or outside)? Depending on apartment style, either in the apartment or in the hallway connecting each apartment. They are free of charge to residents
- Air conditioning (wall unit or central)? Wall or central air units in all units.
- High-rise apartments or single story units? Single story units

Q: If you require skilled nursing care in the future, will you have to move to another facility?

A: No. This is the benefit of HV. You make this your home forever because of our four-level living platform.

Q: What type of contractual agreement is offered? (i.e., life care contract vs. a “pay-as-you-go” contract?)

A: It is very important to make the distinction between these two. Heath Village is not a Continuing Care Retirement Community (CCRC), however it does offer similar accommodations and services. We are a ‘pay as you go’ organization.

Q: What is the refund policy? Is there a refund policy?

A: The optional community fee is non-refundable after 4 months. If you opt to leave within the first four months it is pro-rated and refundable. After this, there is no refund.

Q: What services and utilities are included as part of the monthly fee?

A: HV only charges independent residents for the services they need or want so they can stay active and independent. On-campus club cart transportation, on-campus activities, emergency call pendants and use of laundry services are included. Utilities included are electric, heat/air conditioning, water, trash & recycling collection; Cable TV, internet and phone are not.

Q: What services are available for an extra fee?

A:

- Transportation -- off-campus transportation
- Meal plans – Café and/or Main Dining Room
- Housekeeping – in hotel style living or Mayflower, linens and housekeeping are provided/included once a week. In independent apartments, housekeeping is available at an additional charge
- Laundry – available at an additional charge
- Helping Hands Program – available in Heath House (hotel-style living) to help with bathing, meds, etc.
- Limited Home Health Care – Independent apartments have limited in-home health care if sick &/or recuperating

Q: What do I do about doctor's visits and pharmacy deliveries/pick-ups? What is the process for making doctor's appointments? Do I continue to visit my own doctor, or will there be doctors on staff at the location? Is there transportation available to local doctors?

A: Upon moving into Heath Village, we require that you have a local doctor. If you have your own local doctors, you can continue using them independently of Heath Village. We have listings of local doctors and ones that keep hours right here at HV. Local pharmacies provide pickup/delivery services.

Q: What are the dining / meal plan options?

A: There are a variety of plans available. In Heath House / Mayflower / Health Care Center the meal plan is included in your fees (3 meals per day). In the independent apartments, you can purchase monthly "meal blocks" in our Main Dining Room. Independent residents can use our Café (breakfast, lunch & dinner) or our Main Dining Room (dinner only) anytime.

Q: Do I bring my own furniture?

A: Yes. We want you to make this your home with your own furnishings.

Q: May I bring my car? Is covered parking available?

A: Open air spaces are free of charge. Garages & car ports (\$30/month)

Q: Are pets allowed? Is there a pet policy?

A: Pets are allowed in our independent apartments and cottages.