



ST. BERNARDS
HEALTH CARE

April 1, 2002

Mayor Hubert Brodell
515 W. Washington
Jonesboro, AR 72401

Dear Mayor Brodell:

This letter is an official request from St. Bernards Medical Center for use of the Huntington Building to provide services for our senior citizens. We are preparing a proposal for East Arkansas Area Agency on Aging to become a sub-contractor of such services for Craighead County. The Jonesboro site would be the centralized location to provide meals, socialization, activities, transportation, and Adult Day Care for potentially over 500 seniors.

I have toured the facility on Huntington and am convinced it is an appropriate location for our services if we are the successful bidder. We would be interested in utilizing the Family Life Center, kitchen, several large rooms behind the kitchen (i.e. parlor, choir room, etc.) and several office space areas all on the west side of the complex.

As mentioned before, St. Bernards must be the successful bidder before we would enter into the agreement, to begin utilizing the facility in July 2002. I understand that some lease arrangement will need to be made to cover some expenses. In your deliberation, I ask you to consider the following:

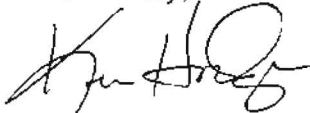
- 1) St. Bernards will upgrade the kitchen to a more standard commercial delivery by installing a steamer for use.
- 2) We will operate the facilities Monday through Friday, 8 a.m. to 5 p.m. (generally). The facility can still be used for functions during other hours.
- 3) Tremendous positive publicity for the City of Jonesboro in meeting the needs of the elderly.
- 4) St. Bernards stands to make no money on this project, but simply is covering its costs.

You have asked me to assist you in what is a fair price for the lease. I think of the other (80%) communities who are not charging any lease for utilizing their facilities. I do understand that the Jonesboro facility is larger and in some ways more valuable. We

have factored in a \$500 - \$750 lease proposal in our bid to EAAAA. Honestly, we probably could go as high as \$1000 per month. Although, I compel you and your administration to understand that for every dollar that goes toward a lease arrangement, is one less dollar that goes toward services provided for citizens.

Thank you for your consideration of this project. We must know of your decision by Wednesday, April 3, 2002, in order to submit our bid on time this week. I have attached copies of our programming for your review to help you understand the magnitude of the project. Should you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin Hodges', written in a cursive style.

Kevin Hodges
VP Senior Services

Describe the methods you will use to give preference to older individuals with the greatest economic or social need, with particular attention to low-income minority individuals, and older individuals with limited English-speaking ability, and older individuals with Alzheimer's disease or related disorders.

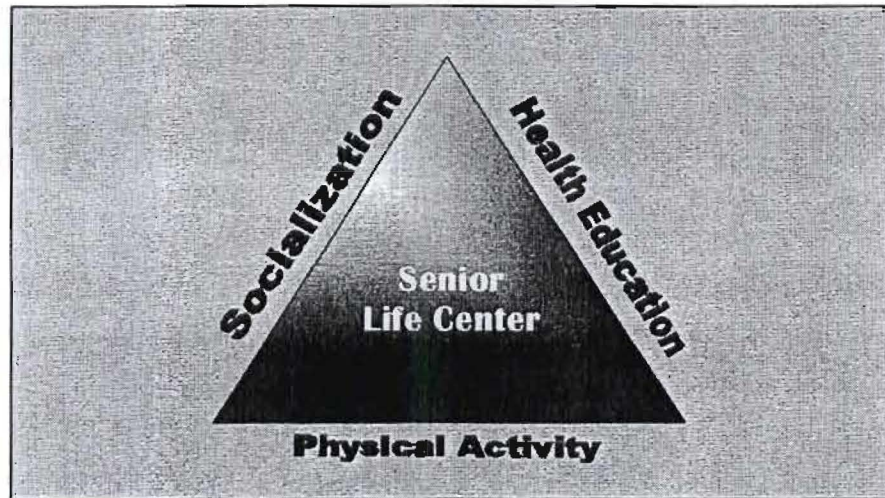
We will treat each client as an individual with individual needs. To provide this, we will assess each person upon entering the Senior Life Center Program. We want to provide services to all, but we realize that funding may limit the number of clients we are able to serve. Upon becoming a client of the center, the site manager will make an assessment. In the event that capacity has been reached in terms of any of the services provided, those individuals with the greatest need will be given priority. This includes income level, health condition, and personal impairments such as hearing and sight. Attention to cultural needs such as race and language will also be taken in to consideration. In the event that a waiting list is utilized, a five-point priority system (five being the most need) will be utilized. St. Bernards' resources, such as, Social Workers, language interpreters, and TDD equipment will be made available.

Specify how you plan to ensure services are provided to low income and minority participants in at least the proportion they exist in the service area.

It is very important that all seniors feel welcome at our centers, and that they feel free to utilize the services provided. Special attention will be made to ensure that employees, volunteers, and board members represent a cross section of the population to be served. Each center will strive to be a demographic mirror of the communities where they are located. This makeup in administrative structure will ensure that all clients feel equally represented in their center. Center managers will make quarterly reports to the Director of Senior Life Centers on issues that may be preventing utilization, and supply possible intervention strategies.

List the activities and programs planned for each senior center location. Whether daily, 3 or more times, sporadically.

As required by the RFP we will be providing, at a minimum, the requirements for Congregate and Home Delivered Meals, Socialization, and Transportation. However, St. Bernards strives for excellence in Senior Services. In order to expand upon minimal offerings, we will utilize the following model:



Socialization: It will be our goal to provide a fun and meaningful experience for the clients of the Senior Life Centers. A diverse list of activities will be planned.

Games and Game Tournaments – Clients will be able to continue traditional games such as Dominos and SkipBo.

Painting and other Art – We will seek community volunteers to offer painting or other types of art classes for clients.

Music Therapy -- Utilizing music lessons, and listening sessions, we will provide the opportunity for clients to explore their musical talents while interacting with one another.

Cultural Opportunities -- Trips to such places as the Memphis Botanical Gardens, Branson, Orpheum Theater trips, movies, etc.

Computer Classes -- Many of the older clients have family that could communicate with them via the internet. We will utilize personnel from St. Bernards to teach clients how to use the computer and the internet. In addition, each center will be provided a computer for daily use by clients.

Community Volunteering -- Everyone likes to feel needed. Through opportunities with various community organizations, we will help place senior volunteers in the communities. A good example would be the St. Bernards Auxiliary program.

Intergenerational Day Care -- This is a concept we would like to explore with our adult daycare. Here we would provide interaction between young and old.

Health Education: As a provider of health services, we must be concerned with the health and wellness of our clients. To make this possible, we will provide in-kind support through the utilization of services and personnel available through our medical center and other facilities.

Diabetes Education -- Utilizing the St. Bernards Diabetes Education Program, we will offer workshops on living with diabetes.

Nutrition -- Eating well is an important part of remaining healthy. We will offer classes on proper nutrition for senior citizens.

Health Screenings -- Offer periodic health screenings in the centers. This will provide a local connection with health providers.

Geriatricians -- Working through the St. Bernards Senior Health Clinic, provide local interaction between the geriatrician and other professionals such as Advanced Practice Nurses and the clients.

Center on Aging Northeast -- The Center on Aging will provide outreach such as education and be available to refer seniors for appropriate social services.

Physical Activity: Remaining active will not only help a person strengthen their physical body; it also helps to maintain mental and emotional well-being in a positive way.

55Plus -- An exercise program designed by St. Bernards for individual 55 years of age and older.

Senior Games -- Work with our seniors to involve as many people as possible in this worthwhile activity.

Dances and Monty Dance Classes -- Organize dance classes and then allow the clients to show their talents at weekly dances.

Daily Physical Fitness -- Recruit local volunteers to lead clients in daily physical fitness sessions. This might include activities both inside and outside the center.

Describe client outreach methods to be used by your program

It is important that every senior who wishes to have the opportunity to participate in the activities of the Senior Life Center know that they are welcome and have access to a calendar of events and times of operation. The Director of Senior Life Centers will work with physicians' offices, churches, community organizations, the East Arkansas Area Agency on Aging, and other groups to be determined, which will disseminate information. St. Bernards also has an active Marketing Department that maintains a presence in all media formats throughout Northeast Arkansas. This department will be utilized to increase publicity for the centers. Each center will have a monthly newsletter, produced by the clients, with articles of interest and a calendar of event. Also, working in conjunction with the Senior Services Division and the Center on Aging, St. Bernards will publish a directory of services for Senior Citizens. This will be a comprehensive guide, produced once a year both in print and on the Internet.

Describe how your agency assesses the need for services in your service area.

St. Bernards Healthcare has just completed a comprehensive assessment focused on the elderly population in fifteen Northeast Arkansas counties. Utilizing this information, our Director of Senior Life Centers, along with staff, will be able to examine current offerings and make suggestions for tailored, senior-based programming. This assessment can also be utilized as a benchmark for gauging success and identifying opportunities for improvement. St. Bernards is also working through three rural hospitals to establish a rural health network. As part of these planning activities, community coalitions will be built in each county. These coalitions can assist in making recommendations. Also, as we do with all of our programs at St. Bernards, we will be implementing the latest best practice models.

Describe how you will inform participants of your organization's grievance procedures.

Senior Centers will utilize a modified grievance procedure currently in place at St. Bernards. The procedure will be contained in the facilities Communication Manual as required by The Joint Commission on the Accreditation of Healthcare Organizations. This is open for all employees and clients. The Communication Manual will also contain the operating policies and procedures for the centers.

Describe your client contribution procedures.

At each center, a contribution box will be placed in a convenient place—away from the sign-in station. This will protect the privacy of the client. Homebound clients will be given a contribution envelope to be collected by a center employee when delivering the daily meal. At the end of each day, two people will count the contributions and record the total on a Senior Center Daily Contribution form. Both individuals will sign this form and place it and the money in a locked deposit bag to be delivered by the bulk food driver to the Senior Life Centers Director in Jonesboro.

Describe how your food service operation will be operated as it relates to central or site kitchens.

The St. Bernards Senior Life Centers food service operation will prepare hot meals for clients in Jonesboro and for delivery to sites at surrounding centers. A full-service commercial kitchen will be used to prepare nutritious meals at 1/3 of the Recommended Dietary Allowance (RDA). Menus will contain a five-week rotation and will be approved by the state's DAAS Nutritionist. Foods will be selected based upon Arkansas eating customs and those recommended by clients. If there is something special they would like to see prepared, we will do our best to accommodate their wishes. All food and supplies will be purchased utilizing the buying power of St. Bernards and the Volunteer Hospitals of America.

At the centers, our staff will create a dining experience that is comfortable and warm. This should be a time of good food and fellowship. Their tables will have appropriate place settings and centerpieces. Employees will deliver bulk food to the seven sites using containers that will maintain the proper food temperature. Temperature will be taken both at departure and arrival. The pans will be taken into the facility and placed into a Sterno heated frame. Temperature will be brought back to 140 degrees or above before served to clients. Cold food will be delivered at 40 degrees or below. Aides will unload food for their center and serve to clients at mealtime. Homebound clients will have meals delivered to their homes in sturdy, airtight containers. Safe temperatures will be monitored and logged periodically for inspection by the Food Service Manager.

Staff of St. Bernards Senior Life Kitchen will be required to frequently attend in-services pertaining to sanitation and safety. Department orientation will contain familiarity with the kitchen and continue with policies and procedures for the department. Every employtt will be trained about proper cleanliness, uniforms, hand washing, lifting, correct portion sizes, gloving, and food temperatures.

Describe in some detail the home-delivered meals packaging and delivery. State if hot or frozen meals and what percentage of each.

Food will be delivered from the Central Kitchen to each of the seven sites. Here food will be kept warm as described in the above section. Staff will then transfer individual portions into airtight containers that will maintain the proper temperature. Hot and cold items will be packaged separately. Each individual container will be loaded into a carrier for delivery by a center worker or volunteer. Home delivered meal clients will receive their daily meal, disposable utensils, salt and pepper. We anticipate that 95% of the meals delivered within the incorporated limits of each community to be hot. Frozen meals will be made available in the case of inclement weather, center closure, or other circumstances that would make home delivered, hot meals unavailable.

Describe any other subcontracts for services. Attach to this page a copy of the subcontract and describe the awards process.

There are no subcontracts for food services.