



## Youth Care Facility: Residential and Day Programs

The Alia home organization plans to build and operate a Residential Care Facility for developmentally delayed adults. This facility will be available for individuals over the age of 16. This facility will serve the needs of those who are moderately developmentally delayed, who require some habit training. By serving this particular group we can create an excellent living environment, including a social family-like atmosphere and active lifestyles for all of our residents.

Our services include full-time residential care, private rooms, direct-care staff and nursing staff for any necessary medical care, entertainment and recreational opportunities, and educational and job skills training. The facility will be equipped to care for 30 individuals, including 10 private rooms, a cafeteria, living and socializing areas, and entertainment facilities. Our goal is to meet the social, physical, mental, recreational, educational, and vocational needs of all of our residents.

### **EXECUTIVE SUMMARY**

The Alia home organization will provide residential care for the young adults with behavioral and communication difficulties. We are dedicated to helping those with developmental difficulties to live their life to the fullest, while creating a family atmosphere that creates a better tomorrow, an atmosphere that encourages the participation of residents' families in their day-to-day lives. We strive to offer a community that promotes self respect, independence, and improves the quality of life for all our residents.

We intend to offer the highest quality residential care and day program services in the Kingdom of Bahrain. Our facility will accommodate thirty residents. Other amenities include several spacious living areas which provide a variety of atmospheres to meet individual needs. Residents will have available three full meals a day, which will accommodate their personal tastes and **nutritional requirements**. We will have employed a fully-trained staff who will assist the residents in day-to-day living. *In addition, day programs will offer a variety of activities, and habit and work skills training to foster growth of the individual.*

The facility's limited size will provide an opportunity for interaction between Head Teaching staff, ACAT's and residents and will allow for personalized care. We will listen to the needs and desires of our residents to provide superior living conditions. We plan to construct a new facility, which will offer the amenities of a modern home. Our facility is large enough to operate efficiently, but small enough to feel like home. This type of atmosphere is the core objective of the organization. Residents should feel as though they are relaxed and in their living room, and not in an institution.

The Alia home organization will be operated by a five-person management team. The head of the facility will be our Chief Administrative Officer who will work with the management team and staff to operate the facility. A Chief Business Officer will oversee the day-to-day financial and fundraising activities of the organization. The Social Service Coordinator will be responsible for admissions and discharges, and general paperwork. In addition, the Residential Services Coordinator and the Day Program and Volunteer Coordinator will be responsible for their individual sectors.

In order for the organization to be successful it must meet its fundraising goals. We plan to raise BD1.6 million in initial fundraising, with BD750,000 being contributed before the facility construction begins. The remaining BD850,000 will be raised in the first year. The Alia home organization will fund the remaining portion of development costs through a long-term fundraising. Solid financial management will lead to an organization that will serve the community for years to come. The generosity of supporters is the key to the success of the organization.

The Alia home organization will be an asset to the [developmentally delayed](#) community, and the community as a whole. Our goal is to meet the social, physical, mental, recreational, educational, and vocational needs of all of our residents. At The Alia home organization we are committed to fostering compassion and improving tomorrow for those with mental disabilities.

### **Mission**

At The Alia home organization we are committed to fostering compassion and improving tomorrow for those with developmental delays and learning differences. The Alia home organization is dedicated to helping those individuals to live their life to the fullest, while creating a family atmosphere that creates a better tomorrow. We strive to offer a community that promotes self respect, independence, and improves the quality of life for all of our residents.

### **Objectives**

In order for The Alia home organization to attain its vision, the following

objectives need to be achieved:

- a. Secure initial financing by securing commitments from both corporate and individual donors.
- b. Develop and construct a world-class residential facility that meets the needs of **individuals** with behavioral and communication difficulties in the Kingdom of Bahrain.
- c. Maintain full occupancy, thus serving the needs of as many individuals as possible.
- d. Operate at only the highest standards, providing all residents with the ability to lead the best life possible.
- e. Provide individualized programs to meet the residents' needs.

## **PRODUCTS & SERVICES**

### **Residential Services**

The Alia home organization seeks to offer the best living conditions possible for all of our residents. We plan to construct a 15-room facility so that each resident is able to enjoy a space all their own. Each person will have a comfortable room, matching as closely as possible a home environment. The rooms will be comfortably furnished and decorated. The residents will receive three prepared meals per day, and a snack will be offered in the evening. All food will be served family style, again matching as closely as possible a home environment. All meals will be prepared by a trained cooking staff, and therefore will be able to meet the individual nutritional requirements of all of our residents. Also, there will be a trained Dining Aide staff as well as many ACAT's who will assist those individuals with special eating needs.

In addition to the private rooms, there will be numerous areas available for social activities and entertainment. These living spaces will offer residents an opportunity to socialize with one another as well as the facility's ACAT's and staff. These areas will be equipped with furniture and decorations so as to again create an atmosphere of home.

Our staff will be on duty 24 hours a day, and will be able to meet all of the needs of our residents. This facility will surpass international standards-requirements in the number of direct-care staff on duty so that our residents will have the best living conditions possible. A full team of direct-care staff will be on duty 24-hours a day. In addition, a trained nursing staff will be on duty from 7:00 am to 11:00 pm to meet the medical needs of the residents. During the evening hours from 11:00 pm to 7:00 am, the direct-care staff on duty will be trained in emergency medical procedures as well as medication administration. The facility will also make arrangements with a physician and dentist to assume overall responsibility for medical and dental care. Each resident will have at least one physical examination per year by a licensed physician and dentist.

## **Day Program Services**

The Alia home organization will offer a Day Program to provide our residents with opportunities to socialize, exercise, and learn. This program's intent is to improve the lives of our residents and to teach new skills through a variety of activities and programs. In doing this, we hope to give them the skills they need to live as independently as possible. Through these programs we hope to instill a variety of skills including communicating with others, making personal choices, eating independently, personal hygiene, domestic skills, developing hobbies and interests, and developing basic work skills. Each person's program will be individually designed to meet their personal needs and skills.

These skills will be emphasized through a variety of activities designed and coordinated by a trained Day Program staff. In addition, many entertainment and social activities will be incorporated. These include a variety of games and sports, exercise time, gardening activities, arts and crafts, table games, music and singing time, and many others. Another important aspect of the day program will be community service projects. This part of the program will teach our residents the importance of giving back to the community. All Day Program activities will primarily take place on campus, but field trips will be offered on occasion.

Within the facility there will be an area designated specifically for the Day Program. Our facility will house a maximum of 30 residents, and so our Day Program Activity Center will be 500 square meters in area. The Day Program will include a staff of four head teachers who will be responsible for developing individualized programs for each resident, planning activities, and working with volunteers. These volunteers will include family members of the residents. Both the residents' wants and needs will be taken into account in creating programs and planning activities. Overall, it is crucial that the program plan is person-centered, and is developed with active participation from the residents.

## **ORGANIZATION**

### **Facility**

One of the most important aspects of our organization will be our world-class residential care facility building. Our building will have every convenience of home, so our residents are truly comfortable. The building will consist of 10 bedrooms, each of which is approximately 13 square meters & 5 group rooms (4students) 40 square meters. The bedrooms will be fully furnished and contain a bed, pillows, blankets, a bedspread, other proper linens, a bedside stand, a chair, closet space, a dresser, and vanity and sink. The rooms will each have at least one window which will provide views of the outdoors.

In addition to the bedrooms, the facility will have several living room-type areas. These rooms will serve many needs from providing a relaxing place to

watch television and socialize, to a place to play board games with fellow residents and volunteers. One room will be furnished with couches, chairs, and end tables and will supply a place for the residents to watch television. Another room will have couches, tables, chairs, and floor mats to provide a place for social activities and games. The room will be stocked with a variety of board games and cards for the residents' enjoyment. A third smaller area will accommodate those seeking a quiet place. This area will also have couches, chairs, bookshelves, end tables, and lamps. We hope that by providing a variety of living areas, our residents will have ample opportunity to socialize and interact with those in our community as well as have individual time for peace and quiet.

Our facility will utilize communal bathrooms for the residents' use. These bathrooms will be conveniently located so that all residents have easy access. The bathrooms will have all the necessary equipment, including individual showering areas.

The Day Program will take place in our 500 square foot activity center. This center will be very flexible, allowing the space to be used for a variety of activities. The area will have [collapsible tables](#) and chairs, floor mats, and other appropriate equipment. This way, the facility can meet many different needs, from arts and crafts to exercise and dancing.

The kitchen will be approximately 70 square meters, and will be equipped with proper kitchen equipment. These items will include commercial sized refrigerators and freezers, ovens, and dishwashing equipment. There will also be adequate preparation areas with necessary counter space and sinks. The dining area will be approximately 111 square meters and will have adequate number of tables and chairs so as to accommodate our residents. Finally, about 93 square meters will be devoted to offices, a nurses station, and general work space.

## **BUSINESS STRATEGY**

### **Features and Benefits**

At The Alia home organization, we believe that our benefits are quite simple. We want to create a quality home-like environment where our residents can live happily and successfully. We strive to create the best living environment possible, with modern and clean facilities. We believe that each person is important, and should be treated as such. We hope to have the best staff in the industry, whose only focus is the happiness and care of each individual living in our facility. We want to create the best activities, so that our residents can truly enjoy life and make the best out of it. We want our residents to learn, to socialize, and to be happy. At The Alia home organization we know all of these things will be accomplished.

## **OPERATIONS**

## **Location**

### **Organization**

Our management team will consist of individuals with experience in the health care and nursing home industry. These individuals will be charged with maintaining the daily operations of the facility as well as supporting the long-term viability of the organization. The management team will include the following:

#### **Chief Administrative Officer**

- a) This individual will be responsible for the overall operation and management of the facility.
- b) He or she will oversee all activities in the organization, including marketing, services, staffing, and decision making.
- c) He or she will work with the management team and the Board of Directors to promote the well-being of the residents as well as the long-term success of the organization.

#### **Chief Business Officer**

- a) This individual is responsible for the business and finance operations of the facility.
- b) He or she will manage all necessary financial information, and prepare financial forecasts and budgets.
- c) He or she will also coordinate all fundraising efforts for the facility.

#### **Residential Services Coordinator**

- a) This individual will work with the staff in order to maintain excellence in service and quality living conditions for all residents.
- b) He or she will be in charge of operations including scheduling, disciplinary activities, and overall maintenance of the facility and its services.

#### **Day Program and Volunteer Coordinator**

- a) This individual is responsible for the day to day activities and socializing of the residents through the Day Program.
- b) He or she will also coordinate ACAT's at the facility.

#### **Social Service Coordinator**

- a) This individual will be responsible for residents' admissions and intakes. They will also give sales presentations to prospective residents, give tours of the facility, and be responsible for working with families to fill out paperwork for admissions.
- b) He or she will also be responsible for the paperwork and duties associated with discharges.

- c) He or she will be in charge of fulfilling the requirements of the country in terms of paperwork.

#### **Accountant/CPA**

This individual will work with the Chief Business Officer and the Chief Administrative Officer in order to create adequate financial statements.

#### **Attorney**

- a) This individual will be responsible for representing The Alia home organization in any legal proceedings.
- b) He or she will prepare and file any necessary legal documentation.

#### **Board of Directors**

An outside Board of Directors will be assembled, including highly qualified individuals from throughout the community. This board will consist of experts in the health care and nursing care field, as well as donors, family members of residents, and other respected members of the community. Working with the management team, they will aid in making appropriate and effective decisions that will benefit the lives of our residents as well as foster the long-run success of the organization.

#### **Staffing**

In order to achieve a higher level of personalized care, The Alia home organization will exceed these requirements. It will be tailored to meet the needs of what the country classifies as mild to moderately delayed individuals. If the facility were to serve more severely delayed individuals, the staffing levels would have to be increased dramatically to meet requirements. Our organization will consist of a direct care staff, a nursing staff, a day program staff, a dietary staff, an administrative staff, and a facility services staff. In total our staff will include approximately \_\_\_\_\_ full time and \_\_\_\_\_ part time employees. For detailed staffing information including job descriptions, shift schedules, and salary information please see the appendix.

#### **Assistant Caregiver/ Assistant Teachers**

The ACAT's will be an integral component necessary for the success of The Alia home organization . They will be actively recruited from throughout the community, and will include all age levels and abilities. They will be utilized in nearly every aspect of the organization, from daily operations and care to fundraising. ACAT's will work closely with the Day Program and Volunteer Coordinator to help meet the needs of the residents and the facility as a whole. We hope to utilize an adequate number of ACAT's to aid in areas such as general care, activities and entertainment, meal time assistance, and education and training. In addition to helping out, we hope that the ACAT's will develop meaningful relationships with our residents, adding to the quality of their lives.

In addition to assisting with the daily operations, ACAT's will also be needed to aid in all of our fundraising efforts. They will work with the Chief Business Officer and the Day Program and Volunteer Coordinator to organize and work at fundraising activities as discussed in the Fundraising Plan. Their efforts in this area are critical to the financial success of the organization.

## **Job Descriptions**

### **Direct Care Staff (ACAT's)**

- Responsible for the overall care of residents.
- Assist with daily activities and special needs.
- Assist with maintaining health standards and appropriate environmental conditions.

### **Registered Nurse**

- Responsible for the overall health of the residents, and will be the dedicated nurse in charge.
- Responsible for development of drug control procedures, environmental health, safety, and dietary procedures.
- Responsible for drug distribution management.
- Maintains necessary medical and nursing records.
- Necessary medical care will include, but is not limited to injections, inhalation therapy, intravenous fluids, suctioning, ostomy irrigation, lesion dressing, aseptic dressing, catheter irrigation, care for pressure sores and physiotherapy.

### **Licensed Practical Nurse**

- Responsible for the care of the residents.
- Responsible for medication distribution while on duty.
- Works with the dedicated nurse in charge to maintain adequate medical and nursing records.

### **Cooks**

- Responsible for the development of meal plans, taking into consideration residents wants and needs.
- responsible for planning and ordering necessary food and equipment.
- In charge of food preparation for the entire facility.



- Maintains adequate records on resident-specific needs so as to accommodate necessary dietary and nutritional requirements.

#### **Dining Aides**

- Work with the cooks in the preparation and serving of meals.
- Assists residents with special eating needs.
- Work with volunteers to meet the general dining needs of the residents.

#### **Housekeeping Services**

- These services will be outsourced through an outside firm.
- Responsible for cleaning and maintaining the facility, including all common areas, restrooms, the activity center and resident's individual rooms.

#### **Linen Assistant**

- Responsible for laundry services, including resident's clothing, bathroom linens, and bedroom linens.

#### **Plant Maintenance Employee**

- In charge of the overall maintenance of the facility and its property.
- Responsible for necessary indoor repairs and maintenance at the facility.
- Responsible for outdoor maintenance, including lawn mowing and landscaping.

#### **Day Program Staff**

- Work with the Day Program Coordinator to plan and administer day program activities.
- Responsible for the care of the residents throughout the day.
- Work with volunteers in the Activities Center and throughout the facility.

#### **Administrative Assistant**

- Assists the Chief Administrative Officer in day-to-day activities of management and operations of the facility.

#### **Receptionist**

- Responsible for answering phones, greeting guests and other administrative tasks.