

Business Operations Plan

Assisted Living Facility at 4046 Tyler St., Riverside

Introduction

The former office building at 4046 Tyler St., Riverside, is being repurposed as a 24-bed assisted living facility for seniors with a memory care unit, both suitable for both ambulatory and non-ambulatory residents. The building currently is vacant, with an adjacent parking lot for staff, visitors, and vendors.

The facility will have a maximum of 24 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 others 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

Terra Bella Investments is an established firm with properties throughout Southern California. Its CEO, Tony Balasuriya, 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. Terra Bella has the experience to repurpose this vacant office building into a beautiful, comfortable, quality-focused assisted living and memory care facility.

Lurenzi Nunez, LVN, the administrator of two Golden Life Manors in Anaheim (License #s: 306003799 and 306005580) and one in Norwalk (License #198603197), will operate the Riverside facility. Golden Life Manors are high-quality, state-regulated Residential Care Facilities for the Elderly with a resident: staff ratio of 3:1.

Services and Amenities

The Tyler Street 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 with memory loss, Parkinson's disease, diabetes, heart disease, and other comorbidities
- 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
- Hospice waiver/respite care
- Fully furnished rooms
- A dedicated van for transporting residents to off-site outings, shopping, and medical appointments
- 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.

First, since its closing, the building and adjacent parking lot have attracted vagrants and criminal activity. By transforming this blight into a beautiful, safe facility with 24/7 staffing and surveillance, the surrounding businesses and residences will be more secure.

Secondly, Riverside currently does not have an assisted living facility of the size and amenities that the completed Tyler project will offer. Lack of affordable, quality senior housing is a nationwide problem, one that will only continue to worsen as baby boomers age. 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

Of the 14 rooms, four will be private, and 10 will be shared. Two of the rooms will share a Jack-and-Jill bathroom. 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 both floors. 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 delivered by Goodies in the Pantry, a restaurant based in Orange with experience providing meals for care facilities, three times a day approximately 30 minutes prior to the first sitting for each meal. Snacks will be available on site throughout the day between meals. The Delivery van will be vehicle similar to a Ford F150 Cargo van.

Two sittings/shifts for each meal will accommodate residents' preferences: 8am and 8:30am for breakfast, noon and 12:30pm for lunch, and 5pm and 5:30pm for dinner. Outdoor and indoor seating available. Seating is not assigned, and residents may eat on the first or second floor or in their rooms. The place and time of a resident's sitting is flexible and may vary, depending on resident preference. Staff will deliver meals to rooms or to other areas, as needed, on wheeled tables.

Transportation

Golden Life Manor will purchase or lease a suitable van, such as the Ford F150 12 passenger van equipped with wheel chair access, to shuttle residents to off-site outings, shopping, and medical appointments. The van will have a designated parking space adjacent to the accessible loading space, and rides are to be booked in advance. The driver will be given a schedule at the beginning of each week.

Enrichment Activities

The following activities, in addition to others to be determined based on resident preferences and holiday themes, include but are not limited to: bingo, puzzles, board games, music therapy, Bible study, jewelry-making, dancing, fitness classes, arts & crafts, movie night, coffee corner, word games, gardening, outdoor activities, shopping, book club, current events, and visiting museums and other points of interest. Activities are designed to stimulate residents' intellect, enhance their social interactions, and maintain their overall health and well-being.

Staff

At full resident capacity, the facility will employ approximately 19 staff:

- 5 Caretakers per shift (10 total)
- 1 Med Tech per shift (2 total)
- 1 visiting on call Physician based on residents needs
- 1 visiting on call Nutritionist
- 1 LVN per shift (2 total)
- 1 Receptionist per shift (2 total)
- 1 Activity Director (10am to 7pm)
- 1 Administrator (8am to 5pm)
- 2 Awake Staff during the night shift
- 1 Custodians (2 total)
- 1 Driver on call based on activities and doctor appointments

Morning shift will have 8 staff members plus Activity Director.

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

Afternoon shift will have 8 staff members.

Night shift will have 2 awake staff members.

Rules of Conduct and Management Plan

The Tyler 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 document and is available in full upon request. It covers the following areas:

- Verifications of Administrator Qualifications
- 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 Complaint Policy
- First Aid Procedures
- Orientation Certificates
- Hospice Request & Total Care Waiver
- Dementia Plan of Operation