

# Noor Active Living

## 1. What is senior living? How does it differ from assisted or independent living?

- ❖ “Senior living “encompasses a range of options for older adults, including “*independent living*” and “*assisted living*.” Independent living is for older people looking to connect with peers and enjoy an active lifestyle. Assisted living is for people who need help with certain daily tasks, like showering, dressing, and managing medication regimens. Both are available at the Noor Active Living, where the level of care is personalized to meet your needs.
- ❖ Assisted living offers aging adults an opportunity to maintain independence while getting help with Basic and Instrumental Activities of daily Living. *Basic Activities* include: bathing, dressing, eating, help transferring (from bed to chair, and back), using the toilet, and walking. *Instrumental Activities* include: light housework, taking medications, shopping for clothes, using the telephone, and etc. Assisted living offers an independent choice for individuals living on their own, who enjoy the comforts of home but who require assistance with activities of daily living to maintain quality of life. Assisted living is a viable option when 24-hour skilled nursing and rehabilitative care, similar to that of a nursing home environment, is not required. Individuals choosing assisted living are cared for by professional staff recruited and trained to provide empathetic assistance to aging adults. It gives individuals the opportunity to engage with others if they wish and enjoy the comforts of home while also feeling part of a “community”.

## 2. Who lives in assisted living facilities?

- ❖ Residents may range from older adults (60 and above) who need meals prepared and a safe place to live to those who may need help with bathing and medications. Some residents use walkers, canes, or wheelchairs and may have some level of forgetfulness.

## 3. How Assisted Living is regulated?

- ❖ If senior community offers care services, then a Boarding Home license is required by the State of California through the Department of Social Health Services (DSHS) and Department of social Services (DSS).
- ❖ A community’s license is based on the provider’s ability to follow the regulation, laws, and codes on the Federal, State and Local City level, as well as their own written policies and procedures.
- ❖ In addition to California State Administrative Code (CACs) and California State Regulations, communities must also follow HIPPA (Privacy Act), Employment and Safety Laws and Fire and Health codes. In other words, there is a tremendous amount of effort involved in operating an assisted living community.

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- ❖ The Licensor of Assisted Living pays unannounced visits (called inspections) to the community. DSHS/DSS also pays visits to communities whenever there is a specific type of complaint filed by a resident, a resident's representative or friend, a staff member; or when the community visited reports an incident or concern.
- ❖ The senior housing and care industries (i.e., Assisted Living) in California have become highly regulated. Quality resident care is a must, and involving the senior and or their legal representative in decision-making is critical to a facility operating within the regulations set by DSHS/DSS.
- ❖ If a senior or family member is unhappy with a service, or if a concern occurs, it is best for the older adult to ask to speak with the management of the Noor Active Living. Because we all want the very best for our loved ones, we can sometimes become overly emotional and respond negatively when something goes wrong with the care received or when services fall short of expectations. It is important for resident to realize that they are not purchasing one-on-one care, and that assisted living cannot protect an older adult from every injury, harm, or problem that can arise.
- ❖ If the Noor Active Living has concern regarding the rights of a resident, it will contact the Ombudsman in the county where the senior is living. Seniors or anyone in the community can also place a phone call to the Ombudsman's office to file a concern or to share information with these offices. The Ombudsman office has some paid staff, but other representatives are trained volunteers. Their job is to help with lines of communication as they relate to the rights of residents. They are advocates for older adults

#### **4. How does assisted living differ from a nursing home?**

- ❖ Typical assisted living community residents are in their 70s and 80s which start as 60 years of age and above. While they require help with some daily activities such as housekeeping or need reminders to take medications, residents of the Noor active Living are more self-sufficient than individuals in nursing homes. Structured activities are also a feature of the Noor. These can include, for example, group outings, guest lecturers or social and recreational events.

#### **5. Is Noor accredited?**

- ❖ The Noor active living is certified by Department of Social Services and Compliance with the regulation of Title 22 Residential care facility.

#### **6. How will we know when it's time to relocate to an assisted living residence?**

- ❖ The management and staff of Noor recognize that choosing a new home is a personal one and making a lifestyle change can be difficult. Finding the right assisted living community for you that balances independent living with support

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and services, requires some research. The Noor Active Living invites you to attend regularly scheduled information sessions on a variety of topics of relevance to seniors to help you make an educated decision about your life. We are available to answer your questions at any time, and welcome your inquiries. You can fill out the inquiry form and the administration will schedule a tour for you and willing to answer all of your questions.

## **7. What rights do older adults have when choosing a place to live?**

- ❖ The older adult should be fully involved with choosing the facility and making the decision to move in to the facility. The doctor can help determine whether the reluctant older adult is competent to make the decision about a positive move. If an older adult is incompetent, the family must act to protect him/her from harm.

## **8. Where can I find help with packing my home and moving into a senior community?**

- ❖ The idea of packing and moving your home can be overwhelming. Many seniors don't have family nearby to help and may have homes full of wonderful possessions and memories. If you don't have immediate help from friends or family, or just want the additional help of a professional, there are resources for you. Professional Senior Move Managers will help you plan what will fit in your new home based on space and storage options. They will help you get your home in order by determining what you want to keep and facilitate selling or giving away the items you don't need. They can also help you develop organizational strategies to fit your new home so that you feel comfortable and peaceful once you have move. The Noor Active Living rooms are fully furnished and will make a transition easier.

## **9. How do I pay for care?**

- ❖ Residents or their families generally pay the cost of care from their own financial resources. Depending on the nature of an individual's health insurance program or long-term care insurance policy, costs may be reimbursed. A government payment for assisted living residences has been limited. Some state and local governments offer subsidies for rent or services for low-income elders as well as some U.S. Veterans qualify for Aid and Attendance to assist with the costs.

## **10. Is public funding available to help low or moderate income seniors with the cost of assisted living?**

- ❖ All of residents in the Noor active Living pay for housing and services with private funds generated through the sale of the resident's home, personal income and /or family support.

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- ❖ Alternative financial resources may be available from long term care insurance policies which the resident or family are responsible for the regulation.
- ❖ Since the Noor Active Living is non Profit organization, donation will be helping some of the cost.

## 11. How much does it cost to live at Noor?

- ❖ At the Noor, care is tailored to individuals needs and residents pay only for the services they require (in addition to basic rent rates). AT our assisted living Facility, each resident's rate is determined by a thorough assessment performed by administrator. The rate can be adjusted as a resident's needs change.
- ❖ Living at Noor is surprisingly affordable, comparing the actual costs of your current living arrangement and the comprehensively inclusive rent at the Noor should be reviewed in detail with management.
- ❖ Costs vary depending on private or semi private room, services, and level of care provided base on needs and assessment of the residents.

## 12. What is an assessment?

- ❖ The purpose of an assessment is to define the current needs and preferences of an individual.
- ❖ Within an Assisted Living community, an assessment may be performed by a non-licensed individual. It is becoming much more prevalent that the person doing the assessment has been given specific training in completing an assessment or is a licensed individual.
- ❖ At the Noor Active Living the administrator performing the assessment is highly trained and experienced.
- ❖ The assessment documents more than just a snapshot of the person. The document collects historical information about the health care and personal care needs of an individual. It is also helpful in defining and documenting psycho-social behaviors and preferences, perhaps even services preferences.
- ❖ The assessment may or may not include projected needs for care. Anticipated needs are typically accumulated and written in a plan of care rather than in an assessment. Over the years, most providers have shared their assessment tools with each other, so most all assessments contain the very same components. The skill of the person obtaining the information from in-person interviews, review of medical records and discussions with family members and possibly friends will all affect the quality of the assessment.

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### **13. Do new residents need to pay a security deposit when moving into the Noor Active Living?**

- ❖ In our Facility, no security deposit is required. The only up-front fee is a new resident services fee.

### **14. Can residents leave if they chose not to continue their residence?**

- ❖ Residents can leave any time within 30 days of giving written notice to the management.

### **15. Can Noor Active living refuse to continue the service for the residents?**

- ❖ By the state law and regulation of title 22, Noor can give the 30 days written notice to a resident with cause, however Noor will continue to provide high quality care for the resident's remaining time,

### **16. Is assisted living deductible?**

- ❖ Tax deductions can be a useful way to balance the cost of senior living. You may be eligible for certain deductions on your federal tax return, depending on the type of services and the level of care you require. Speak with your financial advisor.

### **17. Are the rooms at the Noor Active Living rented or purchased?**

- ❖ The rooms at Noor are rental. This avoids the burden of substantial up-front investments and the uncertainties of purchasing real state.

### **What kind of environment can I expect at the Noor Active Living?**

- ❖ Each assisted living community has its own character resulting from design and location choices. Housing options also vary. The Noor share a common goal of providing maximum independence in a safe, residential setting with individualized care and assistance. Residents can expect many opportunities for social interaction with family and life-long friends as well as new neighbors. Assisted living residences may be part of a retirement community, nursing home or elderly housing facility.

### **18. What security measures are taken to ensure the safety of the Noor Active Living residents?**

- ❖ The well being of our residents is the very highest single priority of the entire team at the Noor.
- ❖ The Noor Facility team members will keep a watchful eye on each resident's patterns and alert each other, the family and/or the appropriate medical professionals if something that is seen warrants concern. At the same time, it

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must be emphasized that the independence and privacy of each resident is also a very high priority, and that the Noor is the resident's home. Hence, while we take our oversight seriously, our team cannot invade or intrude where the resident does not extend an invitation.

### **19. Is there an emergency call system? Is a Noor staff member always available to assist me?**

- ❖ Yes. Personal assistance is available around the clock, 24 hours a day 7 days a week.
- ❖ All Noor apartments are equipped with emergency call systems.

### **20. What services are available?**

- ❖ Services vary, but the following services are most available:
  - a. Private and semi private rooms, with or without private bathrooms, an emergency call system.
  - b. Three wholesome meals a day and healthy snacks
  - c. Housekeeping and assistance with laundry
  - d. Assistance available for any activity of daily living
  - e. Reminders to take medication, or staff assistance with medication management
  - f. Transportation to locations such as, the mall, doctor's office, or special treatments.
  - g. Social activities geared at keeping the residents as active as they can be
  - h. Beauty shop services
  - i. Reminders to use bathroom at pre-set times.

### **21. What type of health care can I expect at the Noor Active Living?**

- ❖ In the Noor, care managers are available 24 hours a day to respond to residents needs. Employees are highly trained to understand the challenges that occur with age, and to report changes in a resident's overall health and condition.
- ❖ Some of the staff training covers areas such as: medication, HIPPA/Privacy Act, Aging Psychology, Elderly Abuse, OSHA and much more.
- ❖ All of the staff have gone through back ground check, and have been cleared.

### **22. Can Noor Active Living use volunteers?**

- ❖ Yes, but it is not a substitute for highly trained staff. Using volunteers has to comply with state regulation. For example they all have to pass back ground check.

### **23. Will I have access to medical care?**

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- ❖ At the Noor Active Living employs are trained for medication assistance and communication with family and physicians. In addition, medical centers and hospitals are easily accessible from our Facility.

### **24. Do residents manage their own medications?**

- ❖ Residents can manage their own medications or the staff can play active role in reminding and assuring that the residents adhere to their medication treatments or dispensing their medication.

### **25. Can I bring my own furnishings to my apartment?**

- ❖ Absolutely. This is your home and you should have all the comforts and furnishings you enjoy. The Noor residents enjoy decorating their won apartments and to add their own personality to their homes.

### **26. Is there transportation available to take me to appointments and shopping?**

- ❖ Yes, Noor offers scheduled transportation for its residents, and staffs are eager to accommodate resident's needs wherever and whenever possible.

### **27. Is there access to transportation and is it wheelchair accessible?**

- ❖ Yes. The Noor provides transportation and wheelchair accessibility.

### **28. Can I bring my car to the Noor Active living Facility?**

Yes, there is ample parking for resident and guest automobiles

### **29. Can I bring my pet to Noor?**

- ❖ No pet allow

### **30. Do Noor communities allow smoking?**

- ❖ We are sensitive to the health needs of all of our residents, so the Noor Active Living is non-smoking environments. Outside of the facility offer dedicated areas for residents and their guests to smoke.

### **31. Is there ample privacy in Noor's accommodations?**

- ❖ Noor has a variety of floor plans that offer private accommodations and private bathrooms.

### **32. What is the food like at Noor?**

- ❖ At the Noor active Living, dining is an art. Through our signature Art of Noor Dining program, you'll enjoy Iranian meals every day prepared by experienced cook and served by our dependable staff. Our cook offer a selection of fresh,

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high-quality foods personalized to fit your needs. We design menus that reflect traditional and local tastes, and change our selections with the seasons. Special dietary needs are easily accommodated.

### **33. Will the residents be served meals in their rooms?**

- ❖ Residents will enjoy the imaginative and nutritious meals prepared in our state of the art kitchen, and served by the staff in the main dining room. Requests for private dining with small groups can also be accommodated. When it is necessary due to some temporary illnesses or requested by the physician, as long as it complies with the time allocated by state regulation meal can be served in the resident room.

### **34. What options are there for activities?**

- ❖ When older people come to the Noor Active Living, they step into a vibrant community of peers. Our activities program, Engage Life, is based on an extensive review of resident's hobbies and interests. Every activity is designed to touch on at least one of eight specific components to keep your mind, body and soul active. Your Engage activity Director will spend time getting to know you and exploring your interests. We're certain you'll find something that's right for you among book discussions, gardening, exercise classes, arts and crafts, bingo, card games and much more.

### **35. Where can I turn for more information on assisted living?**

- ❖ The site for the regulation is [www.dss. Cahnet.gov/info](http://www.dss.Cahnet.gov/info) which shows the title 22 regulation for residential care facility for elderly.