

RESIDENT & FAMILY HANDBOOK



RAYA'S PARADISE

RESIDENTIAL CARE COMMUNITIES

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Letter from the CEO

Dear Residents, Families and Responsible parties,

On behalf of the entire team at Raya's Paradise, I want to extend our warmest welcome. Raya's Paradise was founded in 1991 out of a sincere commitment to serve seniors in our community. We make this commitment with expertise, experience and sincerity.

We understand that the decision to move from a single-family home, condo or apartment to an assisted living community can be overwhelming for you and your families; at times, some may be unsure of what to expect. I would like to personally assure you that the team at Raya's Paradise, many of whom have been with us for more than 15 years, work closely with every new resident to ensure his or her transition goes smoothly.

Our "Resident and Family Handbook" is designed to address the most commonly asked questions by residents, their families, and/or responsible parties. We ask that you use it as an ongoing reference for questions that may come up from time to time. If you have additional questions or concerns not covered by the handbook, please feel free to contact any members of our leadership team whose contact information is shown on the back of this handbook.

We hope that you will share with us any suggestions you may have that will improve our services to you and to all our current and future residents. We look forward to you becoming an active member of our family; thank-you again for choosing Raya's Paradise as your new home!

Warm Regards,

Raya's Paradise, Inc.
Moti Gamburd, CEO

Activities

We provide activities daily with the goal of meeting the personal desires and preferences of the resident as well as to involve the resident in the community. While most activities that take place at Raya's Paradise are free of charge, some outside activities, such as shopping trips, theatre productions, concerts, etc., may involve a fee. The Resident Engagement Coordinator is always open to suggestions and requests for activities geared to an individual's interests.

Activity calendars are available and distributed to each resident/residence at the beginning of each month. Weekly outings may require that you reserve a space in advance on a first come, first serve basis.

Billing and Monthly Statements

Invoices (Statements) are sent out monthly and are dated the 1st of every month. If you move in before the 1st of the month, your statement will be prorated from the day you take financial possession of your suite. Payments are due each month by the 1st of the upcoming month with a 5-day grace period. Please make all payments payable to Raya's Paradise. Please note, we do **not** accept credit card as a form of payment.

These invoices contain costs as stated in your signed resident agreement (Appendix A: Summary of Fees). In addition, they may contain any extra charges you have incurred such as salon services, activity outings, guest meals and other services.

Should you have any questions regarding your bill, please contact our office.

Cable Television and Telephone

While we provide cable television, it is the resident's responsibility to arrange for telephone hookup. Please contact Vonage at (866) 243-4357 to arrange for phone service. The utility invoices residents separately for their service.

Emergency Call System

Every suite, bathroom and common area is equipped with an emergency call system*. At any time, by pulling down on the cord*, a caregiver will be paged to respond immediately to your call for assistance at any time. Once the cord is pulled, do not reset the cord until the caregiver comes to assist you at which point they will reset it for you. Pull cords will be routinely tested for efficacy.

*Please inquire within to see which communities offer these services.

Housekeeping

Residents will allow staff to enter their suite for housekeeping and maintenance services. Housekeeping services in your suite compromise of daily trash removal and bed making. This is done every morning by your caregiver. Housekeeping will also consist of vacuuming, dusting, disinfection of your bathroom and other services as needed.

Please keep in mind that your suite may be cleaned anywhere between the hours of 8:00 am and 8:00 pm on your scheduled day. Please let us know if you have a time preference and we will do our best to accommodate your request. Raya's Paradise provides all cleaning supplies necessary to clean your suite. State regulations do not allow residents to keep household cleaning products of any kind in their suite. Items such as Windex, Formula 409, Comet, etc. will need to be removed immediately. If you would like additional cleaning services, please contact our facilities coordinator. Keep in mind that any services performed other than regular housekeeping will be billed to your account based upon the schedule of fees.

Leaving the Community

There is a sign-out book located in the common area. We ask that you sign out and inform a member of our staff when you leave the community and sign back in upon your return. To ensure resident safety, we also request that any of your guests sign in and out as well when they are visiting with you in the community.

Leaving the Community (Cont.)

If you are leaving the community for the day, you must notify a staff member so that arrangements can be made to have your medications ready if you are on our medication program. If you are leaving the community for several days, notify us at least 24 hours in advance so that we may prepare your medications if necessary.

Incontinence Products

Products for incontinence are provided through Raya's Paradise incontinence program. Products include briefs, pads, wipes, gloves, and ointments. Please keep in mind that even if you are not in our program and need an emergency bag of products, they will be made available and a charge will be added to your monthly statement. Although you are able to bring in any incontinence products of your liking, note that Raya's Paradise will still bill for the incontinence service.

Service Plans / Assessments

Prior to move-in, a staff member must assess the level of care and appropriateness for admission. Per state regulations, the service plan is updated annually. We typically invite the resident and their responsible party to attend these meetings. Please note that a service plan may be updated every six months or as needed, if there is a change in condition or upon discharge from hospital. Your service plan is very important as it specifies precisely what services you will get, when you will get them, and how.

Moving Companies

If you are using a moving company, they must provide us with and carry a certificate of insurance for proof of worker's compensation and liability insurance.

Insurance

The resident is responsible for maintaining at all times his or her own insurance coverage, including health, personal property, liability and automobile, if applicable, in adequate amounts. This includes renter's insurance. More detailed information is outlined in the residency agreement.

Earthquake Preparedness

Falling objects represent a great danger during an earthquake. Heavy furniture and glass knickknacks can cause serious bodily injury. Unsecured appliances can spark fires. Securing furniture is a fundamental step in earthquake safety.

Here are some tips on how to secure furniture for an earthquake:

- Anchor top-heavy freestanding furniture, like bookcases and entertainment centers, to the wall with "L" brackets, corner brackets or nylon fasteners. Framed pictures, especially glass covered, should be hung from closed hooks so that they cannot bounce off. Only soft art such as tapestries should be placed over beds and sofas.
- Prevent objects from sliding off shelves by attaching guardrails to shelves. Put large or heavy objects on lower shelves. Glass and pottery objects can be secured with nondrying putty or microcrystalline wax.

Laundry

You will receive daily personal laundry and linen service. Dry cleaning service information is available per request; please contact our office for more information.

Maintenance

Should a repair be needed, please ask for assistance to submit a work order request. Once you have provided the essential information, your request will be entered into our maintenance log. We will make every effort to meet these requests in a timely manner in which they were written.

Maintenance staff members will only enter your apartment to perform requested work when you are present or when you have provided a signed written permission letter. Raya's Paradise, however, does reserve the right to enter your apartment to perform emergency or other preventive maintenance functions in your absence. You also will be notified about the schedule for regular cleaning of interior and exterior windows of your suite. Per schedule of fees, for an additional charge, the maintenance director can hang pictures, paint, and build furniture or other personal requests. Please understand that these requests will be done as soon as possible but may take anywhere from 5-7 days to complete.

Salon Services

We have a partnership with a cosmetologist that provides hair and nail services. Please ask for assistance to get a list of prices and a phone number to schedule an appointment directly. All appointments will be charged separately, including tip if desired.

Cameras in Resident Rooms "Nanny Cams"

Raya's Paradise team members are committed to keeping all residents safe and to maintaining both their privacy and personal security. Raya's Paradise must also comply with all applicable laws, including those designed to protect personal privacy. Raya's Paradise does **NOT** permit the installation of any monitoring device in a resident's room for the purpose of recording, monitoring or listening to conversations.

Electric Carts / Scooters

With the safety of all residents in mind, Raya's Paradise has the right to limit or forbid the use of electric arts inside the community where it is deemed the safe operation of the vehicle is in question.

Medications & Pharmacy

If you are on the Raya's Paradise medication program, State regulations require that we maintain and dispense all your medications. This includes all over the counter as well as prescription drugs. Regulations require that a signed prescription must be obtained and on file prior to dispensing any medication. This includes OTC medications such as Tylenol, cough syrup, and supplements. If you plan to spend time away from the community, please provide 24-hour notice so that we can prepare your medications to take with you. If you are not on our program and are administering your own prescription medication, they must be kept in a locked cabinet in your suite. This is a State requirement and compliance must be met at all times.

For residents requiring monitoring of medications, the staff will coordinate with the family and physician for pharmaceutical services. Raya's has contracted with an outside pharmacy to provide medications. You will receive a separate monthly statement from the pharmacy. If you choose to purchase through your own pharmacy, Raya's Paradise requires that all medications be delivered in a timely manner, are in bubble-pack format and accompanied by a MARs form.

Dining Services

Meals are served in the dining room at the following times:

Breakfast (7:30 – 8:30am) | Lunch (12:00 – 1:00pm) | Dinner (5:00 – 6:00pm)

We appreciate you making the effort to come to meals during these designated times. If you need to come after these designated times, please understand that all entrees

Dining Services (Cont.)

may not be available for order. There will always be sandwiches and salads that can be made available to you after these designated times. Please also note that outside food is **NOT** allowed due to specific diets and must be approved by the administration.

Please contact the community manager regarding any requests you may have due to restrictions. If you are unable to go to one of the dining areas due to temporary or short-term illness, we will arrange for a meal to be delivered to your suite at no additional cost. Per resident agreement, appendix A, the charge for a guest's meal will be added to your monthly statement.

*Pets are not allowed in the dining room during meals

Pets

Pets are welcome in the community as long as you are able to care for them yourself and are able to comply with the Pet Addendum* requirements in your resident agreement. Dogs and cats must be of reasonable size and housebroken. Before you move into Raya's Paradise, the Executive Director will approve that your pet can move into your suite.

At the discretion of the Executive Director, if a pet is unruly or becomes a general nuisance to residents and its staff, its owner must find another home for that pet.

You are responsible for your pet's care and any damage it may cause to your residence or any common area. You also are required to pick up and dispose of all pet waste. It is expected that you will regularly provide veterinary treatment for your pet, including vaccines, flea prevention and general health maintenance. It is the full responsibility of the resident and/or family to care for the pet, which may include, but not limited to, care of the litter box, grooming, exercise, transportation to the veterinarian, etc.

*See Appendix A for Fee associated with pets

Podiatry Services

There is a podiatrist making monthly visits as well as on call visits as needed. Please see a member of our staff if you would like to make an appointment. The podiatrist will bill you directly.

Fire Safety

Please do not store flammable or combustible materials in your suite. If you require oxygen, our nursing team will instruct you and your oxygen supplier on the proper storage of oxygen.

Upon moving into the community, please observe the fire evacuation exits that are posted. Participation and practice of exiting the building as set forth in the fire evacuation plan could be lifesaving in the unlikely event of an emergency. To assure that our staff is prepared for an emergency, we routinely perform emergency fire drills.

Security

Confidence in your personal safety and security helps you enjoy life to the fullest. If you ever have a safety concern, immediately notify a team member for assistance.

Caregivers monitor Raya's Paradise 24 hours a day. Between the hours of (8pm and 8am) all doors are securely locked. You and your family can enter the community during these hours by ringing the doorbell.

It is the policy of Raya's Paradise to conduct various background checks, reference checks and drug testing on all its employees, contract workers and volunteers—not just those who provide direct care to residents. While many of your guests are family members and friends who visit frequently, please advise them that Raya's Paradise requires them to sign-in when they arrive and to ask for you.

Money, Valuables, Theft and Loss

Raya's Paradise does not establish petty cash accounts or handle resident money. We highly encourage you to store all valuable outside the community for safekeeping. If you decide to keep valuables in your room, it is recommended that they stay secured in a safe when not in use. It is also recommended that you obtain renter's insurance for your suites contents.

Any suspected loss or theft should be reported to your Executive Director. The staff will make a search for the item(s). A team member will also conduct a thorough investigation of the theft or loss and present the responsible party with a report. Loss of \$25.00 or more will be documented within 72 hours. Police or other law enforcement authorities will be notified for a significant theft or loss of \$100.00 or more within 36 hours. Again, Raya's Paradise recommends that you carry appropriate renter's insurance and adequate coverage for theft, loss or damage of any of your personal property. Please note, Raya's Paradise is not liable for lost or stolen goods.

Tips and Gratuities

It is the privilege of Raya's Paradise staff to serve you; Therefore, Raya's Paradise maintains a strict "no tipping" policy for its team members. Employees are not allowed to accept a tip or gift of any kind. Services provided at Raya's Paradise are included in your monthly fees.

If you wish to express your appreciation to a staff member, Raya's Paradise residents have instituted an annual holiday gift program for employees. You are welcome to voluntarily participate in the Employee Holiday Gift Fund. Contributions can be made throughout the year and during a period just before Thanksgiving. Funds collected are then equitably divided among the staff and presented to them at their holiday party. If you are pleased with our services, words of appreciation are always welcomed. We encourage you to share with the Executive Director when you are pleased with a team member's work so that he or she may be recognized.

Overnight Guests

Guests may **NOT** stay overnight at Raya's Paradise. You will be responsible for the conduct of your guests and for payment of any damages done and/or charges incurred by them.

Transportation

Raya's Paradise strives to accommodate your transportation needs and will do its best to adapt to your schedule when you make your request in advance. To accommodate most residents' schedules, Raya's Paradise offers regularly planned transportation service for your personal appointments. Transportation to medical & dental appointments are available at no cost to you. All appointments must be submitted at least one week in advance to ensure timely drop-off and pick-up.

Personal outings may be accommodated for an added fee per mile & time requirements (See Appendix A). We are limited on the distance we can travel for appointments. Again, Raya's Paradise does not provide personal outings, doctor visits or any other transportation without notice. Given advanced notice, if a resident has a condition that requires assistance or needs to be monitored while attending their medical appointments, we may send one of our staff members to assist at an additional fee. If a resident needs an immediate appointment, we are not responsible for taking them. You will have to use an emergency transportation (private or public) or taxi service. We will be more than happy to arrange this for you. If it is an emergency, we will call 9-1-1.

Possession of Weapons

On its premises, Raya's Paradise does **NOT** allow staff members, residents or guests to carry or store any weapons, weapon memorabilia or replicas of a weapon. This regulation applies to all residences, common areas, garages, storage areas and lockers, and vehicles parked on the grounds.

Third Party Care Providers

Residents under the care of a home health agency must have the health care professional sign in every time they visit the resident. The health care professional will also be required to leave progress notes with each visit.

Visiting by Relatives and Friends

Visiting hours are between the hours of 8:00AM and 8:00PM. It shall be the responsibility of the individual resident to monitor effectively the visits of relatives and desired visitors to ensure that one's neighbors are not inconvenienced by loud noise, bad manners, or inappropriate behavior. Visitors are to abide by all policies set forth in this handbook. Failure to do so will result in that visitor being asked to leave the premises.

Companions

Raya's Paradise staffs our communities with trained caregivers. Our staffing ratios are such that most of our residents do not need additional supervision or companionship. Occasionally, residents can benefit from or families may decide that they would like to supplement their loved one's care with a private duty companion. We are determined to help you choose the very best private duty aid and are dedicated to assist you. Please contact CARE Homecare at (323) 851-7478 to find out how we can help.

Leadership Team Directory

Moti Gamburd | Chief Executive Officer
moti@rayasparadise.com

Monica Westphaln, MS | Chief Operating Officer
monica@rayasparadise.com (310) 295-1838

Slavic Sukharev, CPA | Chief Financial Officer
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Jose Valenzuela | Human Resources
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Shannon Johnson, LVN | Executive Director
shannon@rayasparadise.com (323) 800-5379

Facility Nurse | Community Nurse
nurse@rayasparadise.com (310) 998-7011

Narine Mertkhanyan | Administrative Assistant
narine@rayasparadise.com (323) 851-2517

Elsa Argueta | Resident Engagement Coordinator
elsa@rayasparadise.com

Maintenance | Maintenance
Maintenance@rayasparadise.com

Lorig Koujakian | Accounting Manager
lorig@rayasparadise.com (323) 302-8239

Jasmine Atshemyan | Administrator (CARE Homecare)
jasmine@carehomecare.com (323) 851-2587

Joshua Jimenez | In-Home Care Coordinator (CARE Homecare)
joshua@carehomecare.com (323) 851-1422

Community Managers

Hasmik Nazaryan	- 1156 N. Gardner St.	(323) 815-8858
Ruzanna Sukasyan	- 825 Larrabee St.	(310) 289-9103
Gayane Nersisyan	-1533 N. Stanley Ave.	(323) 969-0316
Karina Mkhitaryan	- 341 N. La Jolla Ave.	(323) 653-5659
Marine Hovhannisyan	- 849-851 N. Gardner St.	(323) 951-0599
Brian Rosales	- 852 N. Sierra Bonita Ave.	(323) 782-1844