

Laurelmead Cooperative, Inc.
MEMORANDUM

To: Laurelmead Residents

From: Committee on Acceptance and Retention (CAR)

Date: July 23, 2025

Subject: Understanding Retention Issues at Laurelmead

It has come to the Committee's attention that there are questions and misconceptions surrounding how retention concerns are handled at Laurelmead. As all matters reviewed by the Committee on Acceptance and Retention (CAR) are strictly confidential, they are not discussed with the broader community. However, it is important to clarify the general process and guiding principles behind these decisions.

Definition of a Retention Issue

According to the Residency Agreement and Proprietary Lease, a *retention issue* is defined as:

"A situation in which a resident is no longer able to live safely and comfortably at Laurelmead without disturbing the peaceful and quiet enjoyment of other residents and staff."

Such issues typically arise after a significant change in a resident's health status. Although many aspects of retention are considered the main priorities are to maintain the safety and dignity of the resident. Common concerns include:

- **Physical Decline:** Conditions affecting mobility or chronic health (e.g., heart disease, diabetes, respiratory or neurological conditions).
- **Cognitive Decline:** Memory loss, confusion, mental or emotional inappropriateness or behavior that may pose a risk to the resident or others.
- **Daily Functioning Challenges:** Difficulties with hygiene, medication management, or housekeeping.

Process for Addressing Concerns

Most concerns are initially brought to the Executive Director (Lucinda Dohanian) by staff or fellow residents. Together with the Health Services Coordinator (Lori Hall), the Executive Director works directly with the resident to assess the situation.

In many cases, the issue can be resolved through:

- Use of assistive equipment (e.g., walkers, grab bars)

- Engagement of private in-home care (e.g., CNA or companion)
- Ongoing follow-up and support which can sometimes take several weeks

If concerns persist or the resident is resistant to assistance, the Executive Director may contact the resident's family or Power of Attorney to seek a collaborative solution. The main goal is to reach an agreement that will enable the resident to remain at Laurelmead as long as possible.

Role of the CAR Committee

CAR becomes involved only when a resolution cannot be reached after repeated efforts. In such cases, CAR works with the Executive Director and Health Services Coordinator to evaluate the situation and determine appropriate next steps. In rare and serious cases, legal counsel may be consulted.

If all reasonable accommodations have been exhausted, CAR may support a transition to a facility that offers a higher level of care. This step is taken only when absolutely necessary.

All discussions and decisions are held in strict confidence. Residents are never asked to appear before the CAR committee.

Commitment to Aging in Place

Laurelmead is first and foremost your home. CAR, along with the Executive Director and Health Services Coordinator, is committed to supporting each resident in aging in place for as long as safely possible. CAR, Lucinda and Lori treat each situation with compassion, respect, and a deep understanding of the challenges that come with life's changes.

Should you have further questions about this process, please feel free to contact Joy Twelves, the Chair of CAR.

Thank you.