

NORMANDY LIVING, LLC
1904 Marseille Drive / 7100 Rue Granville / 1915 Normandy Drive

OPERATIONAL PLAN

Executive Summary

NORMANDY LIVING, LLC offers a residential facility licensed by the State of Florida. Normandy Living will focus on providing restorative stabilization in a social setting environment. Our philosophy is that of a compassionate and professional source of healing, hope, and transformation for anyone in need of care. Our staff of certified professionals will deliver the highest standard of care. We believe in providing our individuals with compassion, dignity, and respect. Our holistic approach uses evidence-based practices for the body, mind and spirit to meet individual outcomes.

Resident Programming

Operational Hours

The facility will operate 24 hours per day, 7 days per week, and 365 days per year.

Admittance

Individuals qualified are adults aged 18 and over, both male and female, who have been assessed by health care. **Individuals who are medically compromised and/or have been diagnosed with significant mental or health issues will be referred to Mount Sinai Hospital.** Normandy Living does not discriminate based on sex, race, color, religion, creed, or sexual orientation.

Programming Activities

Those admitted will receive an orientation and introduction to educational and self-help programs. Individuals will be required to participate in daily holistic programs that include physical wellness, educational programs, and mentoring on their next steps to ensure positive stays.

At intake each resident will meet with Staff and Resident Director to assess Individual Resident Protocols ("IDP") received from their Medical Director, whose commercial office is not located at the facility. Medical director will comply with Department of Children and Families residential detoxification standards. The IDP and residential detoxification services will include support for daily living and hygiene, checking of vitals, monitoring medications, progress assessments, health consciousness, mental health and positive mind set awareness. Staff and Resident Director will monitor resident IDP progress. Check-ups for progress monitoring will be supported for outcome reports.

NORMANDY LIVING, LLC
1904 Marseille Drive / 7100 Rue Granville / 1915 Normandy Drive

OPERATIONAL PLAN

Close attention will be paid to compliance with substance abuse treatment, medical care, psychiatric care, mental health treatment. Level of service will be consistent with RM-1 Zoning District. **Hospitals services will not be offered on-site.** Medical and commercial offices will not be on site.

In addition to personal development, residents will also participate in a variety of recreational and social activities. These services include but are not limited to exercise programs, yoga, meditation, reiki, arts and crafts programs, music appreciation, etc. Individuals will have access to television, internet, email, and phone usage. The social program will take place in the common use rooms designed into the facility.

The Residential Director and staff will monitor daily activity schedule. When leaving Normandy Living, individuals will be referred to future substance abuse treatment, rehabilitation, medical services, mental health services, and counseling services if needed as offered by commercial offices not located at the facility. **This will be a secured facility. Residents are not allowed to go out of the facility. If a resident wants to terminate services the facility will provide transportation to his/her destination outside of the neighborhood and RM-1 Zoning District.**

Housing

Each bedroom is designed to house no more than two residents, with a private bathroom in each bedroom. Normandy Living will foster peer support for community-based interaction. Each resident will have his/her own single-sized bed, desk, chair, lamp, dresser, mirror, and a secure area to lock personal belongings.

Dining & Nutrition

Most residents have not only neglected their physical, spiritual, and mental health, but also their nutritional health. A nutritious meal plan will include three healthy, well balanced meals each day. These meals will be delivered to the property by an off-site food service vendor. In addition, fresh, healthy snacks and beverages will be available 24 hours a day.

NORMANDY LIVING, LLC
1904 Marseille Drive / 7100 Rue Granville / 1915 Normandy Drive

OPERATIONAL PLAN

Dining Hours

Daily meals will be served as follows:

Breakfast	8:00 AM – 8:30 AM
Lunch	12:00PM – 1:00 PM
Dinner	5:00 PM – 6:00 PM
Snacks and Beverages	Available 24/7

Typical Schedule of Daily Activities

6:00 to 8:00 am	wake-up, personal hygiene, administration, clean room
8:00 to 8:30 am	breakfast
8:30 to 9:00 am	morning meetings
9:15 to 10:30 am	group activity
10:45 to 11:45 am	men's workshops / women's recreation
12:00 to 1:00 pm	lunch
1:15 to 2:15 pm	educational programming
2:30 to 3:30 pm	educational programming
3:45 to 4:45 pm	men's recreation / women's workshops
5:00 to 6:00 pm	dinner
6:15 to 7:15 pm	evening workshop
7:30 to 8:45 pm	group activities / exercise options
9:00 to 11:00 pm	individual and group evening residential activities
11:00 pm	lights out

Facility Operations

Staffing

Professional staff will be available Monday through Saturday. Support staff will be present 24/7.

Every employee will have the prerequisite qualifications and credentials as required by the scope of their service. Security Guards will hold a Florida Security license. All staff will be trained as required by regulations, including in the following areas:

- Universal Precautions
- Exposure Control

NORMANDY LIVING, LLC
1904 Marseille Drive / 7100 Rue Granville / 1915 Normandy Drive

OPERATIONAL PLAN

- HIV
- CPR
- First Aid
- De-escalation techniques

Staffing Levels

Professional Staff: Approximately 15 full-time staff, with additional part-time and after hours support staff as needed.

Security Guards: Security is staffed 24 hours a day, 7 days a week, 365 days a year. There will be a minimum of 2 security staff at night time and 3 during the day time to assist with admissions.

Housekeeping staff: 2 per shift

The employees will work in shifts as follows:

Facility Staff: 6:00 AM – 4:00 PM
 4:00 PM – 12:00 AM
 7:00 PM – 7:00 AM

Professional Staff 8:00 AM – 5:00 PM
 1:00 PM – 10:00 PM

Security Guards 6:00 AM – 4:00 PM
 4:00 PM – 12:00 AM
 7:00 PM – 7:00 AM

Housekeeping, Maintenance, Deliveries and Collections

All linens, towels, and laundry will be maintained by the facility. Rooms and building will be cleaned daily.

Deliveries and significant maintenance will be done during normal business hours.

Garbage pickup will occur daily as needed. Recycling of all paper and plastic goods will be mandatory.

NORMANDY LIVING, LLC
1904 Marseille Drive / 7100 Rue Granville / 1915 Normandy Drive

OPERATIONAL PLAN

Transportation / Offsite Programs & Services

Transportation to off-site services will be provided by the program as necessary.

Onsite Parking

The parking plan will be as designed on the proposed site plan. Residents will not be permitted to bring their vehicles. The onsite parking facility will only be utilized by employees and guests of residents.

Safety and Security

Access will be through the main lobby to the receptionist. All guests will be required to sign in and show identification.

No Loitering Policy – once admitted, residents will not be permitted to loiter outside the property.

Card Reader System – electronic card readers will be located at all access points and access cards will be necessary in order to gain entry into and out of the facility.

Security cameras – security monitoring cameras will be installed throughout the property including in the hallways.

A fire alarm system will be installed throughout the property and all fire safety requirements will comply with state and local law.

Security guards are present 24 hours a day, 7 days a week, with a minimum of 2 security staff at nighttime and 3 guards present during the day. Security guard responsibilities include securing and monitoring the property, assisting with resident admissions, performing routine patrols of the property, monitoring the parking area, and responding to specific requests for assistance.

Regulatory Compliance

Normandy Living, LLC and its staff will attain all required State and City licensing necessary to provide its services and will comply with all governmental occupational regulations and codes.