

Heartsaved, LLC

6513 82nd st NE

Marysville, WA 98270

Management Plan

Project Summary

Heartsaved, LLC is building an Enhanced Services Facilities (ESF) long-term residential care setting. The ESF will be licensed by the State of Washington and will provide personal care and behavioral health support. The residents that Heartsaved, LLC will admit will be those who meet our criteria for admission, expanding the capacity of the current array of providers/supports. If these needs are not met, they run the risk of succumbing to unhealthy living arrangements, which impacts medicine regimen and psychotherapy services. Heartsaved, LLC has already completed several of the pre-development requirements in order to obtain a construction permit.

Meeting Residential Needs

Heartsaved, LLC exists to provide personal care and behavioral health support in a community residential setting. We serve individuals with personal and behavioral care needs in Washington State. We are well equipped to provide a high level of care to residents and can

build a caring team to provide support for them. We strongly believe that providing safe residential options for residents along with connecting them with providers in the community will help maintain the stable status they must already have to be admitted to our facilities.

Heartsaved, LLC will provide behavioral support and medication management to the residents. We are composed of mental health professionals who are licensed to perform daily duties and provide guidelines on evidence-based behavioral support. The owners of Heartsaved, LLC, as health practitioners, will assist with medication administration. Heartsaved, LLC provides room and board, including three meals a day and snacks. We also oversee medication administration ensuring that the six rights of medication administration are followed. We provide behavioral support by staff trained in de-escalation.

Our residents have been deemed to be in a sufficiently stable condition as to not require hospitalization. We assist them at many levels and have a good level of evacuation capability should the need arise. We engage in respite care and crisis care, with several beds typically available. The maximum number of residents per ESF is 16 residents, and daily care occurs under the supervision of a mental health professional or nurse. We will provide professional behavioral health services directly and through contact with local mental health organizations.

Heartsaved, LLC will staff our site with mental health professionals 24 hours a day, and will provide consultation to other staff members and work with residents and other staff to implement their behavior support plan. All of our residents will be independent and able to exit the building independently in the event of an emergency, although we will assist where it is needed. Heartsaved, LLC plans to use high staffing ratios in order to offer effective services to our residents in personal care and nursing to a degree that is not generally provided in other

licensed long-term care settings. Heartsaved, LLC also plans to use an activity coordinator and a play therapist to work with residents on guided imagery therapy and self-actualization.

Potential Impact on Nearby Areas

The new structures built on the Heartsaved, LLC property are not predicted to have any impact on nearby areas other than a small increase in population who will be closely supervised by professional staff members. Additionally, there may be a small increase in traffic to and from the facility due to delivery drivers, staff arrival and departure, and doctor appointments, among other conventional needs. Heartsaved, LLC has reserved 27 parking spots, the ESF will have 11 parking stalls and the first floor businesses will have 16 parking spaces for the total of 27. Other than these changes, however, no significant changes are anticipated with respect to the impact upon nearby areas.

Facility Management

Heartsaved, LLC is composed of 16 private bedrooms for 16 residents, an office for mental health professionals, one conference room, one utility room, one activity room, one dining room, one laundry room, one staff bathroom, 4 full bathrooms for residents, one storage room, one living room for residents, and one kitchen. Each resident room will have a twin size bed, a mounted TV at 45 inches height on the wall, a small desk/chair, closet space, and a small dresser. All furniture will be provided by Heartsaved, LLC unless residents choose to bring personal belongings. Heartsaved, LLC will invest in thermal protection devices to protect against overly hot water, and the water heater will be set to keep the water temperatures between 105-

120 F. Heartsaved, LLC will work with outside companies that deal with heating and cooling services to check the building water temperature regularly.

Heartsaved, LLC has selected to open living room spaces that have comfortable couches (2-3 seats), 3 coffee tables, a large bookshelf, 4-6 recliners, as well as 3 desks and office chairs. The dining room will have 4 sets of dining tables with enough chairs to accommodate 16 residents. All 4 bathrooms are wheelchair accessible and will feature grab bars per ESF requirements, while the 4 bathrooms will be shared by all 16 residents. The bathrooms are placed between each 4 sets of bedrooms for easy access. Bathrooms will be locked and there will be lockable storage containers to keep residents' items.

Heartsaved, LLC will have two porches for residents. Heartsaved, LLC will buy commercial outdoor furniture such as metal picnic table sets, and commercial grade round black outdoor steel patio table sets. Heartsaved, LLC will install a vinyl fence around the building to provide privacy for the residents. Heartsaved, LLC will contract with a landscaping company to create a landscaped space for residents.

Our facility will have an on-site laundry room equipped with washers and dryers. Residents will have assigned laundry times and may assist in washing their laundry with supervision by staff. Each resident's laundry is to be washed separately. Facility linens and other laundry is to be washed with sanitization detergent or solution. Staff are to wear gloves and use appropriate infection control practices when handling laundry. The facility will ensure clean laundry is stored away from contaminations. Laundry will be done on site. Heartsaved, LLC will buy quality washers (6) and dryers (6) for residents to use in the facility. The laundry room will be locked and residents will be scheduled to do laundry on allotted times, while staff will also assist residents with laundry. The laundry will not be co-mingled.

Cleaning supplies will be stored in a janitor closet when not in use and the facility will provide a safe, sanitary, and well-maintained environment for residents. The facility will keep equipment and furnishings clean and in good repair. We will ensure that each resident's quarters remain consistent with the negotiated service agreement. Our facility will maintain one housekeeping supply room in proximity to the laundry room and the kitchen housekeeping supply room will be equipped with a utility sink, storage for wet mops, locked storage for cleaning supplies, and mechanical ventilation to the outside of our facility. The facility will maintain storage space to prevent fire or safety hazards. Water supply will be through our local, municipal service. We will provide hot and cold water under adequate pressure as well as sinks, toilets, bathrooms, and bathing fixtures to be used by residents with hot water between 105 F and 120 F. Additionally, our sinks will have sanitizing cycles providing 155 F or hotter water.

Staffing, Supervision, and Security Arrangements

The managers of Heartsaved, LLC are psychiatric nurse practitioners, psychiatric nurses, and mental health professionals. Mental health professionals will be on site 24 hours a day to provide behavioral support which will include play and therapy sessions with residents, while nurses will also organize activities. Play sessions may include puzzles and board games, while therapy sessions will be provided as well. These activities will be performed on a daily basis during residents' free time, and a play therapist will be onsite for 8 hours a day to engage in and arrange play therapy with residents. Daily individual and group activities are provided.

Heartsaved, LLC staffing will operate on a 1:4 ratio. It will consist of 6 administrative staff, onsite for 8 hours a day, one RN for each 8-hour shift (a total of 3 RNs per day), 2 food services workers for 8 hours a day, one housekeeper for 8 hours a day, 4 mental health technicians per shift, 16 mental health technician per day, and yard maintenance will be contracted with an outside company. The administrative contact information will be posted on the walls for employees to use in the case of emergency, and employees will be required to follow the chain of command in such situations. Heartsaved, LLC will contract with established professionals to provide onsite training for employees to receive CPR, First Aid, and HIV/AIDS training.

Heartsaved, LLC will have an emergency and disaster planning process established, and staff will be trained on how to properly respond to emergency and disaster situations, as well as practice drills which will be initiated every two months. The RACE acronym will be used to remind staff of their duties in care of fire. In the event of fire, flood, or earthquake, residents will be guided to the parking lot in the front of the building, and staff will count the number of residents and staff that are being evacuated to make sure that everyone is safely out of the building. Emergency practice drills will be carried out periodically. In the event of a power outage, we have a permanent generator to use to provide power to our building, and we will have emergency food supplies and water to meet the needs of all of our residents and employees for at least 3 months. We will have first aid kits for emergency situations.

Communication Plan

Heartsaved, LLC can be reached 24 hours a day at 206-422-4889 (Gibriel) or 425-512-9327 (Supervisor). Any change in contact information will be communicated to neighbors via

letter. Heartsaved, LLC facility will have a call bell system in each resident's room and bathroom. Residents will press on the call bell to notify staff of an emergency. Heartsaved LLC is not planning on admitting non-ambulatory residents, so all of the Heartsaved, LLC residents will be independent. There will be 6 cordless phones mounted on the walls to assure that residents have 24-hour access to communications with family, medical providers, and others, and to also allow for emergency contact to and from facility staff. The telephones can be used in the residents' private rooms in order to provide for auditory privacy, and the volume can be turned up on the phones to assist residents with hearing loss. They will have large buttons to assist those with vision impairment. One phone in the nurse's medication room will be for staff to use to notify outside services of an emergency. Staff will be given a walkie talkie to communicate with each other if necessary.

Heartsaved, LLC will have security cameras facing the outside of the building, and the facility will follow DSHS ESF guidelines for security and alarm systems. There won't be cameras inside the building, so as to respect residents' privacy. There will be fire and smoke alarms throughout the entire building. Heartsaved LLC will consult with Comcast or other residential security system services to select proper security systems for an ESF. There will be a sign in/out book for residents to use when they leave the building. Mental health technicians will check in with each patient hourly during operational hours to make sure their needs are being met and their concerns are addressed. Registered nurses will complete ongoing physical assessments and document them in the computer system. The lead nurse will complete verification of staff. There will be an office secretary to follow up on hospital transfer agreements and residents' appointments. Heartsaved, LLC will collaborate with an infection control RN to follow proper guidelines for infection control and safety. The administrative team

at Heartsaved, LLC will oversee reviewing charting, documentation, and nursing services. The administrative team will be composed of nurse practitioners, social workers, and nurses.