

# Agape Haven Estates by Majestic Residences

Family / Resident Magazine

## Leaders

Named a Senior Care  
Provider To Watch by  
[SeniorHousingNews.com](http://SeniorHousingNews.com)

## Our Values

Honest Care  
Observant Care  
Memorable Care  
Empathetic Care

## Our Technology

Innovative, Cutting-Edge  
Technology For Better  
Care



**Agape Haven Estates**  
by Majestic Residences





LUXURIOUS RESIDENTIAL CARE

ASSISTED LIVING  
& MEMORY CARE  
EXCELLENCE

AFFORDABLE  
LUXURY



### AGAPE HAVEN ESTATES BY MAJESTIC RESIDENCES

From the moment you walk into Agape Haven Estates by Majestic Residences, you'll notice something different. **We're not a large institutional assisted living facility** like the others you may have visited. As a matter of fact, we're the exact opposite. We're small, and we're proud of it.

**Being smaller allows us to spend more quality care with our residents,** doing what we do best, providing excellent care.

**We're a small community with a big heart.** Give us a call today to schedule a visit. You'll be glad you did.

Recognized as a Senior Living Provider to  
Watch by SeniorHousingNews.com

Agape Haven Estates is proud to partner with  
Majestic Residences Franchise Systems.



**909.414.0909**  
[www.MajesticResidences.com](http://www.MajesticResidences.com)

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# Agape Haven Estates by Majestic Residences

No one can be fully prepared for tough decisions, especially when a family member is involved. However, like most transitions in life, adjusting to change depends on having the right information and trusting your instincts.

**The same can be said for finding the right care setting for your loved one.**

Majestic Residences are residential assisted living homes located in neighborhoods just like yours.

We are **smaller, intimate, state-licensed, less chaotic, inviting, and a lot safer** than the **typical large facility**.

Operating in a smaller home setting gives us more time for the **personalized attention and care** your loved one **needs and deserves**, making her new transition much easier.



**At Agape Haven Estates by Majestic Residences, possibilities aren't just endless, they're also ageless.**





# WELCOME

## H.O.M.E. VALUES

Most people talk about “personal values” but don’t often stop to think what they mean and why they matter. Values are the things, concepts and ideas which we consider good, important, and valuable in making our lives more meaningful.

One's values are influenced by the people and communities they're connected to.

**At Majestic Residences, we believe values determine how you care for others. That's why everyone at Majestic Residences commits to our Welcome H.O.M.E. Values system.**

We believe everyone, from our residents to their family members, deserve value-driven care.





# MAJESTIC MOMENTS

At Majestic Residences, we believe every minute on earth should be memorable. That includes every moment within our homes.

That's why we showcase professional musicians, artists, and other instructors to provide life-enriching moments to fulfill our residents' physical, emotional, and spiritual needs.

Our Majestic Activity programs are designed to encourage connections from the past and explore new experiences.

Memories are ignited from the 1930s to the 1950s with our old-fashioned sing-a-longs, performed by our professional four-piece vocal group, "The Majestic Melodies".

We strive to create environments where new passions can grow, like senior chair yoga or guided imagery with one of our virtual reality programs.



## AROMATHERAPY

# IT ALL MAKES "SCENTS"

Used exclusively by Majestic Residences' assisted living homes.

**Aromatherapy** can be defined as the art and science of utilizing naturally extracted aromatic essences from plant oil to balance, harmonize and promote the health of body, mind and spirit.

The use of plant oils can be traced back over 6000 years. The Chinese, Egyptians, Greeks and Romans all recognized the therapeutic properties of essential oils and plant extracts.

Aromatherapy seeks to explore the physiological, psychological and spiritual realm of the individual's response to aromatic extracts as well as to observe and enhance the individual's innate healing process.

Majestic Residences' goal is to create a positive and relaxing environment for every resident and their families, which is why we invested heavily into the art of aromatherapy.

We hired professional chemists to help us meet that goal by creating a one-of-a-kind scent which we proudly call "**Welcome H.O.M.E.**"

The Welcome H.O.M.E. scent consists of a;

- top layer of **citrus** which **enhances the feelings of relation.**
- a middle layer of **floral** which **increases feelings of comfort,** and;
- subtle layer of scents of **musk, woody, and amber** to **enhance feelings of security.**







REVOLUTIONARY TECHNOLOGY TO  
DETECT INCONTINENCE

# MAJESTIC INCONTINENCE PROGRAM

A major concern in the long term care industry is how incontinence is managed. If not properly monitored and addressed, incontinence can lead to other serious issues.

Symptoms such as skin breakdown can lead to further infections which can lead to not just severe discomfort, but potentially dangerous situations particularly for diabetic seniors.

Majestic Residences cares for our residents better with one-of-a kind incontinence detection technology.

We partnered with DriQ healthcare to offer our residents an innovation in incontinent care. Our system uses RFID radio wave technology to detect and alert our Resident Ambassadors the moment your loved one's brief is wet or soiled.

The RFID chip never touches your loved one's skin and is working 24/7 to maintain your loved one's dignity and health.







# MEDICAL SERVICES IN RESIDENTIAL CARE

What happens when a resident in a Majestic Residences home needs medical care after a hospital or skilled nursing home stay?

Our residents receive medical care by Medicare Certified Home Health Agencies. Home Health Agencies covers a wide range of health care services both acute and chronic conditions, including but not limited to the following:

- Alzheimer's Disease
- Chronic kidney disease
- Chronic obstructive pulmonary disease (COPD)
- Diabetes
- Heart disease
- Recovery from illness or surgery
- Chronic conditions or injuries
- Pain management

Other professional services are offered from Registered Nurses, Social Workers, Physical Therapists, Occupational Therapists & Speech Therapists.





MOBILE PHYSICIAN SERVICES

# THERE'S A DOCTOR IN THE HOUSE

Remember when we used to be tethered to phones with those annoying cords, forced to change TV channels manually and had to leave your house to see the doctor?

Okay, we still need to do the latter from time to time, but times are changing, thanks to the way that the medical industry constantly evolves to meet patient needs.

Majestic Residences partner with local physicians who visit residents in our homes. No more stress of having to go to a physician's office for check-ups or medical follow-ups.

Our mobile physicians contract with Medicare and most insurance companies, making it more convenient for your loved one to get the medical attention they deserve.

Of course, you always have the option to use your own doctor if you choose to do so.





## MOBILE PHYSICIAN SERVICES

# ELECTRONIC HEALTH RECORDS

Majestic Residences is once again leading the way in the residential assisted living home industry with the implementation of Electronic Health Records (EHR) in all of their homes.

It's estimated that only 4% of all residential assisted living homes have a full Electronic Medical Record system.

Every Majestic Residence home has a full suite of Electronic Medical Records for our residents.

Electronic Health Records are the first step to transforming coordinated health care. The benefits of electronic health records include:

- Better health care by consistently monitoring all aspects of patient care, including safety, effectiveness, patient-centeredness, communication, education, timeliness, efficiency, and equity.
- Overall improved efficiencies
- Enhanced communication with the resident's various outside medical professionals.



# THE SEAL OF THE JOINT COMMISSION OF ACCREDITED HEALTHCARE ORGANIZATIONS



Residential Assisted Living Homes and larger Assisted Living and Memory Care Communities across the nation have not set standardization of care from state to state. Over time this has created a fragmented industry with inconsistent care across homes and communities.

Majestic Residences recognized this as a real problem in the industry and could lead to substandard and inconsistent care for seniors.

To combat this issue, Majestic Residences has partnered with The Joint Commission of Accredited Healthcare Organizations (JACHO).

Today, there are more than 50,000 combined Residential Assisted Living Homes and Assisted Living Communities in the United States serving more than 1,000,000 residents. With the growth in recent years, The industry has been increasingly shifting into a more healthcare-focused setting by offering services for medication management, memory care, ambulation and post-hospital, and rehab recovery support services.

This shift has highlighted the need for national, consensus-based standards and accreditation.

The Joint Commission's Assisted Living accreditation standards were developed with consideration of scientific evidence and best practices, as well as state regulations and Life Safety Codes. Experts in the field of geriatrics, dementia care, rehabilitation, infection control, and senior housing were actively engaged in a collaborative effort to design standards that align with quality care delivery and safe practices.

The standards address the environment, staffing, emergency management, dementia care, medication management, provision of care and services, process improvement, and more. In addition to an extensive internal review of the standards by subject matter experts, feedback and expert guidance were received from learning visits, a Technical Advisory Panel (TAP), Standards Review Panel/TAP field review, public field review, and pilot testing.

**Majestic Residences are one of only a small handful in the industry to committed to be part of JACHO's accreditation process. Less than half of 1% of all homes have made this commitment to increased level of higher care.**





THE JOINT COMMISSION

# NATIONAL QUALITY APPROVAL



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To combat this issue, Majestic Residences has partnered with The Joint Commission of Accredited Healthcare Organizations (JACHO).

JACHO accredits hospitals, nursing homes, home health agencies and hospice companies.

Less than half of 1% of all residential assisted living homes have made the commitment to JACHO accreditation. Majestic Residences have made that commitment for our residents and their families.



# MAJESTIC GARDENS

Nutritious food is very important for older adults and Majestic Residences found a way to combine it in a fun and interactive way.

Meet the Majestic Garden. These indoor chemical-free gardens grow year-round in our homes supplying fresh "kitchen-farm" to table produce for our residents.

It all starts when our residents choose what type of fresh produce they want to grow.

They can choose from Muir Summer Lettuce, Garlic Chives, Astro Arugula, Classic Butter Lettuce, and more.

The day our seedlings arrive is always a fun day for our residents as they help us plant them in our indoor garden.

Once the seeds are planted, residents watch their garden grow to produce a delicious, healthy treat to share with others.





# VIRTUAL REALITY

**BECAUSE WHY SHOULD ALL THE YOUNG WHIPPER SNAPPERS HAVE ALL THE FUN?**

When we're younger, we set lofty goals. Maybe one of them was traveling to Europe or going on a lion safari in Africa. Then life happens, and those dreams are often set aside to build a career and raise a family. Living with **Ageless Possibilities** means getting a chance to finally check off some of that bucket list.

With Majestic Residences' Virtual Reality technology, a trip to Europe is possible again. Walking with lions is no longer a long-lost dream and becomes a reality for our residents. These experiences are available to our residents on a daily basis. Imagine the feeling of strolling through a forest for the first time many years after your body made it impossible.

Our Virtual Reality technology is performed in a safe and tranquil environment free from obstacles and suited to brighten your loved one's day.







KEEPING THE LOVE OF PETS ALIVE

# ROBOTIC PETS



Many of our residents enjoyed the love, affection and companionship a dog or cat offers. We believe that shouldn't change just because they can't physically care for them any longer.

Residents with Dementia or Alzheimer's should be able to create memorable moments without the fear of a pet harming them or them harming a pet.



To create those loving memories again, we use the latest technology in robotic pets to create a safe environment for our resident's enjoyment.

Our robotic cats and dogs are extremely realistic both in feel, sound and behavior. Our cats purr when pet and our dogs beg for attention with encouraging little barks.

Tails wag with every interaction our residents have with them. They're so realistic, at first glance, you'll probably almost believe they're real.





# The Butterfly Experience

MAJESTIC RESIDENCES  
**Memorable**  
VALUES SYSTEM

MAJESTIC RESIDENCES  
**Empathetic**  
VALUES SYSTEM

Majestic Residences is proud to share "The Butterfly Experience." The experience begins and repeats every month as our residents anxiously wait for the arrival of a special delivery which contains their newest housemates in the form of tiny caterpillars.

Over the next few weeks, our residents care for and track the growth of these little creatures until they enclose themselves into their cocoons. Then, the anticipation begins.

The caterpillars emerge from their cocoons as butterflies; it's a day full of excitement around the house. Residents enjoy watching their newly born butterflies' colorful wings as various colors quietly dance around the flowers in their enclosure.

A few days later, residents gather to hold a "release party" to watch them fly out of their hands and off into the horizon, only to repeat the process the following week as another package arrives to start the circle of life again.



# TRANSITIONING TO THEIR NEW HOME.

## How to adjust to the new move.

Adjusting to a residential assisted living home is definitely a change from living alone or with a spouse. The adjustment can take a little time for some. However, like many of life's transitions—getting married, having a child or starting a new job—a new and fulfilling way of life usually replaces the initial period of stress or confusion. Majestic Residences' Resident Ambassadors are specifically trained to help new residents make the adjustments needed to make their transition to their new home sooner and less stressful.



Feelings of lost independence can be more pronounced due to downsizing from a home of thirty years or more. However, once new routines replace old ones, our residents begin to adjust and welcome their recently adopted way of life. Majestic Residences' Resident Ambassadors make concerted efforts to welcome new arrivals and encourage their involvement in activities, including meeting other residents in the home.

One of the advantages of a smaller home is that new residents aren't overwhelmed by having to remember a prominent place where they may be afraid they'd get lost. Instead, our Resident Ambassadors will take the lead in helping your loved one adjust at their pace.

### Here Are Some Tips To Help Your Loved One Make An Easier Transition To Our Home:

- **Acknowledge their sense of loss** – Realize that they may grieve and assure them that it's acceptable. You may need to balance a sympathetic ear with a focus on the upside of moving and why it was needed. You might have to help with transportation of some of their friends to visit her.
- **Lend a hand** – Involve them with packing and determining what is kept and what is discarded or given away. Get their advice on what things they want to bring to personalize to decorate their new room.
- **Encourage them** – Even the most outgoing seniors may need persuasion to meet other residents and staff in the care home. Complete your Majestic Residences Activity Assessment as soon as possible so our staff can familiarize themselves with what she likes.
- **Give them space** – Once they settle in, allow them time to explore their new surroundings and make acquaintances. Be available but don't be smothering or overly concerned if she is voicing difficulty with the change.
- **Keep in touch** – Phone or visit regularly and, if possible, attend activities with her. Show her that your relationship with her hasn't changed even though her surroundings have.

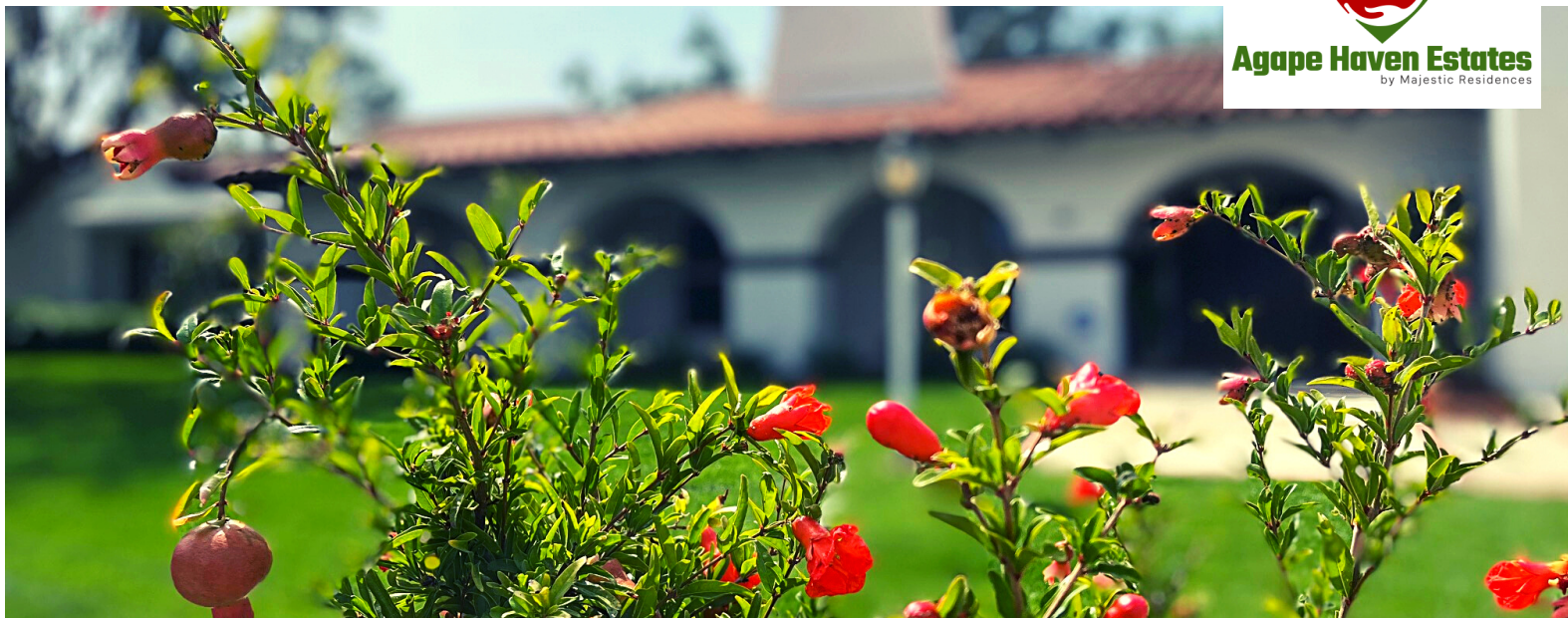
**As always, we are here to help make your loved one feel at H.O.M.E.  
by providing Honest, Observant, Memorable, and Empathic care.**







**Agape Haven Estates**  
by Majestic Residences



## Agape Haven Estates by Majestic Residences

Agape Haven Estates provides individualized care for seniors with or without memory care needs. We provide a luxurious environment full of love and engaging, memorable experiences to help our residents make the most of their days. Our knowledge of dementia, aging, and care provides a unique and personal experience in an intimate setting that is just like home.

"Welcome H.O.M.E. to  
Ageless Possibilities."

**909.414.0909**

[www.MajesticResidences.com](http://www.MajesticResidences.com)



Website



Video Tour

### Services included with all inclusive pricing:

- Round-the-clock care provided by trained staff
- Person-centered care philosophy
- Personalized care plans and goal tracking
- Daily enriching group activities
- Cutting-edge incontinence program
- Home-made meals
- Medical services provided by certified Medicare agencies
- No charge for peace of mind

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# VETERAN'S AID & ATTENDANCE PROGRAM

The Veterans Benefits Administration, a branch of the VA, offers tax-free, monthly monetary payments to certain wartime veterans and their surviving spouses who are in financial need to help pay for assisted living.

Aid and Attendance is an additional monetary amount that can be added to the VA's Pension. The enhanced Aid and Attendance amount is available for those who need the "aid and attendance" of another person for their routine daily living activities on a permanent basis.

## Wartime Dates Of Eligibility:

Congress defines the wartime dates that the VA uses to decide which veterans qualify for benefits like Aid and Attendance:

- World War II: December 7, 1941 — December 31, 1946
- Korean Conflict: June 27, 1950 — January 31, 1955
- Vietnam Era: February 28, 1961 — May 7, 1975, for Veterans who served in the Republic of Vietnam during that period; otherwise August 5, 1964 — May 7, 1975
- Gulf War: August 2, 1990, through a future date to be set by Presidential proclamation or law (for VA benefits purposes, this time of war is still in effect)

## Basic Veterans Pension Requirements:

- In addition to the active duty and wartime service requirements, eligible veterans must also meet at least one of these criteria to qualify for the basic pension:
- Be 65 or older with no or limited income
- Have a permanent and total disability
- Receive Supplemental Security Income
- Receive Social Security Disability Insurance
- Reside in a residential assisted living home

**Benefit Table**

Status	Monthly Benefit
Surviving Spouse	\$1,318 Monthly / \$15,816 Annually
Single Veteran	\$2,050 Monthly / \$24,610 Annually
Married Veteran	\$2,431 Monthly / \$29,175 Annually
Two Vets Married	\$3,261 Monthly / \$39,036 Annually
Tax Free	

**For More Information  
Regarding Activating  
This Benefit,  
Call (877) 286-0402**