

Memory Care Services

- Programming
- Five-Day Orientation program
- Behavior specific program
- Alzheimer's disease and other dementia specific program

In addition, all Memory Care clients have access to the full range of our Assisted Living Operations Services, as outlined below:

Business Plan Development

- Mission Statement and Company Strategy
- Key Strategic Advantages
- Liabilities and Risks
- Business Background and Operating History
- Facility Features and Benefits
- Resident/Provider Agreements
- Assisted living and Alzheimer's demand
- Market Position and Characteristics
- Market Entry and niche
- Customer needs and wants
- Acuity levels
- Competitive analysis
- Business Strategy
- Ownership Structure

Monthly Narrative and Key Result Area (KRA) Progress

- Facility Performance Score Card and Quality Index
- Tasking Report

Master Pre-Opening Task List

- Newly Developed Facilities
- Existing Established Facilities with new services

Comprehensive Operations Audit

- Evaluate every department against standards of excellence and help department heads to create their own plans of correction to strengthen their department and improve their operational efficiency.

Human Resources

- Payroll Analysis
- Staffing Schedules
- Employee Handbook
- Overtime Analysis and Improvement Plan

Staff Analysis

- Turnover Analysis and retention plan
- Morale Building
- Employee recruitment
- Hiring procedures
- Interviewing
- Evaluation
- Employee brochure
- Benefit fact sheet
- Compensation and benefit analysis
- Motivation and Reward programs

- Employee bonus plan

Management

- Line Staff
- Performance Appraisals
- Competency Analysis
- Executive Director and Department Head Orientation Plan
- Pre-Employment Exam (English and Spanish versions)
- Medication Exam

Employee Satisfaction

- Survey
- Interpretation
- Improvement Plan

Policies and Procedures

- Review and development
- Job Descriptions

Activities and Enrichment

- Program identification
- Program differentiation
- Program Therapeutic Evaluation
- Community Involvement
- Volunteer Program and procedures
- End of Life Protocol

Quality Assurance Program

- QA Policies and Procedures
- QA Tracking system

- Quality Indicators
- Mock Survey for State Inspection Preparation

Falls Prevention Program

- Falls Tracking system
- Falls Prevention
- Falls and Fracture avoidance training

Risk Management

- Risk Management review
- Policies and Procedures Manual
- Incident Reporting
- Compliant with Insurance requirements
- Legal tips and traps
- Safety Committee
- Risk Management Training
- Privacy

Workers Compensation Analysis

- Cost Containment
- Light Duty Programs
- Shared Risk Agreements

Emergency & Disaster Evacuation Plan

Financial

- Accounting Procedures
- Accounts Receivable Procedures
- Payroll procedures

- Fiscal Monitoring
- Spend Down Sheets
- Budget Management
- Weekly Reports
- Budget Analysis and Planning – Operating Capital Assessment

Food Services

Kitchen

- Menu Planning
- Sanitation and Food Safety
- Cost Efficiencies and Inventory Control
- Purchasing
- China, Silver, Glassware
- Production Planning
- Special Events and Parties
- Grand Opening
- Chef Skills Assessment

Dining Room

- Service Protocol and Order of Service
- Dining Room Management and Staffing
- Server Training and Service Exam
- Conversion to two-seatings
- Cost Saving Assessment and Ideas

Maintenance

- Work Order System
- Preventative Maintenance Plan

- Capital Budgeting Plan
- Maintenance Director Skills Assessment

Concierge and Reception

- Handling Inquiries
- Resources
- Log Books
- Security

Resident Relations

Resident Satisfaction

- Survey and interview
- Evaluation
- Plan of Correction
- Proactive Approaches to Manage Expectations

Customer Service

- Family Handbook
- Handling Complaints
- Responding to Families
- Comprehensive Training
- Exit Survey

Housekeeping and Laundry

- Housekeeping Master Plan
- Common Areas
- Apartments
- Infection Control
- Staffing

- Safety

Personal Care

- Care Plans
- Staffing and Care Assignments
- Service Plan
- Cost/Benefit Analysis
- Weight Loss Calculator
- Medication Management