

Compassionate Elderly Care Management Systems Inc.

Compassionate Elderly Care Management Systems Incorporated hereinafter will be referred to as Compassionate Elderly Care (CEC).

Job Descriptions

CEC is an alternative to the typically larger, less personal senior assisted living facilities and specializes in the ability to provide a very high level of care in a smaller, more personalized environment. CEC provides assistance to seniors in their activities of daily living which includes assisting with medicine, meals, reminders, personal grooming, physical therapy, etc. CEC also provides an opportunity for entertainment, companionship, and activities which enable seniors to find fulfillment. A goal of CEC is to service seniors with residential care providing seniors with the best of both worlds a private home environment mixed with the companionship and activities that a larger facility affords.

Administrator Position

- Provides valuable help throughout the organization by hiring employees, overseeing daily operations, sorting out post, answering phones, ordering supplies for the facility, filing necessary document for the facility, such as complaints, manage dairies.
- The Administrator ensures and maintains regulatory compliance as mandated by licensing and Regional Centers.
- The Administrator ensures the health, well-being, and safety of the clients; maintains regular communication with conservators and other outside agency representatives; manages staffing and labor hours in order to provide the highest quality care and support to clients; and trains and mentors direct support professional staff.

Minimum Qualification for Administrator

- Certified as an administrator from community care licensing
- Must Pass TB and Drug Test
- CPR & First Aid Certified
- Finger print clearance
- 21 years and older
- 1 year experience in healthcare industry is preferred
- Must Pass Physical Exam
- 35 words or more per minute
- Valid California driver license
- Excellent verbal and writing skills

Caregiver Position

- Provides a variety of non-medical services that allow seniors to remain in the residential facility.
- Assisting residents with bathing, grooming, toileting and incontinence issues provides companionship and conversation to maintain cognitive skills.
- Assist with walking, preparing meals and cleaning up meal related items.

- Providing medication and appointment reminders, assist with housekeeping tasks such as dusting, vacuuming, making beds, changing linens, cleaning bathrooms, kitchens, etc. Washing and ironing laundry running errands accompanying clients to appointments.
- Assist with errands or incidental transportation.

Minimum Qualification for Caregiver

- High School Diploma
- Must Pass Physical Exam
- Be in good health condition
- First aid with CPR Certified
- Finger print clearance
- 18 years and older
- 75 hours of State approve Nursing Assistant Training
- Have a valid California driver license

Line of Supervision

Administrator provides services to staff, residents, and family members. Administrator would report to Owner/CEO and Owner/CEO would report to Community Care Licensing for any incidents or emergencies.

Caregiver provides services to residents, but would report to administrator in the case of any incidents or emergencies.

CEC is a 24/7 week operating facility. Schedule is subject to change based on the need of facility

Work Schedule:

- **Regular, full time:** Employees who are not in a temporary status and who are regularly scheduled to work full-time: 8 hours per day, schedule 34 to 40 hours a week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.
- **Regular, part time:** Employees who are not in a temporary status and who are regularly scheduled to work less than the full-time schedule but at least 20 hours each week. Regular, part-time employees are eligible for some of the benefits offered by the company subject to the terms, conditions and limitations of each benefits program.
- **Temporary, full time:** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.
- **Temporary, part time:** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work less than the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Temporary workers are not eligible for company benefits unless specifically stated otherwise in company policy or are deemed eligible according to the employee's handbook.

Employee Rights

No employee shall discharge, demote, suspend or threaten to discharge, demote or suspend, or in any manner discriminate against any employee for taking any of the following actions:

Making an oral or written complaint against the employer to the California Department of Social services or other agency having statutory responsibility for enforcement of the law or to the employer or representative of the employer for the violation of any licensing law or other laws (including but not limited to laws relating of child abuse, staff-child ratios, etc)

Insulting or causing to be instituted any proceeding against the employer regarding the violation of any licensing law of other laws.

Is, or will be, a witness or testifier in a proceeding regarding the violation of any licensing law or other law.

Refusing to perform work that is in violation of a licensing law or regulation after notifying the employer of the violation

Hiring Practices

Background and Reference Checks

To ensure that individuals who join Compassionate Elderly Care are well qualified and to ensure that Compassionate Elderly Care maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form.

All offers of employment are conditioned on receipt of a background check report that is acceptable to Compassionate Elderly Care. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead Compassionate Elderly Care to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

Additional checks such as a driving record or credit report may be made on applicants for particular job categories if appropriate and job related.

Compassionate Elderly Care also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.

Personnel Policies

Compassionate Elderly Care Management Systems Incorporated hereinafter will be referred to as Compassionate Elderly Care (CEC).

Compassionate Elderly Care provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws.

Compassionate Elderly Care complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Compassionate Elderly Care expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of Compassionate Elderly Care employees to perform their expected job duties is absolutely not tolerated.

CEC will expand protections for residents and employees of a licensee's facility with regard to discrimination and retaliation. Specifically, this law: (1) expands protections against discrimination and retaliation, including eviction and the threat of eviction, for residents who have initiated or participated in the filing of a complaint, grievance or request for inspection with the California Department of Social Services the local or state ombudsman; and (2) prohibits discrimination and retaliation in any manner against residents or employees of a licensee's facility for their involvement in the filing of a complaint, grievance or request for inspection with the California Department of Social Services or complaint investigation with the local or state ombudsman.

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and Compassionate Elderly Care.

Nonexempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law's requirements concerning minimum wage and overtime.

Exempt employees are generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

Compassionate Elderly Care has established the following categories for both nonexempt and exempt employees:

Minimum Requirements

- TB, Drug Test, and Criminal back ground clearance
- Be in good health condition
- First Aid with CPR Certified
- Finger print clearance
- Must be 18 years and older
- Must be able to lift 50 pounds or more
- Assist with errands or incident
- Have a valid California driver license

Conditions of Employment

- Assist with indoor and outdoor activities
- Assist with errands and occasional incidents transportation
- Assist residents with all basic life needs as necessary
- Keep facility clean and maintain at all times

WORKPLACE SAFETY

Drug-Free Workplace

Compassionate Elderly Care has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, Compassionate Elderly Care is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy applies to all employees and all applicants for employment of Compassionate Elderly Care.

Work Rules

The following work rules apply to all employees:

- Whenever employees are working, operating any company vehicle, present on company premises, or conducting related work off-site, they are prohibited from:
 - Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
 - Being under the influence of alcohol or an illegal drug as defined in this policy.
- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing company business or while in a company facility is prohibited.
- Compassionate Elderly Care will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and

effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.

- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Consequences

- Applicants who refuse to cooperate in a drug test or who test positive will not be hired.
- Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated.
- The first time an employee tests positive for alcohol or illegal drug use under this policy, the result will be discipline up to and including discharge.
- Should the results prove to be negative; the employee will receive back pay for the times/days of suspension up to three days.

Confidentiality

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the medical review officer (MRO) shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

- **Elderly Abuse** is any form of physical or verbally offense against an elderly person. Inappropriate behavior either direct or indirect whether physical or verbal. CEC has a zero tolerate policy for such act. Such act would result in termination.
- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the target of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's work area or property.
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

Safety

It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.

Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize her/himself with the emergency plan

for his/her working area. Each facility shall have posted an emergency plan detailing procedures in handling emergencies such as fire, weather-related events and medical crises.

It is the responsibility of the employee to complete an Accident and Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.

Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the employee, client or company property at risk can lead to employee disciplinary action and/or termination.

The Health and Safety Committee and the safety director shall have the responsibility to develop and the authority to implement the safety and health program in the interest of a safer work environment.

Smoke-Free Workplace

It is the policy of Compassionate Elderly Care to prohibit smoking on all company premises in order to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind."

WORKPLACE EXPECTATIONS

Confidentiality

Our clients and other parties with whom we do business entrust the company with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a "need to know." If an employee questions whether certain information is considered confidential, he/she should first check with his/her immediate supervisor.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications.

All inquiries from the media must be referred to Celia Oyibu- CEO

Attire and Grooming

It is important for all employees to project a professional image while at work by being appropriately attired. Compassionate Elderly Care employees are expected to be neat, clean and well groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed.

Employee Personnel Files

Employee files are maintained by the owners and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis.

Compassionate Elderly Care's Anti-Harassment Policy and Complaint Procedure

Compassionate Elderly Care is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Compassionate Elderly Care expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

It is the policy of Compassionate Elderly Care to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. Compassionate Elderly Care prohibits any such discrimination or harassment.

Compassionate Elderly Care encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Compassionate Elderly Care to promptly and thoroughly investigate such reports. Compassionate Elderly Care prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Complaint Process

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, or management.

When possible, Compassionate Elderly Care encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem.

Compassionate Elderly Care recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

Compassionate Elderly Care encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

If a party to a complaint does not agree with its resolution, that party may appeal to Compassionate Elderly Care's or Law Enforcement.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action.

Payment of Wages

Salary payment is made bi-weekly on the 15th and 30th of every month. Checks will be issue on pay date.

Overtime payment, which is included with the nonexempt employee's base salary payment, is also paid bi-weekly on the 15th and 30th of every month with such payment covering hours worked in the prior week's period.

It is the company's policy that employee paychecks will only be given personally to that employee or mailed to his/her home address.

If the normal payday falls on a company-recognized holiday, paychecks will be distributed one workday before the aforementioned schedule.

Employees may be paid by check or through direct deposit of funds to either a savings or checking account at the financial institution of their choice.

In the event of a lost paycheck, the Administrator/Owner must be notified in writing as soon as possible and before a replacement check can be issued. In the event the lost paycheck is recovered and the company identifies the endorsement as that of the employee, the employee must remit the amount of the replacement check to the company within 24 hours of the time it is demanded.

If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted to the Human Resource department.

Except for extreme emergencies and vacation pay, no salary advances will be made.

Meal/Rest Periods

[Note: Please check [State Meal/Rest Period Requirements](#) as some states have different requirements for meal and rest breaks than what is provided below.]

The scheduling of meal periods at Compassionate Elderly Care is set by the employee's immediate manager with the goal of providing the least possible disruption to company operations.

Mandatory Meal Period

Employee meal periods are important to company productivity and employee health. Employees who work at least 5 hours consecutive hours will be provided a meal break not to exceed 30 minutes [State Meal/Rest Period Requirements](#). The meal period will not be included in the total hours of work per day and is not compensable. Nonexempt employees are to be completely relieved of all job duties while on meal breaks and must clock out for meal periods.

Rest Breaks

Salaried employees, as they are paid a bi-weekly regardless of the hours they work, may choose to take breaks as needed. Nonexempt employees are permitted a 15-minute rest break for each two hours of work. Nonexempt employees on rest breaks are not required to clock in and clock out because this time is considered "time worked" and is compensable.

TIME OFF/LEAVES OF ABSENCE

Holiday Pay

Compassionate Elderly Care recognizes 4 paid holidays each year: (exempt employee only)

- New Year's Day
- Independence Day
- Thanksgiving Day
- Christmas Day

Should a holiday fall on a weekend, the holiday will be observed on the work day closest to the holiday.

Time off may be granted to employees who desire to observe a religious holiday that is not recognized by the company.

In-service Training for Staff

Compassionate Elderly Care Management Systems Incorporated hereinafter will be referred to as Compassionate Elderly Care (CEC).

- Staffing for CEC will be as follows: All personnel shall be in good health and be physically and mentally capable of performing assigned tasks, and this will be verified with a health screening prior to employment. Candidates will also have a background check prior to hiring. Necessary education and qualification required for the position will be verified by phone background checks, letters of recommendation, and certificates. Personnel will have to review and sign Notice Employee Rights (LIC 9052) at the time of employment. The first 90 days of employment is considered a probationary period at the end of which performances review will be conducted to determine continued employment.
- Administrator must complete 40 hours of State approve administer course every 2 years to renew license.
- After their first year of employment, employees will have an annual performance review.
- Employees will receive written warnings for performance discrepancies. After the third warning of any violation of company policy, employment will be terminated.
- New employee will be given at least ten hours of training within the first four weeks of employment.
- The training will be conducted on the job, in a classroom setting, or a combination of the two. This training shall include, but is not limited to, the aging process and physical limitations and special needs of the elderly. The importance and techniques of personal care services including bathing, grooming, dressing, feeding, toileting, medication and universal precautions. A test will be given after each training session. Employee must pass the test with 75% or better to receive a certificate of completion of training.
- Ongoing training, each employee will undergo patient care retraining once a year for refreshing. At least two of the require ten hours shall cover subject.
- Personnel providing the training will have at least 2 years college degree or professional degree (certified administrator), two years of experience in an area relevant to caring for the needs of the elderly. They will be licensed to work as a health care provider in California.
- Training will be conducted by an administrator (Celia T. Oyibu) and monthly activities will be conducted by a care giver
- After training, duties will be reviewed and supported by a well-organized and detailed training.
- CEC will incorporate 87565 medication training requirements, 80065 general regulations, and resident rights 87572, also including the knowledge in 87411 in the new employee training class.
- Psychosocial needs of the elderly. Such as recreation, companionship, independence, etc.
- Recognizing signs and symptoms of dementia in individuals.
- Staff will also receive training in the areas of:
 - Principles of good nutrition, good food preparation and storage, and menu planning.
 - Housekeeping and sanitation principles

- Skill and knowledge required to provide necessary resident care and supervision, including the ability to communication with residents.
- Knowledge required to safely assist with prescribe medications which are self-administered
- Knowledge necessary in order to recognized early signs of illness and the need for professional help
- Knowledge of community services and resource.

Quality Control Measures

CEC ensures quality service for each resident. Each care staff will be effectively trained and will have an operational manual with official policies to guarantee a consistent high standard of service.

Fresh foods, meat, milk, bread vegetables and fruit, will be available for residents and for preparation of each meal. Canned and dry food will also be available for cooking and emergencies.

Administrator Celia Oyibu will be responsible in the budgeting and purchasing for the facility of CEC. Any purchases for food and supplies and for the upkeep of the residential assisted living home will be first approved by Celia Oyibu. Protocol will include an inventory list and review, which will be approved on a weekly basis. Operational purchases will be made at local discount stores and will include, but are not limited to, food, linens, and toiletries.

Fresh foods, meat, milk, bread vegetables and fruit, will be available for residents and for preparation of each meal. Canned and dry food will also be available for cooking and emergencies.

Facility Program Description

Compassionate Elderly Care Management Systems Incorporated hereinafter will be referred to as Compassionate Elderly Care (CEC).

Philosophy

CEC mission is to maximize the quality of life of seniors in need of assisted living by providing personalized affordable, high quality care facility that promotes a compassionate care, integrity, safe, healthy, and caring environment.

Core Purpose

To create an idea residential care environment that will surpass expectation for the elderly; and that all residents are treated with compassion, integrity and respect

Goals

- **To provide compassionate care**
- **To treat every residents with integrity**
- **To respect all residents and staffs**
- **To provide a safe environment for seniors.**
- **To promote physical and mental health**

Hours of operation: 24 hours a day, 7 days per week

Daily Activities: Schedule

- Make sure residents are fed
- Make sure residents bathed
- Make sure residents take their medications as directed.
- Make sure residents are engage in daily activities.
- Make sure residents rooms are clean and proper hygiene is maintain

Description of the basic services provided by the facility

- CEC provides assisted living solutions for senior adults. CEC is dedicated to providing the highest quality care to Los Angeles County senior citizens who require or desire an assisted living facility. CEC is located in an ideal climate in the community of Lancaster a, California. Seniors experience pleasant conditions of a combination of mountain and desert valley climates. This climate is perfect for seniors who may suffer arthritis, joint problems, or are susceptible to colds.
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- CEC features unique programing and activities. The calendar is carefully planned to ensure each resident has an opportunity to participant in a variety of meaningful activities that enrich the mind, body and spirit. Cognitive programs designed to support and maintain memory and brain fitness, such as memory game, puzzle, and brain teaser exercise. Activities that will also stimulated the mind such as music, art, and poetry. These activities will be plan and conducted by CEC care givers.
- CEC care giver will administer medications to residents as doctor directed. Residents medications will be lock up in a secure area where no one can access, except authorized

individuals. Medication on each resident will be maintained for at least one year. A log sheet for records state each resident name, medications resident are currently on, doses, time of refill, start date, number of refills, expiration date, prescribing physician refusal of medication, and medication given time.

- CEC provides assisted living solutions for senior adults. The CEC mission is to provide a healthy and safe environment that enables senior adults to enjoy as much independence as possible. CEC provides assistance to seniors in their activities of daily living which includes assisting with medicine, meals, reminders, personal grooming, physical therapy, etc. However, we also provide an opportunity for entertainment, companionship, and activities which enable seniors to find fulfillment and utilize their special gifts and talents. A goal of CEC is to service seniors with residential care providing seniors with the best of both worlds a private home environment mixed with the companionship and activities that a larger facility affords.
- CEC is a care facility for seniors owned and operated by Celia and Charles Oyibu. It is located in the beautiful Lancaster area of Los Angeles County. The residence provides maximum care for seniors while promoting independent living with the support of a well-trained staff.
- CEC has the capacity to hold up to 6 residents and private access to the patio area in the residence. The rooms are furnished with all of the basic amenities; including furniture, linens, television and toiletries.
- CEC provides cleaning and laundry services on weekly basis for all residents; however, if a resident prefers, the laundry room is available for use by the residents.
- Residents will have access to a swimming pool and spa at a nearby recreation area and park which is equipped with an ADA compliant lift for those seniors with difficulties entering the pool or spa area. There are several common room areas including a large living area, dining area, game room, and a large kitchen. A patio extends around the entire home in the back of the house affording many private areas where residents can visit or have sometime of solitude.
- There is an area reserve for gardening where seniors can exercise their talents at gardening and a courtyard with a table and sitting area for others. The more active seniors can spend time with table tennis, bingo, piano and other activities that are appealing to the guests.
- CEC will provide 3 healthy meals and 2 snacks per day. Reminders will be provided for those residents who are able to manage their own medication. If a resident manages their own medication, a locked container will be provided in the residents rooms for the purpose of safely storing medication. Medications will be locked and secured in a centrally located area for those residents who prefer or require the assistance of the staff.
- Transportation to medical appointments will be available as needed by the residents.
- Monthly pricing at CEC has a base rate of \$2,700.00 per month; rate varies upon level of care and additional services provided. With additional monthly fees for certain products and services listed below. There is also a one-time pre-admission fee of \$25.00.
- **Optional Services Provided by CEC**
- Transportation arrangements are determined upon need of medical visits. Transportation to special event such as concert, family member home, theme parks etc.

- Community resources center will be utilize for recreation and social engagement purposes. Use of Psychology, Physician, and Physical Therapy will be use for consulting as resident's needs.
- Upon any violation of resident safety or care procedure is as followed: caregiver will report to an administrator and document incident. Administrator will provide a written report of complaint/incident to community care licensing. Licensing will investigate the matter.
- Massages
- Special brand of products/Food (That are not prescribed by Doctor)

Problems, Causes & Solutions

As individuals get older they may start to lose mobility and need constant assistance with their daily activities. This is troublesome for the loved ones of the individuals who are unable to leave their busy schedules to continuously assist them, or lack the knowledge and ability to help them. CEC offers a solution and relief for clients with special need seniors. CEC takes the responsibility of tending to the elderly and making their transition to late life comfortable and easy. The benefit of this service enables seniors to be well taken care of while still leading an active life, and gives family members a peace of mind.

Positioning

- CEC is a custom made assisted living home for elders who no longer prefer to, or are unable to live on their own. CEC accepts individuals with either insurance or financial stability that may be ambulatory or non-ambulatory and that are in need of social interaction. CEC provides an upscale 3 bedrooms assisted living facility with a variety of activities available and a friendly environment in the comfort of a home setting. Unlike our indirect competitors located outside of Lancaster, CEC offers an ideal climate for elders which vary only a few degrees between seasons. CEC also offers a nice game room, musical class, nice calm patio for relaxing, an area for gardening, along with an array of activities available to our clients. CEC stands out because of the ability to provide high quality care that you may find in larger assisted living facilities but is able to do so in a much more comfortable and pleasant environment. CEC strives to build customer satisfaction by giving the highest level of care to its clients and increase their quality of life.
- CEC provides assisted living care to senior adults through quality trained staff. The company has unique advantages that other competitors do not with its small, tight-knit community and games room, gardening area where residents can enjoy without worrying about injury. These services will be monitored internally by Founders Celia & Charles Oyibu and Staffs
- CEC encourages its clientele to participate in a daytime program or activity. If the resident is unable to go or chooses not to, a staff person will be with them and they may enjoy other activities that are on a weekend schedule. Activities will be chosen by the staff with input from the residents and may include reading, listening to music, walks and traveling to movies, recreation center, and restaurants.

- Residents may stay in a private or shared room, with no more than two people in a room at a time. The maximum capacity for CEC is six residents, and each individual gets his or her own bed unless they have a significant other in the home. Residents will also be provided with furniture, clean linens, television and toiletries.
- Laundry will be performed for all residents once a week. Tenants have the option of cleaning their own personal clothing if they desire, and will be supplied with all the necessary detergent. Residents will be encouraged to clean their own rooms, but if they are unable to or do not want to, staff members will clean as necessary.
- Food will be provided to residents three times a day with no more than 15 hours between the last meal of the day and the first meal of the next. Menus are written at least one week in advance and meals are prepared and served.
- Every occupant has access to a telephone that they may use at any time for a reasonable time limit. Long distance calls are charged to the resident bill (Out of the US). Deaf, hearing impaired, and other impaired individuals are entitled to the necessary equipment needed to make phone calls.
- There shall be at least one person capable of and responsible for communicating with emergency personnel in the facility at all times. Emergency information of each resident will be available at a moments notice in case an emergency should occur. Staff will provide transportation if residents need medical attention and call 911 if there are life threatening situations.
- Medications will be stored and locked in one location that is not accessible to anyone except direct staff. All containers will have identifying labels and no one except dispensing pharmacists shall alter these labels. Direct care staff will make sure that each resident will receive the necessary medication at the prescribed times.
- Transportation will be provided to and from medical and dental appointments, to emergency care facilities, from day programs in case of illness, and to and from facility activities. Only direct staff with an approved license and liability insurance may drive these vehicles, which must be safe and registered with the state.
- CEC will not reject any applicants based on race, religion, sex or national origin. After applicants answer a few phone questions, the administrator will decide if the potential resident is fit to move in. CEC shall not accept or retain those with certain illnesses or those whose needs conflict with those of other residents. Also, the company may discharge residents that become violent, non-complacent, or develop health problems that the staff cannot legally treat.
- Family members, friends, and others involved with a residents life are encouraged to visit during non-sleeping hours. If visitors choose to visit during scheduled activities, such as hygiene, the visitor may stay as long as he or she does not interrupt.

Discipline policies/Personal Right

Compassionate Elderly Care Management Systems Incorporated hereinafter will be referred to as Compassionate Elderly Care (CEC).

- **Provisions for contact** will be resident family member or representative. Contact number, home address, email address, and best time to be reach, must be provided by resident family member/ representative upon resident acceptance to live.
- **Ground of dismissal**, elderly abuse, any person in violation of abusing company policies. Found below and in personnel file.
- **Eviction**, resident who does not follow the rules/policies of the facility as far as payments, dues of payments, vandalism of facility, misuse of equipment provided by the facility, abuse of staffs or other residents, etc.
- **Relocation**, based upon occupancy or level of care which is determined by licensing. Example: bedridden patient.
- **Removal from placement**, any resident who needs CEC cannot accommodate, due to level of care example; if a patient become bedridden or hospice patient.

Nepotism, Employment of Relatives and Personal Relationships

Compassionate Elderly Care wants to ensure that corporate practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Compassionate Elderly Care is a Family owned business.

If employees begin dating or become relatives, partners or members of the same household and if one party is in a supervisory position, that person is required to inform management.

Compassionate Elderly Care reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct-reporting relationship or authority involved.

No employer shall discharge, demote, suspend or threaten to discharge, demote or suspend, or in any manner discriminate against any employee for taking any of the following action:

Making an oral or written complaint against the employer to the California department of social services or other agency having statutory responsibility for enforcement of the law or to the employer or representative of the employer for the violation of any licensing law or other laws (including but not limited to laws relating to child abuse, staff-child ration etc.

Instituting or causing to be insulted any proceeding against the employer regarding the violation of any licensing law or other laws.

Is, or will be, a witness or testifier in a proceeding regarding the violation of any licensing law or other law.

Refusing to perform work that is in violation of a licensing law or regulation after notifying the employer of the violation.

Progressive Discipline

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

Compassionate Elderly Care supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values,

Outlined below are the steps of our progressive discipline policy and procedure. Compassionate Elderly Care reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines Compassionate Elderly Care's progressive discipline process under the condition that a person's rights listed in CEC's policies are violated.

- **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.
- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.
- **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning or placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.

Compassionate Elderly Care reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.