

UPDATED STATEMENT OF OPERATIONS

**Worldshine Homes, LLC
21908 Ruby Drive, Boyds, MD**

Our goal is to *provide top-quality services for community and help our residents enjoy the richest quality of life*. Our facility is staffed with highly trained, experienced professional and designed to provide high-quality assisted services.

1. Overview of Services Provided

- Comfortable Private Living Quarters
- 24-hour Nursing Services
- Physical Therapy and Rehabilitation Treatment
- Emergency Call Systems
- Daily Meals and Snacks
- Housekeeping and Laundry Service
- Medical Administration
- Wellness and Fitness Programs
- Social and Recreational Activities
- Transportation Assistance

2. Meal service procedures

- a. At Worldshine Senior Homes, meals are prepared on site in the community center building. The daily meals served include breakfast, snack, lunch, afternoon tea, and dinner professionally based on nutrition needs. These meals will be prepared in-house by an executive chef in a fully-equipped commercial style kitchen. Worldshine also provides dietary monitoring/ counseling and nutrition education.
- b. We will incorporate two service periods for each meal. House A, B, H and G will be served at an earlier period. House C, D, E, and F will be served at a later period. It is estimated 120 meals will be prepared each time. Each house has its own dining room. Seniors will dine in the dining room in their individual cottage unless otherwise arranged. Meals will be served to senior's own room based on their preference. There are also private dining rooms in the community building and seniors can reserve the room with 24 hours' notice and order from our private dining menu. Each house's meals will be prepared and transported to their dining room by a food cart.

3. Healthcare service

- a. Our healthcare team provides the following services: moderate nursing assessments & evaluation, health & vital signs monitoring, health education,

wellness counseling, activities of daily living assistant (ADL levels will be based on the assessment of each resident), incontinence care, personal care assistance, liaison with healthcare providers, coordination of medical appointments and medication management/ administration.

4. *Daily activities*

- a. Our activities team have developed recreational programs that appeal to a wide range of interests and needs and encourages residents to engage, enjoy, express, learn and grow each day to improve physical well-being, and decrease depression.
- b. The Project provides a variety of on-site amenities, including: Karaoke lounge, fitness center, physical therapy, music therapy room, barber shop and beauty salon, dining room, private dining room, multi-use activity room, coffee bar, living room, commercial kitchen, library, computer room, game room, home theatre, classroom, office, medical office, nurse station, lounge room.
- c. The daily activities will include, but are not limited to:
 - i. Dancing and karaoke, mahjong, talent performances, musical entertainment;
 - ii. Language learning and literacy, internet use, lectures and seminars;
 - iii. Arts and crafts, gardening, calligraphy, paintings;
 - iv. Tai Chi, billiards and ping-pong, exercise and fitness classes;
 - v. Volunteer events, community outreach;
 - vi. Shopping, errands, field trips, outings; and
 - vii. Birthday and holiday parties, special occasion celebrations.

5. *Transportation service*

- a. Our transportation team will deploy vans or minivans to take residents on shopping trips, or to medical and dental appointments, and bring the resident home from the hospital, if needed. We also provide the service they need and want like running errands, therapy appointments, work training program, hairdresser, social outings and other local activities.

6. *Building Management*

- a. Our building management team will work with the safety insurance company closely. The job includes building maintenance and inspection and to ensure the safety, security of all the residents and employees occupying the property. The team will notice the insurance company and be responsible for coming up with a plan in case disaster strikes and an emergency occurs.

7. *Housekeeping*

- a. Our housekeeping team will work on changing linens on residents' beds, clean and disinfect bathrooms, washing mirrors and replenishing washroom supplies, floor cleaning, laundry, etc. They will observe potential maintenance issues or resident problems, they report them to management team.

8. *Social Worker*

- a. Social worker team will complete the assessments when new residents arrive in the home. They will also provide counseling for residents about a variety of topics and link residents to any needed resources. They keep abreast of current legislation and educate residents, their families and Staff at the facility about patients' needs and rights.

9. *Management*

- a. The management team oversees daily operations. The management team directs and supervises the work of Staff in providing for the care and needs of the residents. The management team also includes HR and marketing employees.

10. *Staffing*

- a. The facility will employ a maximum of 75 team members, with a maximum of 44 Staff on-site at any given time. Employee schedules generally fall into four categories:
 - i. Healthcare Staff generally work on three, approximately eight hour shifts (with the exception of the overnight shift, which is seven hours and 15 minutes, given the three staff member shifts that will overlap for 15 minutes at shift change to provide continuity of service). Shift changes generally occur at 2:00 PM, 10:15 PM and 5:45 AM. There is a maximum of 13 healthcare Staff working on-site at any given time.
 - ii. Meal service Staff work on two shifts from 6:00 AM - 2:00 PM and 2:15 PM – 10:15 PM, with one staff member working from 6:30 AM – 2:30 PM to provide continuity between shifts. There is a maximum of 10 meal service staff members working on-site at any given time.
 - iii. Housekeeping and maintenance Staff work in two, eight hour shifts from 6:00 AM - 2:00 PM and 2:00 PM - 10:00 PM, with a maximum of 4 team members on-site at any given time.
 - iv. All other employees, such as those employees on the social worker, management, activity, and transportation teams, work a 9:00 AM – 5:00 PM shift with a maximum of 17 employees.