

# **Business Operations Plan**

## **Assisted Living Facility at 11545 Doverwood Dr. , Riverside CA**

### **Introduction**

The former office building at 11545 Doverwood Dr. Riverside CA, is being repurposed as a 14-bed assisted living facility for seniors with a memory care unit, both suitable for both ambulatory and no-ambulatory residents. The building currently is 6-beds, with an adjacent parking lot for staff, visitors and vendors.

The facility will have a maximum of 14 residents and be open for operations with staff on site 24/7.

There is no set term of stay. Some residents may live out the remainder of their lives on site, while other may be moved to facilities that offer more or specialized care, and still others may leave the facility to rejoin family and friends in a home setting.

### **Principals**

ELIAA LLC is an established firm with properties throughout Southern California. Its CEO, Ahmed Qasem, has been in the property development, construction and management industry for more than 25 years, with extensive experience in custom residential homes and large-scale commercial build-outs. ELIAA LLC has the experience to repurpose this building into a beautiful comfortable, quality-focused assisted living facility.

### **Services and Amenities**

The Doverwood Dr. project offers an alternative to nursing homes with a safe, clean, caring, comfortable, healthy environment that will impart a feeling of home. Our goal is to enhance the lives of our residents by addressing their physical, social and emotional well-being. To that end, we will provide the following services and amenities:

- Care for seniors.
- CPR and first aid certified staff
- Licensed, on-staff vocational nurse
- House calls by physician specializing in geriatric care
- 24-hour supervision
- Daily activities, including but not limited to bingo, music therapy, dancing, book club, gardening, arts & crafts, jewelry-making, happy hour and movie night
- Daily home-cooked meals, with accommodations for those with special diets
- Laundry and linen services
- Housekeeping and janitorial services
- Home health and physical therapy
- Manicure, pedicure and hair services
- Walk-in showers
- Full ADA compliance
- Fully furnished rooms
- Bathing, dressing, grooming -as needed-

## **Benefits to the Community**

The benefits to the wider community are twofold: a safer environment for the surrounding neighborhood and an important asset that will begin to solve the pressing need for quality, affordable senior housing.

This is a beautiful, safe facility with 24/7 staffing and surveillance, the surrounding businesses and residences will have more security in this way.

Moreover, Riverside currently does not have an assisted living facility of the size and amenities that the completed Doverwood Dr. project will offer. Lack of affordable, quality senior housing is a nationwide problem, one that will only continue to worsen as “baby-boomers” age more. This is a crucial first step in filling Riverside’s growing need for safe, comfortable, life affirming residences for this vulnerable population.

## **Floor Plan, In-Room Furniture & Landscaping**

All 7 rooms will be shared. All rooms are to be furnished with a bed, table chair and nightstand, with the dresser incorporated into the wardrobe. Furniture shown on plans is conceptual and subject to change. There is space for solo activities and entertaining visitors.

Non-ambulatory residents will be housed on same floor. The facility will be constructed in compliance with all applicable requirements of CBC Section 435.

Generous landscaping will provide noise mitigation, curb appeal and privacy for outdoor activities.

## **Meal Delivery**

Meals will be provided by onsite staff three times a day approximately 30 minutes prior to the first sitting for each meal. Snacks are available on site throughout the day in between meals.

Breakfast will be provided 8am, lunch at 12pm and dinner at 5pm daily. Meals will be served indoors. Seating is not assigned and residents may eat anywhere in dining area. The place and time of a resident’s sitting is flexible and may vary depending on the resident’s preference. Staff will deliver meals to rooms if needed.

## **Staff**

At full resident capacity, the facility will employ approximately 9 staff:

- 2 caretakers per shift(4total)
- 1 visiting on call Physician based on residents’ needs
- 1 visiting on call Nutritionist
- 1 receptionist/activity director per shift
- 2 awake staff during the night shift
- 1 custodian
- 1 administrator (8am – 5pm)

Morning shift will have 3 staff members plus custodian.

Administrator’s schedule is based on marketing program as well. He or she is not always present on premises due to marketing meetings that need attendance.

Afternoon shift will have 3 staff members.

Night shift will have 2 awake staff members.

### **Rules of Conduct and Management Plan**

The Doverwood facility will be licensed and regulated by Community Care Licensing, a division of the California Department of Social Services. A thorough accounting of the Rules of Conduct and Management Plan has been prepared for the DSS. It is a several hundred-page long document and is available in full upon request. It covers the following areas:

- Verifications of Administrator Qualification
- Job Descriptions
- Personnel Policies
- In-Service Training for Staff
- Program Description
- Discipline Policies
- Admission Policies
- Sample Menu
- Control of Property
- Insurance Information
- Theft & Loss Policy
- Neighborhood Compliant Policy
- First Aid Procedures
- Orientation Certificates