

2013

RESIDENT HANDBOOK



“Rogue Valley Manor is committed to enriching the lives of its Residents in a Continuing Care Environment”

TABLE OF CONTENTS

I. ROGUE VALLEY MANOR.....	1
II. ROGUE VALLEY MANOR FOUNDATION	5
III. FIRE, LIFE-SAFETY AND SECURITY.....	11
IV. DINING SERVICES	19
V. FACILITY SERVICES	29
VI. HEALTH AND MEDICAL SERVICES	35
VII. LANDSCAPE AND GROUNDS	51
VIII. RESIDENT SERVICES	57
IX. PASTORAL SERVICES.....	61
X. RECREATION AND LEISURE SERVICES.....	63
XI. TRANSPORTATION	65
XII. COMMUNITY LIVING	67
XIII. CAMPUS COMMON AREAS.....	79
XIV. OTHER SERVICES	87
XV. PACIFIC RETIREMENT SERVICES, INC.	95
XVI. ROGUE VALLEY MANOR RESIDENTS' COUNCIL & BYLAWS.....	98
XVII. INDEX.....	109

Table of Contents

Revision date: Fall 2013

I. ROGUE VALLEY MANOR

INTRODUCTION

The Resident Handbook has been prepared to provide you with information on policies, procedures, services, and programs that are available to all Rogue Valley Manor residents.

We hope the information covered in this handbook will be of assistance to you. At the back of the handbook you will find a keyword index to help you find certain subject areas. Every effort has been made to make this handbook comprehensive. If you have a question and cannot find the answer in this handbook, please do not hesitate to contact a member of the administrative staff.

Your *Residence and Care Agreement* (Residency Agreement) sets forth the obligations of Rogue Valley Manor to you. That agreement requires you to abide by all of the policies, rules, and regulations of the Manor, including those set forth in this handbook, all of which are subject to change. If anything in this handbook should appear in any way to conflict with your contract, your contract prevails. The Manor provides many facilities, programs, and services to you for which it has no contractual obligation. Although there are presently no plans to discontinue any of these facilities, programs, or services, the Manor reserves the right to discontinue any of these with forty-five (45) days written notice.

Living in a retirement community is a significant adjustment for most people. Obviously, it takes cooperation and flexibility on the part of all residents. We hope you will take time to read the following information, and keep it available as a reference to answer questions you may have regarding Manor services, policies, and procedures.

OVERVIEW

Rogue Valley Manor is a non-profit corporation that was conceived and designed to help retired seniors fulfill the good life they have earned. The Manor was sponsored by a non-contributing affiliation with the Episcopal, United Methodist, and Presbyterian Churches. The Manor was designed by a leading architect and first opened its doors in January, 1961. Every detail was carefully planned through the original ten-story building to provide the greatest comfort, convenience, and safety for our residents.

In 1985, we began an expansion program with the construction of contemporary cottages in Rogue Valley Manor Village. Then, in 1993, the Manor expanded further, building Fairway Cottages around Quail Point Golf Course. The six-story, 75-apartment Skyline Plaza opened in December of 1998, and additional cottages continued to be built on campus through 2005 including the Lake Village Cottages. In September of 2009, the four-story, Manor Terrace opened, providing Independent and Residential Living style apartments, Private Health Care Suites and a state of the art Wellness Center. The Roxy Ann Grille is also featured at the Manor Terrace as a restaurant style dining venue for the entire campus. The Manor, through its related corporations, helps meet the needs of seniors outside the Manor by sponsoring housing and community service programs.

The Manor is governed by a Board of Directors made up of community leaders from the Rogue Valley and two voting resident members. Pacific Retirement Services, Inc. (PRS) is the non-profit parent corporation for Rogue Valley Manor. PRS's headquarters is in Medford, Oregon. The board's responsibility is to set policies under which Rogue Valley Manor operates. These governing policies provide for the fair and equal treatment of all residents



ROGUE VALLEY
Manor

MISSION STATEMENT

ROGUE VALLEY MANOR IS COMMITTED TO
ENRICHING THE LIVES OF ITS RESIDENTS IN A
CONTINUING CARE ENVIRONMENT.

II. ROGUE VALLEY MANOR FOUNDATION

OVERVIEW

The mission of the Rogue Valley Manor Foundation is to enhance the quality of life for Manor residents, for seniors served by affiliate organizations, and for others in our community. The Foundation is a separate tax-exempt entity than Rogue Valley Manor and operates as a public charity. The Foundation is governed by a board of directors. Support for RVM Foundation comes primarily from current Manor residents, community members, business partners, staff, and board members.

FOUNDATION FUNDS

NON-ENDOWED FUNDS

Rogue Valley Manor Fund: The RVM Fund is the unrestricted general fund of the RVM Foundation. This fund allows us to allocate money for immediate needs and for support of programs and projects that don't need a specified fund. This program also allows for support of Foundation Operations.

Philanthropic Fund: Many people would describe philanthropy as voluntary action for the common good. The Philanthropic Fund has been established as a means for RVM residents to provide *collective* support for charitable causes outside the immediate RVM community. Through support of this program, we sent more than \$30,000 to the earthquake victims in Haiti.

The Green Fund: The green fund was established to help the Manor do its part to protect the environment for future generations. The program seeks to provide financial support for projects that will help our campus become energy neutral, recycle to prevent waste of potentially useful materials, reduce the waste of new materials, and create environmentally conscious alternatives to our current mode of operations.

FINANCIAL ASSISTANCE FUNDS

Resident Assistance Fund: When Manor residents make application for residency for the Manor they are required to submit a financial statement which outlines their ability to afford the Manor lifestyle through a combination of assets and income. Even though residents may manage their assets and income responsibly, they may be faced with unforeseen circumstances that put those assets at risk. Examples include early entry into memory care, significant stock market losses or simply the fact that they lived much longer than their normal life expectancy. The Resident Assistance Program was established to provide financial support to ensure that no one will ever have to leave the Manor due to having outlived his or her financial resources, due to factors beyond their control, and through no fault of their own. The Foundation has no **obligation** to give financial assistance if the applicant has impaired their ability to meet their financial obligations by making gifts or other transfers, including disposal of assets below fair market value.

Have FAITH (Financial Assistance In Times of Hardship) Fund: Two RVM residents who have spent a lifetime helping others saw a need within the RVM family – our employees who are experiencing hardship at home. These residents created the Have FAITH program designed to help employees who are struggling to make ends meet. Applicants are encouraged and sometimes required to meet with the Credit Counseling Bureau to develop a long term plan to avoid future financial problems. Employees can receive support of up to \$500 no more than twice a year.

HEALTH AND SPECIAL CARE FUNDS

Health Center Fund: This program provides funding to improve the quality of life of residents of the Health Center. Gifts provide support for equipment, upgrades, activities, training, and comfort items. Gifts may be designated, in consultation with the Foundation Director, for a specific purpose within the facility.

Health Center Operating Fund: This program provides a set fee to the Health Center on a monthly basis to help offset the cost and to minimize fee increases to residents.

Medical Transportation Fund: This program provides transportation to medical appointments for those residents who are unable to make alternative arrangements with family, friends, Senior Services van, Manor Bus or RVTD. There is no charge for the service and many residents who use the program choose to make a donation in support of the program.

Douglas New Vision Center: One of the most frustrating issues an aging population faces is diminished eyesight. The Douglas New Vision Center provides assistance to those with sight impairments, through state-of-the-art computers, electronic magnifiers, reading machines, and audio visual equipment. Resident volunteers run the center and gifts to the foundation in support of this program allow for us to continually upgrade assuring that the center remains state of the art.

Parkinson's Fund: This program was originated by resident Ray Loker, to recognize the community-wide need of families dealing with Parkinson's for education and support. The program invites qualified speakers to give informational presentations to those needing such help.

Residential Living Fund: This program provides funding to improve the quality of life for Residential Living residents through activities, trips, facilities and equipment. Gifts may be designated, in consultation with the Foundation Director, for a specific purpose within the facility.

Special Care Program: This program provides support for residents in the Special Care Center who are faced with Alzheimer's, dementia, stroke or other debilitating conditions. Support may be in the form of providing an inviting outside garden, entertainment, new games or other tools designed to engage and challenge their interaction and participation.

Special Care Operating Fund: This program provides monthly support to the Special Care Center to help defray the cost of operations and to minimize fee increases to residents.

SCHOLARSHIP FUNDS

Mary Lou and Glen Guttormsen Fund: Established through a gift by Mary Lou and Glen Guttormsen, this provides funding for Health Center employees to continue their professional development/skill enhancement and to maintain high staff morale.

The Stanley D. Cohen Fund for Excellence for Support of Educational Opportunities: Meyer and Maureen Cohen established the Stanley D. Cohen Fund for Excellence for Support of Educational Opportunities for Rogue Valley Manor Employees. The fund is designed to provide scholarships, tuition, books, educational fees, training seminars and other forms of educational support that will enhance the skills of the RVM employee in their respective field.

Employee Development Fund: Established to assist Rogue Valley Manor employees who desire professional growth and wish to pursue a formal licensing or degree program. Priority given to front-line staff seeking professional development that leads to greater job capacity and career progression.

Fairy Godmother Scholarship and Mentoring Fund: Established by Cornelia Tomes, a Rogue Valley Manor resident, the FG scholarship and mentoring program provides scholarships to young women who aspire to continue their education but, for economic reasons, are unable to do so. It is governed by a committee of residents, community leaders, and a member from the Foundation Board that evaluates the candidates, selects the participants, and monitors their progress to ensure they continue to meet the standards that qualify them for support. Additionally, the girls are partnered with a mentor that helps to guide them through the challenges a first generation college student faces.

Manor Mentors and Scholarship Fund: After years of questions regarding why the Fairy Godmother program did not also support scholarships for young men in the Rogue Valley, RVM Foundation board member Bob Abler decided to do something for the boys. Thus the Manor Mentor and Scholarship Program was borne. The program seeks to match the wealth of talents, experience, and knowledge of Manor residents with struggling young men in the Jackson County School District. Rogue Valley residents are matched with three local high schools to become mentors with boys performing below their ability – 2.0GPA to 3.0 GPA with the thought that graduation from high school is the first mark of success, and beyond that vocational or trade school, military, or university. The goal is to help these young men envision a better life for themselves and to help guide those who might be struggling with a difficult home life.

ACTIVITIES FUNDS

Lawn Bowling: Established to support the Manor's Lawn Bowling activities.

Library: A Fund for the purpose of purchasing new books and other items to support the Cora Mason Library's day-to-day-operation.

Radio Room: Created to support the activities and equipment of the Manor's radio room.

Recreation: A repository of funds generated from the Foundation's sponsorship efforts to provide the majority of funding for resident events throughout the year, including the New Year's Party, Veteran's Day Party and 4th of July.

Swimming Pool: This Fund was created to provide funding for the ongoing care and maintenance of the Manor's indoor swimming pool.

ENDOWMENTS

Endowments are established to continue in perpetuity. Support from an endowment comes from a portion of the earnings, with the remaining balance of earnings being reinvested to help the endowment keep pace with inflation. An endowment agreement outlines the understanding between the foundation and the donor. Spendable funds are allocated according to the foundation board approved endowment spending plan. The current spending plan is an allocation based on three and a half percent of the three year moving average of the value of the fund. For more information on endowments, please contact the RVM Foundation Office.

Cora Mason Endowment: Established to provide the Cora Mason Library with funding for the “extras” that will help enhance and improve the quality of the Library.

Employee (Scholarship) Grant Endowment: Residents will often say that it is the employees who make a difference at the Manor and the employees will state that working with residents is the most satisfying part of our job. Having employees who continue to grow and learn on the job and beyond reduces turnover and enhances employee satisfaction. To this end, the Employee Grant (Scholarship) Endowment Fund was established to help Rogue Valley Manor employees who desire professional growth and wish to pursue a formal licensing or degree program in a field related to current or anticipated job responsibilities. Employees must be in good standing and continue to work for the Manor for at least a year following completion of the coursework. If the employee leaves before this completion of time they must repay 50% of the award.

Fairy Godmother Quasi- Endowment: This Fund was established by the Rogue Valley Manor Foundation Board when a resident left a significant estate gift for the benefit of the Fairy Godmother Scholarship Program. Because of the size of the gift, the board felt that this would be a great time to establish a safety net for the program and to treat the gift as an endowment – savings for difficult times. The program is invested as an endowment and is treated as an endowment.

Foster Grandparent Endowment: Provides supplemental support for the Foster Grandparent Program.

Medical Transportation Endowment: This permanent endowment helps to support the medical transportation program by using a portion of the earnings to supplement annual expenditures to medical transportation including automobiles, automobile maintenance, insurance, and gas.

Middleton Endowment: This endowment provides recognition and a financial reward for the Manor's "Employee of the Month."

Wheelchair Endowment: Established to provide wheelchairs, geri-chairs or walkers to residents of the Manor. This Fund pays for the repair and service of existing equipment, as well as the purchase of new equipment when needed. As with all endowments, the amount available for spending is subject to the endowment spending plan, which is reviewed by the RVM Foundation Board on an annual basis.

AFFILIATE FUNDS

Community Housing Fund: Created to provide funds to help "enrich the quality of life" of residents of our affordable senior housing sister communities.

Community Services Fund: Established to provide support for the Manor-sponsored community programs that help make an impact in the Rogue Valley/Jackson County.

Foster Grandparent Fund: As part of our community sponsored programs, the Foundation helps in the support of this excellent approach to providing low income seniors an opportunity to supplement their financial resources by giving love and support to children in need.

Retired and Senior Volunteer Program (RSVP) Fund: This Fund supports the efforts of over 700 volunteers in our area who contribute their time and energy to serve the residents of the Rogue Valley, through utilizing their wealth of knowledge, experience and expertise in a wide variety of activities.

III. FIRE, LIFE-SAFETY AND SECURITY

EMERGENCY PREPAREDNESS

The Rogue Valley Manor campus is equipped with fire/smoke detection systems, medical alarms, security systems, and a camera monitoring system that covers many areas of the Rogue Valley Manor campus. This includes cameras that cover all entrances and are monitored 24/7 in the Security Control Room. A “Buddy” System and Motion Detection System are two voluntary safety programs available to residents. Still the most effective and important part of any life-safety strategy is to be personally prepared.

You have received a copy of the *Rogue Valley Manor Emergency Action Guide*. Please take the time to become familiar with the important information in your *Rogue Valley Manor Emergency Action Guide*. Your *Rogue Valley Manor Emergency Action Guide* has been compiled by the Emergency Preparedness Committee, which is a cooperative effort of residents, administration, and staff. Please keep it available as a quick reference in case of an emergency.

FLOOR AND STREET CAPTAINS

Floor and Street Captains are fellow resident volunteers and an integral part of the Rogue Valley Manor’s overall safety program. The captains are responsible for helping to account for other residents in the event of an emergency. They are also responsible to help you understand the *Rogue Valley Manor Emergency Action Guide* and what actions to take in each situation. The most important task your captain assumes is to provide information and direction to you in the event of an emergency.

Please Note: Shortly after you move in, your volunteer floor or street captain will contact you to schedule a meeting. They will review the *Rogue Valley Manor Emergency Action Guide* with you, and answer any questions you may have. If for some reason you do not hear from your floor or street captain, dial “0” to reach the Security Control Room (SCR) and ask for the name and phone number of your captain. Please contact them as soon as possible to schedule a meeting. You may also contact the Chair of the Emergency Preparedness Committee (call the Director of Resident Services at Ext. 7392 to obtain the Chair’s phone number). If you misplace your *Rogue Valley Manor Emergency Action Guide*, please call the Chair of the Emergency Preparedness Committee so that you can receive another copy of this important information.

FIRE - GENERAL INFORMATION

The Manor, Manor Terrace and Skyline Plaza buildings are made of concrete, plaster, and steel. All cottage residences are wood framed and have fire separation barriers. Still, combustible items that could support large fires or create heavy smoke do exist. Preventing such emergencies, therefore, depends on the cooperation of everyone.

The following is a list of dangerous practices to avoid:

- **Never** overload electrical outlets (no more than two plugs or two appliances per outlet).
- **Never** smoke in bed or when you are sleepy or when taking medication that might make you drowsy. Smoking is only permitted in designated homes and areas on campus.
- **Never** barricade yourself in your residence at night.
- **Never** dry clothes in the oven, or use the ovens or dishwashers for storage.
- **Never** use the oven to heat your apartment or cottage residence.
- **Never** keep flammable or combustible items close to any heat sources, such as your stove top, toaster, or heater of any kind.
- **Never** leave pots or pans cooking on the stove if you leave your home. Make sure all stove top controls are in “off” position when not in use.
- **Never** use an elevator during a fire alarm, always use the nearest stairway.

The following is a list of fire safety practices:

- **Always** replace frayed or worn electrical cords immediately.
- **Always** use only UL Approved devices and appliances.
- **Always** know the location of the nearest exit in your cottage or the stairway closest to your apartment.
- **Always** be familiar with the **Emergency Exit Plan**, posted in the hall corridors of the Manor, Manor Terrace and Skyline Plaza buildings.
- **Always** know where to find alarm pull-boxes, wireless bath and pendant alarms in the Manor, Manor Terrace and Skyline Plaza buildings.
- **Always** know where the emergency push-button panels and wireless pendants are in the cottage.

FIRE INFORMATION SPECIFIC TO WHERE YOU LIVE

For Fire Life-Safety information that is specific to where you live (Manor, Manor Terrace, Skyline Plaza or Cottages), please acquaint yourself with the appropriate section of your *Rogue Valley Manor Emergency Action Guide*. The guide gives very clear instructions for each of the Manor's living options (Manor, Manor Terrace, Skyline Plaza, and Cottages).

FOR ANY MEDICAL EMERGENCY,

PLEASE DIAL "9-1-1"

FOR ANY NON-MEDICAL EMERGENCY,

PLEASE DIAL "0"

The telephone in each apartment and cottage may be used in any non-medical emergency to summon Security. If you have a medical emergency, you should do the following:

- **If you are able, dial "9-1-1."** The Security personnel will be notified when a "9-1-1" call is made from a RVM land line.
- Push the wireless medical alert "pendant" issued to all residents, push the emergency button in your apartment bedroom or bathroom or pull the emergency cords in the cottages. This activates an alarm at the Security Control Room. Staff will take appropriate action.

Note: *All resident accommodations may be eligible for a discount on personal property insurance because of the security system. Please check with your insurance company.*

MANOR, MANOR TERRACE, SKYLINE PLAZA, AND RESIDENTIAL LIVING APARTMENTS

All Manor, Manor Terrace, Skyline Plaza and Residential Living apartments are equipped with medical alert systems that include alarm touch-pads in each bathroom and wireless medical alert "pendants." Each person in the home is issued a "pendant."

The "pendant" is programmed specifically to your place of residence and should not be removed from your home. All alarm system components are the property of Rogue Valley Manor and must be returned to the Manor upon the vacating of your apartment.

If you move to another residence within the campus, you will be issued a new "pendant." Emergency touch-pads are also conveniently located in many of the Manor, Manor Terrace and Skyline Plaza common areas.

If an Emergency Occurs: Dial "9-1-1" if you are able. Use of the touch-pad or "pendant" will activate a silent radio frequency (RF) alarm that will be sent to the Security Control Room. Rogue Valley Manor Security personnel will simultaneously dispatch someone to your apartment and phone your apartment to see if the alarm was activated by accident.

COTTAGES

Each cottage residence is equipped with an Emergency Alert System that includes smoke detectors, pull cords, wireless medical alert "pendants" and push-button alarm panels to summon the Fire Department, medical help, and police.

Note: All locks on cottage screen doors are disabled so that responding Rogue Valley Manor staff may have unimpeded access in case of an emergency.

If an Emergency Occurs: Dial "9-1-1" if you are able. The emergency alert system in your cottage is activated by pushing the appropriate button in a bedroom or on the main control panel in your living room area or atrium. The emergency alert system is also activated whenever the "cord" in the bathroom is pulled. The pendant alarm system components are the property of Rogue Valley Manor and must be returned to the Manor upon the vacating of your apartment. If you move to another residence within the campus, you will be issued a new "pendant".

If the emergency alert system in your cottage residence is activated, an alarm is sent to the Security Control Room (SCR). Upon receiving the alarm from your residence, Rogue Valley Manor Security personnel will simultaneously dispatch someone to your cottage and phone your cottage.

Pressing the activated button a **second time** will automatically reset it.

If the alarm was pushed accidentally, please notify the Security Control Room (SCR) by dialing "0" immediately.

SECURITY SYSTEM INFORMATION SPECIFIC TO WHERE YOU LIVE

MANOR, MANOR TERRACE, SKYLINE PLAZA, AND RESIDENTIAL LIVING

After the main entry doors are locked and secured each evening, access may be obtained by using either your key or the convenience phone at the Manor, Manor Terrace or Skyline Plaza main entrances. Skyline Plaza and Manor Terrace residents may use their proximity "key" on the electronic reader near the entry door.

Rogue Valley Manor Security personnel routinely check all exterior doors, stairwells and common areas. A security car is on patrol of all campus grounds from 4PM until 7AM every day.

Rogue Valley Manor Security personnel are on duty around the clock and the Security Control Room (SCR) is staffed 24/7. All potential security problems, unusual occurrences, accidents, injuries unfamiliar or suspicious person(s) or safety hazards should be reported to the Security Control Room (SCR) immediately. The Security Control Room can be reached by dialing "0" on any Manor phone or by dialing 541-857-7777 from an outside line.

COTTAGES

The Alarm System can be "armed" several ways, depending on the type of system that is in your cottage. This could be done by entering your Personal Identification Number (PIN), or by pushing the "on / off" button for Burglar on the main control panel. Once armed, the system will sound an alarm any time an entry door is opened. The alarm will simultaneously annunciate in the Security Control Room (SCR). In addition, when the police/burglar alarm button on the entry panel or a bedroom panel is pushed, the Security Control Room (SCR) will be notified. Rogue Valley Manor Security staff will call your home.

If there is no answer, the Medford Police Department will be contacted by the Rogue Valley Manor Security Staff. Rogue Valley Manor Security staff may or may not attempt to enter your cottage residence, depending upon each situation. If you do answer the phone, the Rogue Valley Manor Security staff will ask you to step outside to meet with the Rogue Valley Manor Staff member dispatched to your cottage residence. This procedure helps to assure us that there is not a possibility that you are calling while under duress.

Rogue Valley Manor Staff will examine your police/burglar alarm to make sure it is functioning properly and help you reset the system and the “yellow” alert beacon on the exterior of your cottage (if so equipped) if necessary.

If the alarm was pushed accidentally, please notify the Security Control Room (SCR) by dialing “0” immediately. Pushing the police/burglar alarm button a second time will automatically reset the alarm. Instructions on arming and disarming the control panel are available by contacting either the Security Control Room (SCR) or the Facility Services Department.

RIGHT OF ENTRY

Rogue Valley Manor staff will always try to enter your residence when you are present. This may not be possible in every case, particularly in the event of an emergency. If you are not at home, two staff members are required to be present when a residence is entered. Upon leaving, staff members will leave a *Notification of Entry* informing you of the need to enter.

If it is determined that an emergency exists and a response is required, a Rogue Valley Manor staff member may/will enter your residence to check it. If this occurs, personnel will leave a *Notification of Entry* form.

If you know ahead of time that you will not be home, and you would like to authorize Housekeeping or Facility Services staff to enter your residence for routine purposes, you may obtain a *Permission to Enter* form at the Manor Reception Desk, Plaza Executive Room, or the Facility Services Department.

Excluded from the *Permission to Enter Policy* are responses to emergency situation including, but not limited to: fire or medical emergencies, necessary emergency facility work (such as fixing serious water leaks).

Rogue Valley Manor reserves the right to enter any apartment or cottage residence for the express purposes, which includes but is not limited to emergencies, life-safety responses, alarm activations, fires, unexpected maintenance service or inspections and repairs.

ADDITIONAL SAFETY DEVICE INFORMATION

Additional devices may be purchased to help ensure one's safety by contacting Facility Services at ext. 7231 or Resident Services at ext. 7392. Devices may also be purchased independent from the Manor by residents. Residents who purchase safety devices independently should contact Facility Services to ensure what if any involvement the Manor may be able to provide.

A medical alert "pendant" in the form of a wristband is available for a fee by contacting the Facility Services Department at ext. 7231. You are issued a "pendant" at no charge; the wristband "pendant" is an additional pendant that you will need to purchase if you want to wear a pendant in the shower. The wristband "pendant" is lightweight, and waterproof. The wristband "pendant" is programmed specifically to your place of residence. If worn outside of your place of residence, the Manor cannot guarantee that the signal will be picked up. The "pendant" does not have GPS capabilities.

Motion Sensors and auto fall pendants are also available for a fee by contacting the Facility Services Department at ext. 7231. Motion Sensors are for use within a residence and can be programmed to report directly to the Security Control Room at the Manor.

With any safety device, we encourage you to test it regularly. To initiate a test, please contact the Security Control Room by dialing "0" from your on campus phone or dial directly 541-857-7777.

IV. DINING SERVICES

Rogue Valley Manor takes pride in the culinary programs it offers to residents. Our goal is to provide a healthy variety of meals which meet a wide range of taste preferences. Our Dining Service welcomes your feedback through our comment card program and through our Dining Services Advisory Committee. Comment cards can be found in the dining rooms and on www.RVM.org.

The Monthly Accommodation Fee allows one meal per monthly calendar day per person for Cottage residents (monthly meals can be used at any time during the current calendar month, unused meals do **not** rollover to the next month), two meals per day per person for Plaza residents, and three meals per day per person for Manor and Manor Terrace residents.

Choice of meals includes continental breakfast, breakfast, lunch, dinner, Sunday Brunch or Buffet, a sack lunch, or any part thereof. When you are away from Rogue Valley Manor for part of a month, credit is not given for the meals you missed. If you wish to purchase additional meals, you may do so for a fee. Please refer to the Resident Charge List. Daily meal-charge slips can be signed at the Manor Front Desk. Cottage or Plaza residents wishing to purchase additional meals on a monthly basis should contact the Director of Resident Services at Ext. 7392. Credit will not be given to residents who do not participate in the Meal Service plan. We do not accept cash or credit cards in any of our dining rooms as payment for guest meals, alcohol service or items that have additional charge. Meal time transportation is available throughout campus.

On the days when box suppers are offered, a sign-up sheet (that is used for meal tracking) will be posted at the box supper pickup area (Auditorium) for Cottage and/or Plaza residents. If the box supper is in addition to residents' daily contractual meal(s), there will be an extra charge.

DRESS CODE

Under the Residents Council dress code, all residents and guests are expected to observe good taste in dress at meal times in the Manor and Plaza Dining Rooms. Gentlemen are asked to remove their hats when entering the dining rooms. Residents are responsible to ensure their guests follow the appropriate dress code.

Casual dress is allowed at breakfast, lunch, and Sunday evening buffet. Casual dress is best defined as: short or long-sleeved shirts, khaki pants or shorts with zipper and buttons, neat appearing jeans, and tennis shoes with socks.

Slippers, flip-flops, jogging shorts, tank tops, or other kinds of workout attire are not considered casual dress for these venues.

In the Roxy Ann Grille casual dress is always permitted including slippers, flip-flops, and workout attire. However, jogging shorts and tank-tops are unacceptable at anytime. Residents should take care to wear items that will not make others feel uncomfortable, such as unkempt or revealing attire.

At evening dinner on Monday through Saturday, at Sunday noon dinner in the Manor, and at Sunday brunch in the Plaza, dressier casual attire is appropriate for both men and women. While jackets and neckwear are not required, such things as baseball caps, shorts, tank tops, exposed midriffs, T-shirts, or beach-type flip-flops are unsuitable.

Insofar as possible, all residents and guests (except very young children) are expected to abide by the dress code. Residents are expected to inform their guests of the nature of the dress code. Failure to abide by the dress code can result in being asked to change to appropriate attire.

ETIQUETTE

As a courtesy to other diners, please set your cell phone to silent or vibrate mode when dining in the dining rooms and if you must answer a call, please refrain from having the conversation in the dining room.

Other than one piece of fresh fruit, cookie, or uneaten portions of your meal, no food is to be taken from any dining area. All utensils, dishware, and linens are to be left in the Dining Room. Private Duty Aides are not allowed to eat with the Resident in the Dining Rooms. There is a Friendship table in each dining room that is designated for singles, couples or new residents who are uncomfortable dining alone and want to have social interactions with other residents while dining. Reservations will not be taken for these tables. If the number in your group exceeds 3, please ask for a separate table for your group.

After the Dining Room opens and you are seated at your chosen table, the accepted procedure for saving any remaining seats at your table is to place a napkin over the back of the chair to be saved. It is important for residents to respect another resident's saved table seats and not remove the napkins that are being used to save the seats.

Residents with canes are asked to slide their canes between the seat and chair back, hooking the cane over the back of the chair.

Residents with walkers are asked to make sure their walkers are safely parked in appropriate locations, and not blocking the aisles or fire escapes when not in use. These precautions will ensure that the canes and walkers do not create a safety hazard for other residents and wait staff. Residents with motorized scooters or chairs should ask for assistance from staff to find a suitable table where they do not impede the aisle.

SPECIAL DIETS

Special Diets will be accommodated only in the Health Center Dining Room or the Roxy Ann Grille.

All recipes (except soup and gravy items) used in the kitchen have less salt than traditionally called for.

RESERVATIONS FOR THE DINING ROOMS

Reservations can be made at any time by calling Ext. 7554. We make every attempt to accommodate specific requests for certain tables; however, a “reservation” means only that we will have a table in the location you request. Reservations for the evening meal must be made before 3:30 p.m. on the requested day. Reservation lines are not checked after 3:30 p.m., therefore reservations made after that time will be handled as walk-ins and will be seated as tables are made available. You will be called on the day of your reservation to confirm all of your reservation information. When making your reservations, please include the name of any guest and/or Prospective Resident Visitor (PRV). Please note that reservations policies are subject to change.

The following is specific information about reservations for each dining room:

MANOR DINING ROOM

The Dining Room doors remain unlocked from 7:00 a.m. to 7:00 p.m. To assist in keeping all reservations correct, it is suggested that all reservations are made by the following times:

BREAKFAST: BY 7:00 A.M.

LUNCH: BY 11:00 A.M.

DINNER: BY 3:30 P.M.

SKYLINE PLAZA

To accommodate reservations for larger tables at dinner, we offer reservations times at 5:00 p.m. and 6:30 p.m. for groups of 6 or more. When making reservations for the Skyline Plaza dining room, it is important that you make your reservation for those seating times. If a phone reservation is made for a time that does not fall into one of the two seating times, when the confirmation call is made you will be asked to choose in order to confirm the reservation. Monday through Saturday there is a light lunch buffet offered, and a Brunch on Sunday mornings

ROXY ANN GRILLE

Hours are from 7:00 a.m. to 8:00 p.m. daily. Reservations for the evening meal must be made before 3:30 p.m.

SPECIAL EVENTS

For special event reservations, (holiday meals, etc.) you will receive a flyer at least two weeks in advance of the event. We encourage residents to plan ahead for all special events; therefore, reservations for special events may be made at any time throughout the year. If you leave a voicemail message on the reservation line, the Skyline receptionist or a dining room manager should return your call to confirm that your reservation has been put into the reservation system.

If you do not receive confirmation, contact the Dining Service Administrative Assistant at Ext. 7246. You will receive written confirmation in your in-house mailbox two days prior to a special event. If any of the information on your confirmation slip is incorrect, please call the Dining Room Manager's line Ext. 7248 and inform them of the correction. For special events, reservations will be made in 15-minute increments. Since we are only able to accommodate a certain number of reservations for a specific time slot, you may be asked to move your reservation to an alternate time. Reserved tables will be held for 15 minutes, after which time the reservation may be given to another party. When making your reservations, please include the name of any guest and/or Prospective Resident Visitor (PRV).

BEER & WINE SERVICE

Beer and wine service is offered for an additional charge during lunch and dinner in all Dining Rooms. Ask for beer and wine service from any server, supervisor, or Dining Room manager. Residents may bring their own bottle of wine or beer to dinner in all Dining Rooms. A supervisor or server will open the bottle at no charge. “Bloody Marys” are served on request at Sunday Brunch.

Residents may also provide their own wines for private parties. A corkage fee may apply.

MANOR DINING ROOM

The following are the serving hours for meals in the Manor Dining Room. You may come in any time during these hours and enjoy a leisurely meal consisting of a choice of two to three entrées, plus a substantial number of lighter entrées. These hours are subject to change with advance notice.

MONDAY – SATURDAY:

Breakfast Buffet	7:00 a.m.	-	9:00 a.m.
Lunch	11:00 a.m.	-	1:00 p.m.
Dinner	4:30 p.m.	-	6:30 p.m.

SUNDAY:

Breakfast Buffet	7:00 a.m.	-	9:00 a.m.
Dinner	11:00 a.m.	-	1:00 p.m.
Supper Buffet	4:45 p.m.	-	6:00 p.m.

For residents’ dining pleasure, salad buffets are offered at both lunch and dinner. We rotate several different types of salads and condiments in order to provide everyone’s favorite items as often as possible. A “build-your-own” sandwich bar is offered at lunch. A hot-food buffet is offered at lunch and dinner, and a carving station is available at the dinner meal.

For residents and/or guests in the Manor Dining Room who prefer *not* to go through the salad or hot-food buffet, we offer full table service. Specials are always available from the kitchen as well as cooking variations of the specials (no sauce, fish poached or grilled, etc.). Egg dishes, hamburgers, veggie burgers, and various sandwiches are also available on request from the kitchen. We feature fresh, hot soups at lunch, dinner, and Sunday evening buffet. Sunday evening buffet only features the soup of the day.

Beverage and dessert service are offered at your table.

A LA CARTE STEAK DINNER

An A La Carte steak dinner is available for special occasions in the Manor Dining Room at an additional charge. Please contact the Manor Kitchen at Ext. 5500 to order. Orders must be placed at least 24 hours ahead of time in order to ensure we can accommodate the request. Optional baked potato and vegetable of the day may be ordered. Additionally, contact the Dining Services Reservation line to reserve a table in the Manor Dining Room at Ext. 7554 and be sure to mention that steak has been ordered for that reservation.

SKYLINE PLAZA DINING ROOM

Serving hours (subject to change with advance notice) for Skyline Plaza meal service:

DAILY:

Continental Breakfast -- Umpqua Room 7:00 a.m. - 9:00 a.m.

MONDAY – SATURDAY:

Buffet Lite Lunch -- Dining Room 11:30 a.m. - 1:00 p.m.

Buffet Dinner -- Dining Room 5:00 p.m. - 7:30 p.m.

SUNDAY:

Sunday Brunch -- Dining Room 10:00 a.m. - 1:30 p.m.

The Plaza Dining Room is buffet service only. There is a salad buffet, a hot-food buffet, and a carving station, which offers at least one carved meat each evening. Beverage and dessert service are offered at your table.

The continental breakfast is offered as a self-serve continental breakfast, and can be enjoyed at leisure. As in all other dining venues, the only food to be removed from the service area is one piece of fresh fruit.

THE ROXY ANN GRILLE

The Roxy Ann Grille is the newest venue for dining at Rogue Valley Manor. Our vision is to provide a more casual, non-formal dining atmosphere. The dress code discourages pajamas, house coats and slippers; however, blue jeans and comfortable workout gear are welcome.

Hours are from 7:00 a.m. to 8:00 p.m., Sunday through Saturday. We provide a full menu where anything may be ordered at any time of the day.

OTHER DINING VENUES ON CAMPUS

Quail's Nest Deli

The Quail's Nest Deli is located on the ground floor between the Manor and Health Center. Luncheon items, dessert items, soft drinks, beer, and wine are available Monday through Friday. The deli features a luncheon "Special of the Day," and each Friday during the summer months a barbecue is held on the patio outside the deli. You may pay for your lunch at the time of ordering, or sign for it, whereby charges will be placed on your monthly statement. *The Quail's Nest is also where residents pick up sack lunches.*

Thyme Out Café

Located off the main hallway on the Manor first floor, the Thyme Out Café is the main venue for employee meals. However, if a resident has made arrangements through the Dining Services Catering Department to pick up a cart of beverages for a function, it may be picked up in the Café.

OTHER SERVICES AVAILABLE

Catering Services

The Dining Services Department is available to cater private functions such as cocktail parties, family dinners, birthdays, anniversary parties, bridge luncheons, etc. Menu and event planning and cost estimates are done on an individual basis. To make a reservation for any of our meeting rooms call Ext. 7004. Catering services can be arranged by calling the Catering Manager at Ext. 7246 for food and beverage service.

We have many different items available from our catering menu or we would be happy to customize a meal for you. You are welcome to bring your own wine for your event for a nominal corkage fee.

MEETING ROOM RESERVATIONS

The Manor, Manor Terrace and Plaza have several rooms available to residents for meetings or for special breakfast, lunch or dinner gatherings, afternoon teas, or other types of parties. **All food and beverage must be purchased from our dining Services Department, with the exception of parties in the Club Room in the Manor or the Terrace Room in the Manor Terrace.** We offer no catering (including service) in either of these rooms, but they can be reserved if you wish to bring your own food and beverages. We will make the linen and table settings available to you, but you will be responsible for set up and clean up.

Private rooms in the Manor are the Cascade Room and the Auditorium and are only available to residents and resident events or programs booked through a standing Resident Council Committee Chair. If you chose to go through the Manor buffet for your meal, it counts as one of your daily meals and there will be a \$6.50 per person service charge.

The Sunrise Room is available for limited use primarily for Memorials, board meetings, and Resident Council Committees' meeting, or programs and special events. The aforementioned will be given priority over other types of functions.

Skyline Plaza rooms include the Applegate Room, Chetco Room, Deschutes Room, Klamath Room, Rogue Room, and the Wine Tasting Room. While the Umpqua Room is available to all residents for use, it is not available for private reservations.

The use of our facilities for outside groups or parties is limited. We occasionally will allow some outside meetings to be held at the Plaza, but because of parking limitations we require that they pay for bus transportation from the Quail Point Golf Course area. When an outside group uses our facility, its primary function must be used for the purpose intended and open invitations may not be advertized to the general public. Any informational flyers must be approved by the Resident Services Director, before they are circulated to the population at large.

If you want to host a meal for an outside group of which you're a member, Skyline Plaza is available for this kind of use. All food and beverage must be ordered from the Catering menus. Going through the Dining Room buffet is not permitted.

If you are having a party in your home we can generally provide service staff to help for a fee of \$20.00 an hour. We will bill your account and pay them through our payroll to ensure they are covered by our worker's comp policy.

Please do not jeopardize our employees' jobs by giving them money or gifts.

All meeting rooms can be reserved by contacting Facility Services at Ext. 7004.

Catering services can be arranged by calling Ext. 7246.

For special luncheon or dinner parties, we do require that you make your reservations at least ten days in advance. Contact the Catering Manager at Ext. 7246 for menu choices and prices.

SACK LUNCHES

The Dining Services Department will provide a sack lunch to any resident who will be away from the Manor during a meal. Sack lunch items are available in the Quail's Nest 9:00 a.m. to 11:00 a.m. and from 1:30 p.m. to 4:00 p.m. Monday through Friday, and from 9:00 a.m. to 2:00 p.m. on Saturday. A selection of sandwiches and condiments will be available for a "build-your-own" sack lunch system. A sack lunch does count as one of the daily contractual meals, but it is not to be routinely used as an alternative meal choice.

TRAY SERVICE FOR RESIDENTS

If residents are unable to attend meals, tray service is available under the following conditions:

1. Tray service is available for a period of twelve (12) days per calendar year per person at no charge by calling the Nutritional Services Office at Ext. 7190. Residents will receive tray service as follows: Main Manor and Manor Terrace residents -- breakfast, lunch, and dinner; Skyline Plaza residents -- Continental breakfast and dinner; Cottage residents -- dinner only and Sunday noon meal. Sunday trays are delivered by 12:30 p.m.
2. In the event the resident receiving trays is unable to be left alone by a spouse, trays may be also ordered for the spouse.
3. If tray service extends beyond the twelve (12) days per calendar year, residents **will** be charged a tray delivery fee for each tray delivered (see Resident Charge List). Residents may also make arrangements for trays to be picked up and delivered to them at no charge by a spouse, friend, or private-duty aide.

Please note: If a spouse, friend, or private-duty aide picks up the tray, they must also be responsible for returning the tray to the location where it was picked up. **It is not acceptable for a spouse, friend, or private-duty aide to go through the buffet line and transport food out of the Dining Room for anyone.**

4. Monday through Saturday Plaza and Cottage residents need to request tray service by 3:00 p.m. for delivery beginning at 4:30 p.m. On Sunday, residents need to request tray service by 10:00 a.m. for delivery beginning at 12:30 p.m.
5. The resident's apartment or cottage entry door should be unlocked to allow access by the delivery staff. The employee will knock on the door, announce "tray delivery," and set the tray on the counter in the kitchen. If a resident is not home because of a medical appointment, or if the door is locked, the tray will be returned to the Grille kitchen. A replacement tray can be picked up in the Roxy Ann Grille until 7:00 p.m., Monday through Saturday, or until 1:00 p.m. on Sunday.

Approximately one hour after mealtime, Dining Services personnel will knock on the door and pick up meal trays (unless arrangements have been made for a spouse, friend, or private-duty aide to pick up and return the trays). If the resident cannot be home at this time, please call the Nutritional Services Office at Ext. 7190 to arrange for another pickup time. To avoid possible accidents, food trays **should not** be set out on the floor of the Manor, Manor Terrace, or Skyline Plaza hallways.

Residents receiving tray service may request an additional tray for a guest as long as the resident is present. Residents will be charged for the cost of the guest meal plus a delivery charge. If a guest tray is needed, we ask that you notify the Nutritional Services Office at Ext. 7190, Monday through Saturday by 3:00 p.m., and on Sunday by 10:00 a.m.

ICE MACHINE

Residents have access to ice machines provided for both resident and employee use. The Manor ice machine is located on the ground floor of the Manor in the Loading Dock area. In the Plaza, ice machines are located in the bar area of the Umpqua Room. For sanitation purposes, please use only approved ice scoops.

V. FACILITY SERVICES

The Facility Services Department is vast. The staff in our department, as well as other departments at the Manor, is dedicated to enriching the lives of those we serve.

MAINTENANCE SERVICES/WORK REQUESTS

Assistance from Maintenance may be obtained by doing one of the following:

- Calling Facility Services at Ext. 7231;
- Calling the Work Request line at Ext. 7002 and leave a detailed message as to the work requested;
- Completing a *Work Request* form, which can be found at the Manor, Plaza and Terrace Reception Desks;
- Completing the *Internet Work Request* form, found on the residents' home page at www.rvm.org - the Facility Services Department will respond by giving you a reference number.

If you require **emergency assistance**, please call the Security Control Room by dialing "0". There may be a charge at our standard hourly rates for certain services provided by the Maintenance Department. In general, repairs and services required due to failure or reasons of safety will not be charged to the resident. Normal wear and tear to such items as carpet, paint, or finish of fixtures may be charged to the resident. Residents will be charged for damages caused by them or their guests. Please inquire in advance if you have any questions about whether you will be charged for services provided. If there is a charge for the services, the Facility Services staff will contact you prior to starting any work, in order to have you authorize the repair.

Our maintenance workload varies considerably from time to time, and there may be occasions when we will not be able to respond to your requests as promptly as we would like, despite our best efforts. We appreciate your patience.

New residents and residents moving within the Plaza, Terrace, Manor, and Cottage units are allotted up to eight (8) hours of Facility Services staff time (see *Moving Policy*). This time is provided to assist with moving, hanging pictures, constructing items, modifying the unit (see *Modifications* below), etc., without charge.

This time must be used within the first thirty (30) days following the move-in, or it will be forfeited. Time spent in excess of eight (8) hours will be billed at the Manor's standard rates. In addition, all materials and work requiring special skills by an outside contractor will be billed at the Manor's standard rates. See *Resident Charge List*.

HOUSEKEEPING SERVICES

General housekeeping services are provided to each residence on a scheduled basis, once every three weeks. This service is provided weekdays between 8:00 a.m. and 4:00 p.m. You will be notified in advance of the date and time your apartment or cottage will be cleaned. Housekeeping schedules cannot be changed due to absences, but if you would like your residence cleaned and are unable to be home, you may give Housekeeping permission to enter by filling out a *Permission to Enter* form, which is available at the Manor, Plaza, or Terrace Reception Desks or the Facility Services Department. The form will need to be filled out even if you arrange for a neighbor or friend to let the Manor employee into your unit.

Housekeepers have a strict schedule and provide specific services. Housekeeping services include vacuuming the home; dusting mini-blinds as needed; and cleaning floors, all bathroom fixtures, window sills, countertops (if clear of articles), stove burner drip pans, and interior windows. Exterior windows are cleaned twice a year by an outside contractor. Interior cleaning of appliances and garages is residents' responsibility. Additional housekeeping services can be provided for an additional fee by contacting the Housekeeping Supervisor at Ext. 7317.

On each floor of the Manor building, a Housekeeping storage room houses an iron and ironing board for residents use. Please return these items promptly when you are through using them.

LAUNDRY SERVICES

The Manor will launder one set of flat linens weekly as part of the Monthly Accommodation Fee. This includes two sheets and ten of any combination of the following per person per week: pillow cases, bath, hand and kitchen towels, wash clothes, napkins, and bathmats without rubber backing. Residents will be charged for any additional laundry items. Please be aware that older and worn linens may be damaged during the laundering process. The

Manor is not responsible for and will not replace any lost or damaged (torn, spotted, etc.) linens.

To request laundry service, fill out a triplicate *Laundry Slip* and include the white and yellow copy in your laundry bag. Keep the pink copy for your reference. For a nominal charge, new residents can obtain a laundry bag from the laundry room located on the ground floor of the Manor building. If you live in a Manor apartment, place your bagged laundry down the laundry chute, which is located in the elevator lobby on your floor. Cottage residents must place bagged laundry in the laundry chute located in the elevator lobby on the first floor, or in the laundry bin at the carriage entrance. Plaza residents must place bagged laundry in the “linen basket” in the Trash/Recycling Room on their floor. Terrace residents place their laundry in the 3rd floor Laundry room. Laundry received **before 8:30 a.m.** on your scheduled day will be washed according to the following schedule, which is subject to change by the Manor with prior notice:

Day	Manor Floors	Terrace Floors	Plaza Floors	Cottage Rows
Monday	1st, 2nd, 3rd		2nd	1101-1124, 2101-2131, 2400-2418 All Houses (except 1177 Mira Mar)
Tuesday	4th, 5th		3rd	1201-1227, 1601-1635, 1701-1723
Wednesday	6th, 7th	3rd	4th	1301-1331, 2201-2217, 2301-2315
Thursday	8th, 9th	4th	5th	1401-1418, 1501-1510, 1801-1814
Friday	10th, Residential Living	Residential Living	6th	1125-1137, 1419-1434, 1901-1915

Laundry received **after** 8:30 a.m. on your scheduled day will not be washed until the following week. Laundry can be picked up late afternoon the following day at these locations:

Manor Apartments	Second Floor Laundry Pickup Area
Terrace Apartments	Third floor laundry room
Plaza Apartments	Trash/Recycle Room on each floor
Cottages/Houses	Manor North Hallway by Carriage Entrance

MODIFICATIONS

Any and all structural and/or decorative interior and exterior **modifications must be reviewed and approved in writing in advance** by Manor Administration prior to installation. Your failure to obtain written permission for structural and/or decorative modifications could result in your being charged for a costly restoration. The policy for *Landscape, Grounds, and Exterior Decorations* will be strictly observed. Should you wish to make alterations, complete a *Request for Unit Modifications* form with appropriate detail, and submit it to the Director of Facility Services. The modification forms are available at the Manor Reception Desk or Facility Services Office.

All modifications, permanent changes, and improvements become the property of Rogue Valley Manor and will remain with the home. Installation of antennas is not allowed on or around cottages or apartment units. Please refer to *Amateur Radio Station* section.

Resident Name Signs for Cottages are provided for each cottage unit. They are installed by our Facility Services Department. In order to maintain a consistent exterior appearance throughout the campus, these name signs are the only signs permitted.

Resident Name Signs for Apartments are installed prior to move-in. In the Manor, they are placed directly on apartment doors. At Skyline Plaza and the Terrace, they are placed next to the apartment doors. Approval must be obtained from Administration before permanently affixing anything other than the standard name sign to your apartment door. Approval must also be obtained from Administration before permanently affixing anything to the outside of your unit. Facility Services must be contacted to install items on the metal doors. Mats outside your entry door are considered a safety hazard and are not allowed in the Manor, Plaza, Terrace, or Residential Living hallways.

Window Tinting is allowed in all units. If tinting is desired, residents must complete a *Request for Unit Modifications* form with appropriate detail and submit it to the Director of Facility Services for approval **before** any tinting takes place. The modification forms are available at the Manor Reception Desk or Facility Services Office.

TRASH DISPOSAL/RECYCLING

Rogue Disposal currently recycles newspapers, cardboard, magazines, certain plastic items and aluminum. Please clean any food products to eliminate unpleasant odors.

MANOR, TERRACE AND PLAZA RESIDENTS

For your convenience, a trash chute is located in the Housekeeping Closet or Trash Room on each floor. Trash must be wrapped securely in plastic trash bags in order to reduce odor and spillage. All smoking material must be extinguished completely before being placed in the bags. Do not leave trash in the Housekeeping Closet. If you use syringes in your apartment, please obtain a “Sharps” container from the Health Center for proper disposal of syringes. Manor residents may use the recycling bins located in the Housekeeping Closet on each floor. Manor residents need to be careful not to deposit trash in the laundry chute or laundry items in the trash chute by mistake. Plaza and Terrace residents may use the recycling bins located in the Trash/Recycling Rooms on each floor.

COTTAGES

Trash service is scheduled for cottage residents every Tuesday. Trash to be picked up should be placed in the garbage can located in the trash closet no later than 8:00 a.m. on Tuesday. To prevent injury to groundskeepers, please do not place broken glass, mirrors, sharp objects, etc., in the garbage can. These items should be placed in a separate container or cardboard box. If you use syringes in your cottage, please obtain a “Sharps” container from the Health Center for proper disposal of syringes. Recycled items should be put in the red bin and placed next to the garbage cans for pickup on Tuesdays.

THERMOSTAT CONTROL

Each residence comes equipped with its own individual thermostat control unit. If you have any problems with the control, or need instructions on its use, please contact the Facility Services Department at Ext. 7231.

APPLIANCE CARE

If you have concerns about the proper operation of the Manor-provided appliances in your unit, please complete a *Work Request* form (see *Maintenance Services/Work Requests*). There are charges for the repair of personal appliances; please call Facility Services at Ext. 7231 for further information. Service and repair costs of Manor-owned appliances will be included in the Monthly Accommodation Fees. It is important that we take advantage of all appliance warranty provisions and would, therefore, appreciate hearing about any problem. If emergency assistance is required, please call the Security Control Room by dialing "0" and report your problem. The Security Control Room is staffed 24 hours a day.

VI. HEALTH AND MEDICAL SERVICES

Rogue Valley Manor is a continuing care retirement community (CCRC) offering a variety of health care options with the goal of coordinating services to enable residents to remain vital, independent, and healthy.

Health and Medical Services on the Manor campus are not limited to one medical facility or a single group of health care professionals. Rather, the programs comprising the Health Services Department exist across the continuum of care to meet the needs of residents. The following diagram includes the primary Health and Medical Services Programs.



Each of the Health Services Department components serves an important purpose on campus, while each program has its distinct goals, standards, and guidelines, all working together in a dynamic and coordinated manner.

Throughout the Health Services section of the Resident Handbook, each of the primary programs will be included. If you are unable to find the answer to your question, please contact a member of the Health Services Team. We welcome and encourage communication.

IN THE EVENT OF AN EMERGENCY – DIAL “9-1-1”

IN THE EVENT OF AN EMERGENCY, RESIDENTS SHOULD ALWAYS CALL 911 FIRST. THIS APPLIES TO ANY EMERGENCY SITUATION ON CAMPUS INVOLVING RESIDENTS, STAFF OR CAMPUS VISITORS.

When 911 is called: When “911” is called from any land line on campus, the Manor Security Room is automatically notified. While the community emergency personnel are en route, the Security Room will also dispatch Manor first response personnel to that location on campus. If you have any doubt that you are experiencing or observing a potential emergent situation, you should always err on the side of calling “911.” This will ensure that all necessary services are activated in a timely manner.

Rogue Valley Manor **does not** have Emergency Room capabilities on campus. Therefore, it is not appropriate to come to any of the medical services facilities if you are experiencing an emergency.

Non-Emergency Needs: In the event that you **are not** experiencing an emergent situation, but may require some assistance, the Manor will respond to your location. This non-emergent response system is not available for “routine care or services”; rather it is in place for the unexpected, unpredictable situations. This type of response can be facilitated by contacting the Manor Security Room by dialing “0”.

Unsure? As stated above, it is advised that you always err on the side of calling “911.” If you are certain that your situation is non-emergent, you may call the Manor Security Room for assistance by dialing “0”. Depending upon the situation, a first responder may come to your location, or you may be put into contact with a first responder for consultation. It is also essential in these situations, that you contact your primary care provider (personal physician) for guidance and instruction.

THE ROGUE VALLEY MANOR CLINIC

The Rogue Valley Manor Clinic is a certified Family Practice, employing Physicians, Geriatric Nurse Practitioners, and medical support personnel dedicated to Clinic operations.

Office Hours: In general, the Manor Clinic's office hours for scheduled patient appointments are as follows:

Monday through Friday

8:00 a.m. – 12:30 p.m., and 1:30 p.m. – 5:00 p.m.

Each Clinic Provider's schedule may vary. Therefore, you may check with the Clinic for the most current information.

Insurance and Clinic Charges: The Manor Clinic will bill your insurance for services rendered. Billing will occur for office visits with the Physician, Geriatric Nurse Practitioner, or Clinic Staff. If your insurance benefit requires a co-payment for office visits, the co-payment will apply for services in the Manor Clinic.

The Manor Clinic accepts traditional Medicare coverage. If your primary insurance is with an HMO or a program other than traditional Medicare, the Manor Clinic ***may or may not*** be a "participating" or "in-network" provider. Therefore, we recommend that you verify this information prior to establishing with the Clinic. In addition to primary insurance coverage, the Manor Clinic does participate in some supplemental insurance programs. However, it is recommended that you verify participation prior to establishing with the Clinic.

Choosing a Physician: Rogue Valley Manor residents are not required or mandated to select the Manor Clinic to receive their primary care needs; rather, it is a joint decision made by resident and provider.

Prior to Move-In: Prior to your arrival on Campus, you will receive information about "getting established" with the Rogue Valley Manor Clinic. The purpose of sending this information prior to move-in is to:

- Encourage you to select a primary care provider prior to your physical move to Campus, and

- Provide residents with the necessary steps to take in order to establish with the Rogue Valley Manor Clinic.

Again, it is not mandatory that you choose the Manor Clinic; however, establishing with a primary care provider prior to move-in helps to ensure that your medical care needs are followed when you arrive on campus.

The Rogue Valley Manor Clinic is not operated as an “Urgent Care” or “Walk-In” Clinic. To be seen by the Physician or Nurse Practitioner, or member of the Clinic Staff for an office visit, it is necessary that you have selected the Manor Clinic for your primary care.

CHOOSING THE MANOR CLINIC

If you wish to establish care with the Manor Clinic prior to move-in or at some point during your residency at Rogue Valley Manor, the following provides procedural guidelines to initiate the process:

1. Contact the Rogue Valley Manor Clinic by calling the main extension, 7133.
2. Listen to the menu of options to get to the Clinic Receptionist.
3. When you reach the Clinic Receptionist, inform the Receptionist that you wish to establish with the Clinic.
4. The Receptionist will obtain information by asking questions such as:
 - Are you currently a Resident on campus?
 - Do you currently have a primary care provider in Medford?
 - Do you have any immediate concerns that need to be addressed?
5. The Receptionist will explain that you will be receiving some documentation to complete and sign. This will include an “Authorization to Disclose Medical Records” form that will be used to obtain your medical records to initiate your patient chart.
6. You may make a **“Get Established” or “New Patient”** appointment. The purpose of this appointment is to establish a baseline of primary care services by reviewing your medical history and discussing any current concerns. This appointment will be billed as an office visit. If your insurance requires a co-payment, you will be charged accordingly.

CLINIC APPOINTMENTS

Once you have **formally established** with the Manor Clinic, you may schedule office visits with the Clinic Providers. Clinic Appointments are scheduled through the Clinic Receptionist and are based on Provider availability. Anticipating the appointment and providing as much notice as possible will help to ensure that you receive an appointment conducive to your schedule. We ask that you make contact with the Clinic in the timeliest manner possible.

Short-Notice Appointments

All office visits in the Manor Clinic require that an appointment be scheduled. The Manor Clinic is not an “Urgent Care” or “Walk-In” program. Established patients of the Manor Clinic must use the scheduling system to obtain an appointment. The scheduling system is set up to evaluate each situation to best meet the needs of each patient.

In the event that you request a “short-notice” appointment when calling the Receptionist, you may be asked to speak with a Clinic Nurse. The Clinic Nurse will obtain information as to your symptoms and overall current condition. This information will be used to evaluate your care needs. Depending upon your needs and Provider availability, the Clinic Nurse may advise that you do one of the following, including but not limited to:

- Come to the Clinic to be seen by the Clinic Staff or a Provider
- Go to an Urgent Care Clinic to be seen;
- Go to the Emergency Room; the Clinic can assist by calling an ambulance; or
- Schedule an appointment according to the Provider’s availability.

The Clinic Nurse may also provide you with helpful information or instructions, depending upon your needs.

Weekends and After Hours

The Manor Clinic Providers are not on Campus for office visits on weekends or after Clinic business hours. If a Manor Clinic patient has an urgent need on a weekend or during non-business hours, he/she may call the Clinic extension to access the after hours call system. The Manor Clinic Providers participate in a rotating “on-call” schedule. The after hours call system will use the accepted procedures to make contact with the on-call Provider as needed. For more information related to the Rogue Valley Manor Clinic, you may call the Clinic Director at ext. 7147.

THE HEALTH CENTER

The Rogue Valley Manor Health Center is licensed and operated as a “skilled nursing facility” or “nursing home.” The Health Center is a medical facility that provides twenty four (24) hour, seven (7) day per week nursing care.

The Health Center is the highest level of care provided on the Rogue Valley Manor Campus. Residents requiring medical care, nursing assessment, or oversight, may be admitted to the Health Center. This requirement may be on a “Temporary” basis or on a “Permanent” basis.

- **Temporary Status** – Residents admitted to the Health Center with a goal of returning to independent living (cottage, apartment, etc.) are considered to be “Temporary” status. Commonly, Residents are admitted under “Temporary Status” after an elective surgery or for an acute illness for recovery and rehabilitation. Residents may also be admitted under “Temporary Status” when evaluation is necessary to establish a plan of care.
- **Permanent Status** – In the case that a resident is not able to return to an independent living environment, he/she may become “Permanent” in the Health Center. This means that the Resident will live in the Health Center and receive all of the care and services needed therein.

Health Center Admissions

Under State and Federal regulations governing the Rogue Valley Manor Health Center, specific criteria must be met for an admission to the Health Center to occur. The criteria include but are not limited to the following:

- Written orders from a Physician stating that the resident requires skilled nursing care.
- Determination that the Health Center can meet the needs of the resident related to his/her required level of care.
- The ability to obtain all necessary medications, supplies, and equipment required, according to the resident’s plan of care.
- A Physician identified as the “following” or “attending” physician during the course of the Health Center stay.

Proper preparation and notification are required for all Health Center admissions. We ask that you give as much notice as possible if you are having a planned surgery or anticipate that you will require admission to the Health Center.

In some cases, advance notice is not possible; however, a Health Center Admission will only occur if the above listed criteria are met.

Health Center admissions do not require that the Manor Clinic Physician is the resident's primary care provider. All Physicians attending to a Resident's Health Center stay are authorized to admit and are welcome on Campus at any time.

During the course of the Health Center stay, the Nursing Staff will oversee and provide care services. In addition, the Staff will work with the following physician, as needed, to obtain changes in the plan of care or to obtain other instructions. In the case that a resident is admitted to the Health Center under "Temporary Status," the discharge planning process will be initiated soon after admission to ensure that all preparations are made for return to independent living. Once the Physician indicates that the resident no longer requires skilled nursing care, the Health Center Staff will assist the resident in returning to independent living.

Skilled Status

As a Medicare certified facility, the Health Center accepts traditional Medicare for qualifying "skilled" stays. According to Medicare requirements, a Health Center stay may qualify for coverage under benefit provisions. The criterion for a qualifying Health Center skilled stay typically includes:

- A three (3) midnight Hospital stay. This must be three (3) consecutive midnights under "inpatient" status in a Hospital; *and*
- A requirement for a skilled service, including but not limited to: Physical Therapy, Occupational Therapy, Speech Therapy, IV Therapy, and/or other types of skilled nursing care.

When a Health Center stay qualifies as a "skilled" stay under Medicare, room and board, medications, supplies, and medical services associated with the stay, are covered by Medicare benefits.

Primary insurance coverage, other than traditional Medicare, ***may or may not*** cover the costs associated with a Health Center stay. In addition, Secondary or Supplemental

Insurance programs ***may or may not*** cover Health Center costs. It is highly recommended that you review your insurance coverage to see what your benefit includes. With a variety of policies and benefit packages, it is important that you receive individualized information as insurance products vary greatly. The Health Center ***may or may not*** be a “Participating” or “In-Network” provider with some HMOs or other type of insurance programs outside of traditional Medicare. Therefore, it is recommended that you review your policy as you may be charged out-of-pocket under certain insurance plans.

In relation to Health Center admissions that do not meet Medicare criteria for coverage, the following costs may be incurred:

- Medications
- Supplies
- Additional Meals
- Equipment Rental
- Oxygen

Residents admitted in the Health Center who **do not** meet the Medicare “skilled” criteria are still considered “Temporary.” While considered “Temporary,” residents will continue to pay the monthly fees associated with their cottage, apartment, etc. on Campus. There is no set time limit for the duration of “Temporary” stays in the Health Center. Rather, each situation is evaluated on an individual basis and addressed accordingly. Upon determination that the resident no longer requires skilled nursing care, he/she will return to independent living. If the resident does not wish to return to independent living, his/her status will be changed to “Permanent” and associated charges will begin.

For more information or to discuss an up and coming Health Center admission, you may contact the Social Services Director at ext. 7188.

MANOR TERRACE CARE SUITES

The Care Suites located within the Manor Terrace are licensed as a Residential Care Facility through the State of Oregon. The Care Suites provide an option of care on the Manor Campus for which residents can receive highly individualized support services with their Activities of Daily Living. With the exception of two (2) of the twenty eight (28) rooms, the Care Suites offer private accommodations for residents. In addition, each Care Suite has its own bathroom with an accessible shower.

The Care Suites are staffed twenty four (24) hours per day, seven (7) days per week. The number of staff on duty at any given time will vary in accordance with resident need. Staff members are trained in the social model of care and work to develop a routine with each resident that is highly individualized and based upon preference and choice. As a resident's needs change, so to will the support provided in the Care Suites.

In addition to assistance with the activities of daily living, the Care Suites also provide assistance with medication administration. Depending upon Resident needs, medication may be delivered, set up in a medication box, or the resident may receive reminders for self-administration of medications.

As a licensed residential care facility, admission to the Care Suites must follow requirements set forth by the State of Oregon. One primary component of this process includes an initial screening and evaluation prior to admission. The intent this requirement is to ensure that the Care Suites will be capable to meet each resident's support needs.

Admission to the Care Suites is typically done in a prepared, anticipated manner. This allows for all appropriate arrangements to be made and for any transition steps to be taken. All Care Suite admissions must be accompanied by written orders from the resident's primary care provider. For more information related to the Care Suites, you may call the Care Suites Director at ext. 7153.

SPECIAL CARE CENTER

The Rogue Valley Manor Special Care Center is dually licensed as both a Residential Care Facility and Memory Care Unit through the State of Oregon. In general, the goal of the Special Care Center is to provide services to assist and care for residents with memory-impairing illnesses; and, in addition, to provide support to the spouses and other family members. A secure and flexible environment is provided through a non-dictated or regimented daily routine. Special Care seeks to adjust to the routine of each resident and to provide support using the social model of care.

Staff members are trained in the social model of care and in approaches to demonstrate an attitude of compassion, flexibility, and adaptability, out of respect for each resident's lifestyle. Special Care relies on a "Team Approach" for resident services. This approach maximizes each resident's personal choices, autonomy, and independence, while building on individual strengths.

While the Special Care Center does assist in the provision of personal and medical care services, the Facility design seeks to incorporate a home-like, low stimulus environment. The needs of the Special Care Center residents vary according to many factors. A Level of Care Program provides the support each resident needs, based on a standardized assessment completed by the Staff.

Admission to the Special Care Center is typically done in a prepared, anticipated manner. This allows for all appropriate arrangements to be made and for any transition steps to be taken. All Special Care Center admissions must be accompanied by a written Physician's Order indicating that the resident does have a memory impairing diagnosis. In addition, the Physician's Orders must provide information required to care for the resident and to authorize the admission.

For more information related to the Special Care Center, you may call the Special Care Center Administrator at ext. 7725.

RESIDENTIAL LIVING

The Residential Living Program at Rogue Valley Manor includes some apartments located on the first and second floor of the Main Manor, and all apartments located on the second floor of the Manor Terrace. The Residential Living apartments **are not** "licensed" or operated as a "facility," such as the Health Center rather, the Residential Living program offers highly individualized options of care and supportive services provided in the home.

Residential Living's monthly accommodation fees include base services such as additional housekeeping, weekly linen changes, and dining options. Residents who may require or request services above those provided in the base program, may consider a "Level of Care" through the Manor's In Home Care Agency. Residents reserve the right to hire Home Care assistance outside of the Manor's In Home Care Agency. Please contact the Resident Services Department for the Private Duty Aide Policy.

For more information with regard to the Levels of Care Program, you may contact the Home Care Manager at ext. 6000.

Residential Living Activities

The Residential Living Activities Program goal is to provide meaningful activities to all residents wishing to participate. Activities will be offered both on a "group" and "individual" basis according to individual preference. Personnel involved in the Activities

Program will encourage residents in Residential Living to become involved or to participate in activities and socialization.

The Residential Living apartments are offered to residents based upon need. Residents who are interested for consideration in relation to a potential move to Residential Living should contact the Resident Services Director at ext. 7392. When a Residential Living apartment becomes available, the Transfer Committee will make a determination as to offering the apartment to the resident most in need.

IN HOME CARE

The Manor's Home Care Agency employs trained caregivers to provide personal care and support services in your home. Home Care services may be scheduled according to resident need. Care minimums depend upon Campus location and availability. Residents may receive up to twenty four (24) hours of care per day, seven (7) days per week. To initiate Home Care services, at least two (2) weeks advance notice to the Department Manager is necessary. This allows for appropriate service set up, and staff scheduling.

The charges associated with Home Care are based upon the duration of time services received.

PERSONAL CARE & SUPPORT SERVICES

Include, but are not limited to the following:

- *Shopping and errands*
- *Housekeeping, laundry, and ironing*
- *Caring for pets and plants*
- *Transportation and arranging for medical appointments*
- *Bathing, dressing, and personal hygiene assistance*
- *Continence Care*
- *Mobility and movement*
- *Nutrition and hydration assistance, including diet monitoring, meal planning, and meal preparation*
- *Care for those with memory impairing illnesses*

MEDICATION SERVICES

In addition to private duty care, the Home Care Department also offers assistance with medication administration. Services included the following:

Medication Box Set-Up – Medication box set-up is available to residents living in all areas of Campus. Under this program, trained personnel fill a medication box designated by day of week, and in some cases, time of day for residents who need assistance. Residents receiving this service may have their medication box filled on a weekly basis.

Medication Delivery – Medication delivery is available to residents living in the Main Manor and Manor Terrace buildings. Under this program, trained personnel deliver medications at the appropriate times to a resident's apartment. Delivery under this program may occur from one (1) time per day to four (4) times per day.

CARE MANAGEMENT SERVICES

Rogue Valley Manor Home Care clients may choose the option of employing a professional geriatric care manager thru the agency's care management services.

The Care Managers role is to primarily participate in the following:

- Coordination of medical services offered both on Campus and off Campus including attending medical appointments.
- Coordination of bill paying
- Assistance with mail
- Accompaniment to medical appointments
- Communication with Health Care Representatives
- Coordination of benefits with Long Term Care Insurance Companies

The Care Management program **will not** provide services which include but are not limited to the following:

- Court appointed Guardianship
- Court appointed Conservatorship
- Health Care Representative status
- Financial Representative
- Any legally appointed role which requires or implies that the RVM Care Manager is to make decisions on behalf of or in place of the resident

For more information or to initiate the services listed above, you may call the Home Care Manager at ext. 6000. Residents reserve the right to hire Home Care assistance outside of the Manor's In Home Care Department. Please contact the Resident Services Department for the Private Duty Aide Policy.

PHARMACY

The Manor Pharmacy is located on Lower Level I of the Manor Terrace. The Pharmacist and Pharmacy Staff are employees of the Rogue Valley Manor. In addition to prescription and over-the-counter medications, a wide range of sundry items, including postage stamps, are available for purchase.

For Prescription Refills, please contact the Pharmacy at ext. 7361. The prescription refill system is accessible over the phone. Pharmacy personnel are available to assist in the refill process as needed. Advance notice is appreciated for prescription refill needs; this ensures that refills are completed in a timely fashion. The Pharmacy provides a delivery program. For information contact the Resident Services Office ext. 7392.

MEDICAL TRANSPORTATION

The Medical Transportation Program provides transportation to scheduled medical and dental appointments if the resident has no other available means of transportation. The Resident Medical Transportation Fund is an endowed fund through the Rogue Valley Manor Foundation. If you require assistance for medical transportation, services must be set up with **advanced notice**. Providing as much advance notice as possible ensures that the Transportation Program can accommodate your needs.

The Medical Transportation Program offers services Monday through Friday from 8:00 a.m. until 4:30 p.m. For more information or to arrange for transportation, contact the Medical Transportation Coordinator at ext. 7277.

RESPIRE PROGRAM

Rogue Valley Manor Respite programs are intended to provide respite for those with a loved one with a memory impairing illness. During this respite time, family caregivers may run errands, attend medical appointments, rest, or whatever is needed.

As a component of these programs, **Respite Share and Care** is fully supported through Manor resident volunteerism and through the Rogue Valley Manor Foundation.

Respite Share and Care is a day program that participants may attend for a short period of time or for the duration of the program. Currently, the Program is offered on Wednesdays and Fridays. The Program offers games, sing-a-long, and a variety of activities tailored for those with memory impairment.

The resident volunteers work along with the program coordinator who is responsible for overseeing volunteer training, resident evaluation, and other coordination needs. If you would like more information about this program you may contact the Respite Care at Ext. 7157.

THERAPY SERVICES

Therapy Services are available on Campus through licensed professional therapy personnel. Physical Therapy, Occupational Therapy, and Speech Therapy are available through the Department. Therapy Services are provided on Campus through a contractual arrangement with a company specializing in rehabilitative and therapeutic services for the senior population.

Inpatient and Outpatient Therapy Services

Inpatient therapy services are available for residents with a skilled need in the Health Center. In addition, outpatient therapy services are available if ordered by a Physician. The outpatient services are scheduled in advance and provided in accordance with each resident's needs.

Locations

Inpatient Gym: The inpatient gym is located on the Main Manor's second floor above the Health Center.

Outpatient Gym: The outpatient gym is located on the Lower Level I of the Manor Terrace Building.

Services Available

The therapy program at Rogue Valley Manor offers both water and land based programs. The state-of-the-art therapy pool provides an option by which residents can receive water based therapy with an underwater treadmill, massage hose, and a variety of other tools to enhance the recovery or rehabilitation process. In addition, the therapy program offers land based equipment to assist with improvement of balance, gait, and strength.

Charges

Therapy Services will be billed to your Primary and Secondary Insurance coverage for both inpatient and outpatient therapy services. The Manor Therapy Department may or may not be contracted as an “in network” or “participating” provider with your insurance carrier. It is highly recommended that you contact your insurance carrier to obtain information specific to your therapy services benefit.

For more information about the services offered through the Therapy Department, contact the Therapy Director, at Ext. 7170.

ADVANCE DIRECTIVE AND PHYSICIAN ORDERS FOR LIFE SUSTAINING TREATMENT (POLST) FORMS

Residents are highly encouraged to discuss wishes related to the Advance Directive and POLST instructions first with your primary care provider. Advance Directives and POLST forms are important documents and it is highly recommended that updated copies of these forms be maintained in your home. A copy of a completed Advance Directive should be given to the Resident Services office for inclusion on your Manor file. For safety reasons, the Manor does not retain a copy of your POLST however; your primary care provider should. You may obtain a blank Advance Directive form from the Resident Services Office. Additionally, the Advance Directive and POLST should be reviewed on an annual basis, or updated more frequently if changes are made.

If you have any questions, please contact Resident Services at Ext. 7392.

HEALTH CARE REPRESENTATIVE

It is important that all residents have a legally appointed Health Care Representative. Health Care Representative means:

- a) An attorney-in-fact;
- b) A person who has authority to make health care decisions for a principal under the provisions of ORS 127.635 (2) or (3); or
- c) A guardian or other person, appointed by a court, to make health care decisions for a principal. Included in the Advance Directive form is a place to designate a Health Care

CONTINUUM OF CARE DESCRIPTION

The “**Continuum of Care**” description, available upon request, provides basic information about the various settings and levels across the Manor’s continuum of care. The guidelines provided in this document are used as a part of the Campus placement evaluation. Each situation is viewed individually, taking into consideration the potential options and arrangements available to the resident. Specific charges for various living areas in the Manor and services offered therein may be obtained from the Director of Resident Services. A list of charges is available and accessible to all Manor residents upon request.

Appropriate placement along the continuum is primarily evaluated by the Transfer Committee, comprised of Health Services and Administrative Personnel. The Committee may review a situation upon a change in the physical or mental condition of a resident, after an incident presenting health and safety concerns, or when another event occurs. A primary component of the evaluation process is identifying any potential risks to the resident, or to others. In addition, consideration is given to the resident’s ability to independently perform the Activities of Daily Living.

After evaluation of each situation, it is possible that a transfer to a higher level of care, such as Residential Living, the Care Suites, the Health Center, or the Special Care Center, may be necessary. We strive to offer options and to provide creative alternatives; however, in some situations, we must do whatever is necessary to protect the health and safety of all residents.

In summary, the Manor staff understands that residents approach our retirement community with optimism and a desire for vibrant retirement living. Although it is difficult to consider the possibility that there might be a change in the resident’s ability to function without assistance, it is **essential** that all residents be aware of the options available to them at the Manor. All residents need to feel that their dignity, individuality, intelligence, and ability to make choices are respected at all times. Our Staff is available to discuss issues or clarify programs and services. We strongly believe that communication is essential in maintaining and improving our Health Services Programs and we welcome resident’s suggestions and feedback.

VII. LANDSCAPE AND GROUNDS

It is Manor policy that those portions of the grounds that are developed and landscaped present a pleasing, attractive, and well-kept appearance during all seasons of the year. Developed and landscaped portions of the grounds have a complement of basic landscape and other elements that work together to create a pleasant appearance. The development master plan takes into account perennial flowers, annual flowers, shrubs, trees, and grass that are compatible with the terrain, the architecture of surrounding buildings, the colors of other landscaping and buildings, the local climate, the soil, and the available irrigation. In addition, there are flower beds with colorful annuals in season.

BASIC LANDSCAPING

All basic landscaping is the Manor's responsibility. Sidewalks, streets, trails, and other improvements are maintained in good condition. The basic landscaping consists of: mowing, pruning, fertilizing, weeding, spraying, irrigating, replacing vegetation, etc. when needed, within the limits of reasonable costs and available personnel and equipment. Additional gardening services are available at a nominal fee from the Manor Grounds Department by contacting the Landscape Gardener at 541-210-2150. Please submit questions or requests to the Grounds Superintendent at Ext. 7095 or to the Landscape & Grounds Advisory Committee. Copies of the *Tree Replacement Policy* may be obtained from the Grounds Superintendent or from committee members.

Residents who feel that some aspect of the Manor's basic landscaping requires attention are asked to notify the Grounds Department by using a *Residents' Work Request* form or by calling the work request hotline. Residents who wish to propose changes in the Manor's basic landscaping should prepare a written "suggestion" and bring to the Manor Front Desk or place in the suggestion box by the Plaza mailboxes. During rapid spring growth, we ask residents to be patient as the groundskeepers have a heavier work load this time of year.

Residents are permitted to purchase live Christmas trees for the holiday season and donate the trees to the Manor for planting on campus after the holidays. Any help residents wish to contribute toward maintaining the basic landscaping, such as rose garden care and weeding, is also appreciated when done with prior Manor approval.

SUPPLEMENTAL LANDSCAPING

Residents are encouraged to seek the advice of the Grounds Superintendent prior to purchasing supplemental landscaping or if they have questions about the acceptability or proposed location of the items. Residents are required to complete an *Application/Permit for Exterior Decorations and Supplemental Landscaping* form located in the Facility Services Department before making any changes, and to receive advance written approval from Administration. Please review which changes are described as “not permitted” in this section.

Generally, it is Manor policy to allow freedom of individual expression in “supplemental” landscaping around the cottages. Supplemental landscaping includes bulbs and annual flowers. More specifically, supplemental landscaping around the cottages is allowed without prior administrative approval providing the plantings: (1) are fully compatible with the basic landscaping and general decor, (2) are placed within the confines of the deck area, the area around the garage door, the front entrance or shrub areas that are immediately contiguous to the cottage and within the front or rear silhouette of the cottage; and (3) comply with the following “reminders”:

- Residents are cautioned that plastic irrigation pipe is frequently near the surface, and is easily damaged by digging.
- Supplemental landscaping must not obstruct the sprinkling system.
- Sprinkler systems around units are not to be altered or changed by residents.
- Additional irrigation, such as drip systems, should not be installed without prior approval by the Grounds Superintendent. Residents are required to complete an *Application Permit for Exterior Decorations and Supplemental Landscaping* form before making any installations or changes, and to receive advance approval from Administration.
- Residents are cautioned that the original soil may be hard, stony, and/or infertile. Successful plantings may require new soil and/or soil amendments.
- Items must be placed in a manner which will not restrict (to less than 40 inches) direct sidewalk access to the front door.

- The installation and maintenance of all supplemental landscaping shall be at the expense of the residents. All new or revised landscaping becomes the property of the Manor and the Manor reserves the right (after timely notification) to maintain any neglected supplemental landscaping or to remove it, at the resident's expense.
- Assistance in installing or maintaining supplemental landscaping is available from the Manor Landscape Gardener at established rates. Larger projects may be subcontracted with prior Manor approval.
- Any resident who causes damage as a result of supplemental landscaping will be charged the full cost of the repair. The Manor reserves the right to decide how to make the repair, who will make the repair, and how much the repair will cost.
- Any complaints received about supplemental landscaping will be referred to and reviewed by the Landscape & Grounds Advisory Committee (a resident/staff committee), which will make a recommendation to Administration.
- Roses do not fall in the category of supplemental landscaping. Basic maintenance of roses is limited to one pruning in the spring. Any additional maintenance is the responsibility of the resident.
- Please refer to Landscape & Grounds Advisory Committee *Tree Replacement Policy* for exact details of tree removal.
- For questions related to planting, pruning, or removal of trees, please contact the Grounds Superintendent at Ext. 7095.

Certain supplemental landscaping (that is allowed without prior administrative approval) is included in the above listing. Other supplemental landscaping may be allowed, but requires prior administrative approval. Any plantings or irrigation systems become the property of Rogue Valley Manor and remain with the unit. *Application/Permit for Exterior Decorations and Supplemental Landscaping* forms are available in the Facility Services Department. Requests for supplemental landscaping will be reviewed by the Landscape & Grounds Advisory Committee, which will make a recommendation to Administration. Any supplemental landscaping or irrigation systems will be paid for by the resident making the request and will be planted or installed by Manor groundskeepers.

EXTERIOR DECORATIONS

Generally, it is Manor policy to allow freedom of individual expression in exterior decorations around the cottages. Exterior decorations around the cottages are allowed without prior administrative approval provided: (1) they are fully compatible with the basic landscaping and general decor, (2) they are placed within the confines of the deck area, the area around the garage door, and the front entrance or shrub areas that are immediately contiguous to the cottage and within the front or rear silhouette of the cottage, and; (3) they comply with the “reminders” described below:

- The only personal decorations (including memorials) that are allowed on the “common” grounds away from the cottages are small metal or plastic tags; these tags are allowed only after receiving prior written approval from Administration. If an existing memorial planting is relocated by Grounds personnel, the existing plaque may be moved with the planting and exterior decorations.
- Allowable exterior decorations include bird baths, bird feeders (please do not feed the pigeons), small statues, small planters, U.S. flags, wind chimes, wind socks, small benches or chairs, mobiles, and holiday decorations. Please note, that no more than six items in total may be used. These decorations are not allowed on deck areas.
- Any complaints received about exterior decorations, including holiday decorations, will be referred to and reviewed by the Landscape & Grounds Advisory Committee, which will make a recommendation to Administration.
- The Manor reserves the right to require the removal or revision of any exterior decoration.
- Holiday decorations may be set out no earlier than twenty-one days prior to the date of the holiday. Decorations must be taken down no later than ten days after the date of the holiday.
- Holiday decorations may be placed on Manor, Manor Terrace and Plaza apartment entry doors or shelves. Please check with Facility Services before permanently attaching any decorations to your apartment or cottage door.
- Assistance in setting up or taking down decorations or installing or maintaining electrical wiring for holiday decorations is available from the Manor at established rates, but only if and when employees can be spared from regular duties. Larger projects may be subcontracted, with prior Manor approval.

- As a safety measure, temporary wiring and connections to outdoor plugs must be reviewed and approved in writing by the Facility Services Department. All wiring and connections must be UL Approved. Please submit a Work Request Form for inspection after the wiring is complete. There is no charge for this review process.
- Extremely heavy items must not be placed on the deck due to support constraints. Please see the Facility Services Department if you are unsure whether objects are too heavy.
- Care should be taken when placing anything on the rail of your cottage deck. You must be certain the object cannot be knocked or blown off. All objects on the rail must be securely fastened. No loose items are to be placed on the rail.
- No items may be placed on the deck rail at the Manor Terrace or Skyline Plaza. Refer to *Deck Policy*.
- Exterior decorations that have been determined unacceptable by the Landscape & Grounds Advisory Committee and Administration include large statues, brightly lighted or gaudy decorations, large planters, plywood figures, and pink flamingos.
- No decorations are allowed on rooftops or in trees or shrubs, except by permit.
- No decorations may be attached to the cottage clapboard siding.
- The display of the United States flag is permitted. Standard flag etiquette should be observed. The flag should be no longer than six feet and should be removed from the bracket and stored when the flag is not displayed. The bracket for the pole should not be attached to the clapboard siding. Please call our Facility Services Department if you are unsure where to attach the pole bracket.
- The installation and maintenance of all exterior decorations shall be at the expense of the resident.

Included above are certain decorations that are allowed without prior administrative approval. Other decorations may be allowed, but require prior administrative approval. Any permanently installed exterior decorations become the property of Rogue Valley Manor and remain with the unit. *Application/Permit for Exterior Decorations and Supplemental Landscaping* forms are available at the Facility Services Department. Requests for exterior decorations will be reviewed by the Landscape & Grounds Advisory Committee, which will make a recommendation to Administration. Any permanently installed exterior decorations will be paid for by the resident making the request.

SATELLITE DISH POLICY

It is the policy of Rogue Valley Manor to allow satellite dishes to be installed on resident units in accordance with the following procedures and restrictions:

- *An Application/Permit for Exterior Decorations and Supplemental Landscaping* will be filled out by the resident.
- This request will be reviewed by the Landscape & Grounds Advisory Committee.
- The Landscape & Grounds Advisory Committee will notify the resident of the findings of the committee.
- Satellite dishes of 24" or less will be allowed on campus with approval from the Landscape & Grounds Advisory Committee.

VIII. RESIDENT SERVICES

RESIDENT SERVICES

The Director of Resident Services is available to assist all residents with any concerns and questions regarding Manor living. The Director works closely with new residents as they adjust to community living, with residents who transfer to Residential Living and Health Care, and with personal representatives in vacating units. Questions relating to supplemental health insurance and long-term care insurance policies can be answered by the Director of Resident Services. The Director maintains the inventory for reserved parking locations on campus. The Resident Services Office is on the first floor of the Manor and is open from 8:30 a.m. to 5:00 p.m., Monday through Friday.

NEW RESIDENT ORIENTATION

After Manor residents have been in their new home for several weeks, the Resident Services Director will invite them to his/her office to explain some of the intricacies of Manor life. This will include highlighting a few key points in the Resident Handbook, discussing the Health Services that are available, requesting certain information necessary for their personal files, and answering any questions they might have.

RESIDENT INFORMATION SHEETS/IMPORTANT DOCUMENTS

Each resident must complete a Resident Information Sheet (R.I.S.) This is a very important part of every resident's master file with Rogue Valley Manor, and provides necessary information required as part of your Residency and Care Agreement. The R.I.S. is given to new residents during the New Resident Orientation and then on their yearly anniversary month to be updated. At anytime during the year, residents can update their R.I.S. by contacting the Resident Services Office.

Residents are encouraged to consult with an Oregon attorney regarding their legal affairs. Residents who are new to the area can obtain recommendations for attorneys from the Foundation Director at Ext. 7026.

RESIDENT TELEPHONE AND INFORMATION DIRECTORY

The Resident Telephone and Information Directory is published annually. The Directory lists residents, staff, services, and includes a campus map. Publication of the Directory is made possible by support from local advertisers. The Manor encourages residents to become familiar with the advertisements in each Directory.

STORAGE CUBICLES

A storage cubicle is provided for each Manor, Manor Terrace, Plaza, and Residential Living apartment.

Residents provide their own locks. Cottage residents must place all personal belongings in the cottage itself or in the attached garage. Storage is prohibited under the unit or deck, above the garage, or anywhere outside the unit. Flammable liquids or materials must not be stored in the cottages, apartments, garages, or in the storage cubicles.

PARKING

Various types of parking accommodations are available for residents on campus. Each is highlighted below. All residents must sign an *Agreement for the Use of Reserved Parking Area* form. This form is available from the Director of Resident Services, Ext. 7392.

COTTAGE GARAGES

Most cottage units have an enclosed garage with an automatic garage door opener. Residents are asked to keep garage doors closed unless they are entering or exiting their garage. Garage doors can be made to operate manually in the event of a power failure. Contact Facility Services for assistance.

Residents are asked to park vehicles including golf carts in the garage and not in front of the garage door. Residents are not permitted to park in driveways for an extended period of time. Please do not park on or block the sidewalk. Cottage residents with more than one vehicle should use the designated off-street parking area nearest their cottage. Garages have not been designed to be workshops; therefore, flammable liquids or materials must not be stored in garages. Cottage garages may not be subleased or switched under any circumstances.

MANOR, MANOR TERRACE AND PLAZA GARAGES AND CARPORTS

The Manor has a limited number of garages and covered carports near the building available for Manor residents. The Terrace offers a limited number of carports for Terrace residents. The Plaza also offers garage parking on the ground floor and carports nearby. Most Manor garages come equipped with a key and a remote garage door opener. Once a garage door opener is installed it becomes the property of the Manor and remains with the garage. Please contact the Resident Services office for current fees, policies relating to garages and carports, and information regarding availability.

Garages have not been designed to be workshops; therefore, flammable liquids or materials

must not be sorted in garages areas. Garages and carports may not be subleased or switched under any circumstances.

RESERVED OPEN-AIR PARKING

There are numerous reserved parking spaces at the Manor, the Manor Terrace, and Skyline Plaza. These spaces are numbered and marked reserved, and are provided for residents of those particular buildings. There is no charge for a reserved open-air parking spot. If you have an assigned parking spot, we request that you park in it and not in front of the Manor, Terrace, or Plaza which is designated for visitors. Please do not park in a reserved spot that has not been assigned to you. Residents who would like an assigned parking space should contact the Resident Services Office at Ext. 7392.

RECREATIONAL VEHICLE (RV) AND BOAT PARKING

RV and boat parking is available to residents for a fee on a first-come, first-served basis. Spaces are assigned through the Resident Services office at Ext. 7392. The secured RV lot is located on the south end of the Manor campus. While on campus, all resident RVs, boats, etc are required to be parked in this area. There is a maximum of 24 hours that is allowed to load and/or unload RVs in the Cottages.

If residents have guests with RVs or boats, call Security at Ext. 0 to register the vehicle and arrange for a parking location. RVs and boats are not permitted in driveways or off-street parking areas in the Village.

UNASSIGNED PARKING FOR RESIDENTS AND VISITORS

Residents and visitors to the Manor, Terrace, or Plaza for meals, special events, etc. may park in the parking spaces in front of the buildings or in any available space that is not designated "Reserved," but not along the curb immediately outside the entrances. Residents are strongly encouraged to take the Manor Express and Shuttle Bus whenever possible.

GOLF CART GARAGES

For a fee, golf cart garages are available to residents of specific cottages. If a cottage resident chooses not to rent a golf cart garage, the garage will become available of residents to other cottages, the Manor, Terrace, or Plaza. The Resident Services office can provide information on golf cart garage availability.

VEHICLE REGISTRATION

If you are a new resident to Oregon, state law requires that your vehicle be registered with the Department of Motor Vehicles (DMV) 503-945-5000 once you have established residency. Prior to registering your vehicle, it must pass the DMV required Inspection and Maintenance (I&M) Check. Directions to these offices may be obtained at the Manor Reception Desk.

The Manor requires that all residents register their vehicles with the Director of Resident Services upon admission to the Manor. It is also necessary to inform the Resident Services Office Ext. 7392 any time a vehicle is sold or replaced.

IX. PASTORAL SERVICES

Rogue Valley Manor has been serving seniors spiritually for over 50 years. Opening our doors in 1961, Rogue Valley Manor was sponsored by an ecumenical community of Methodists, Episcopalians, and Presbyterians. They came together to create a retirement community where seniors could live their lives in comfort and security. Today, Rogue Valley Manor welcomes all religious and non-religious expressions or inquiry.

The mission of the Pastoral Services Department is to celebrate, advocate, and support spiritual life at Rogue Valley Manor by promoting religious programs, encouraging spiritual growth, and fostering ethical discussions.

The Pastoral Services Department Offers:

- The ministry of presence and empathic listening
- Sacraments: Eucharist, Anointing, Marriage, and Funerals
- Helping identify one's beliefs and feelings
- Offering unconditional love and encouragement
- Spiritual formation and education
- Assistance with end of life decisions
- Identifying sources of comfort and support
- Facilitate ethical dialogue
- Prayer and spiritual disciplines
- Pastoral Care and Counseling
- Promotion of religious programs (ex. vespers, devotional, bible studies, communion services, and presentations)

The Manor has its own Director of Pastoral Services who is on campus Monday through Friday, from 8:30 a.m. to 5:00 p.m. The Pastoral Services Office is on the first floor of the Manor.

The Director is an ordained minister who is able to provide pastoral care, emotional support, grief counseling, and conflict management. The Director of Pastoral Services represents Rogue Valley Manor to the various religious organizations and associations in the area. A key service the Director of Pastoral Services provides is to help residents stay connected to their own faith community and to assist new residents in establishing connections with the local congregation of their choice.

RELIGIOUS ACTIVITIES COMMITTEE

A religious committee of Manor residents is responsible for much of the religious life, including Bible study, morning devotions, Sunday afternoon vespers, and special projects and programs. The Director of Pastoral Services serves in an advisory capacity to the committee.

X. RECREATION AND LEISURE SERVICES

ACTIVITIES, PROGRAMS AND GROUPS

All activities of Rogue Valley Manor are open to all residents. Many of the activity programs are developed and maintained by the residents and respond to the desired needs of residents. For further information on these activities, please contact the appropriate resident Chairperson of each activity area or the **Recreation Department at Ext. 7129**. A listing of committee Chairpersons can be found on the bulletin boards near the Manor and Plaza mailboxes.

The following is a listing of many of the programs and activities that are available:

Arts, Crafts & Hobbies

Basket Weaving
Camera Club
Ceramics
Computer

Digital Photography

Flower Arranging

Gardening

Ham Radio Operators

Lapidary

Macintosh Club

Painting Classes

Play Reading

Poetry Club

Pottery

Sewing

Video Production

Weaving

Woodworking

Cards & Games

Bingo

Bridge

Casino Parties

(Cards & Games, cont'd)

Duplicate Bridge

Game Night

Hand & Foot

Mah Jong

Mexican Train

Pan

Poker

Rummikubs

Dancing

Ballroom Dancing

Dinner Dancing

Line Dancing

Tap Dancing

Educational Programs & Lectures

Entertainment Programs

Exercise Programs

Balance Class

Core Conditioning

Dance Aerobics

Aerobics +

Stretch Exercise

Swim The Nation

Tai Chi Chih

Walk The World

Water Aerobics

Yoga

Brain Fitness

Music

Bell Ringers

Joyful Noise Choir

Recorders

Special Events Parties

Sports

Billiards

Croquet

Golf

Hiking Club

Lawn Bowling

Pickle Ball

Swimming

Table Tennis

Water Volleyball

Summer Games

Symphony/Concerts/ Theaters

Trips/Tours (Local and Out-of-Town)

Volunteer Opportunities

OTHER GROUPS

All Residents' Council Committee Chairs and Group Chairs are posted on the bulletin boards near the Manor and Plaza mailboxes.

Easy Listening Group

This group was formed to serve the needs of people who are hearing impaired. Residents who want to participate in this group will be taught to use the many devices that are available beyond traditional hearing aids. This group's goal is to encourage an attitude of confidence among its members. The group philosophy is that hearing loss need not stop anyone from participating in and enjoying a good, full life. If interested in this group, please contact the Chair of the Easy Listening Group.

New Vision Group

New Vision is a program of support, education, and encouragement for people who have vision problems. Magnifying machines, which may be used by all residents, are used to help people read material, see pictures, and sign checks. For many this offers a new quality of life. There is also a program of training that teaches residents to use the word processors that give voice directions. Many residents prefer to receive this instruction while their eyesight is still good, in preparation for the day when they may not see well. This equipment may be found in the Douglas New Vision Center adjacent to the library in the Residential Living wing. Talking book machines are also available. For a demonstration of these devices, please contact the New Vision Group Chair.

Summer Games

Summer Games is an annual week-long program of games that includes all levels of competition and endurance. From the opening ceremonies to the closing barbecue and awards, everyone finds events in which to participate. Part of the closing program is the famous "Grape Stomping" contest where you have a chance to get your feet in the grapes!

Volunteer Programs

Volunteering is a rewarding experience. It's also an excellent way to meet new residents and have fun. Many Manor residents are involved in special-interest and hobby groups, and participate in programs that involve Health Center and Residential living residents. For more information about existing activities or to offer new ideas, contact the Recreation staff at Ext. 7129 or Ext. 7529. See also the section titled *Retired and Senior Volunteer Program*.

XI. TRANSPORTATION

The Manor offers a variety of transportation options on the Manor Campus and in the local Medford and surrounding areas. Our staff is committed to providing excellent service to Manor residents both on and off campus.

MANOR EXPRESS

Manor Express is a car service that offers transportation throughout the Manor Campus. This service is available to all residents every day between the hours of 7:30 a.m. and 9:00 p.m. by calling the Manor Express at Ext. 7433. The requests are handled on a first-come, first-served basis.

EVENING BUS SERVICE

Bus Transportation for dinner meals is available for all residents between the hours of 4:45 p.m. and 7:30 p.m. One bus, designated by a blue light, covers the northern part of the campus (2100, 2200, 2300, 2400), and a second bus, designated by a amber light, covers the southern part of the campus (1100, 1200, 1300, 1400, 1600). Residents who want to ride the dinner bus should use the “reflector system” so bus drivers will know when they want to be picked up. Display the reflector in your front yard, near your driveway so the driver will know you want the bus to stop. A more detailed explanation of the dinner bus routes is available at the Manor Front Desk. All streets covered by the dinner bus have the option of using Manor Express at Ext. 7433. A bus is available till 8:30 p.m. for evening programs.

SHOPPING BUS

The Manor shopping bus is available on Monday, Wednesday, and Friday mornings. Please check the Off Campus Book located at the Manor Reception Desk to find the times, list of places to be visited on certain days and to reserve your seat. Remember to re-board the bus at the same location where you got off. If you have made other transportation plans for your return trip, or if you would like to be picked up at one of the other designated Manor bus stops, please inform the driver.

CHURCH BUS

Manor bus service is provided for Sunday morning church service. Contact the Manor Reception Desk at Ext. 7600 for the schedule. If you would like to have a local Church added to the schedule please submit a written request attention: Transportation to the Manor Reception Desk.

TOURS AND SPECIAL EVENTS

The Manor bus is also available, schedule permitting, to be chartered by Manor residents for special events. For details, please call the Transportation Supervisor at Ext. 7912 or fill out a *Bus Request* form at the Manor Reception Desk. Requests need to be submitted by Monday, on the week before the week of the event for scheduling.

AIRPORT EXPRESS

Airport transportation is available for all incoming and outgoing flights 365 days a year for Residents, their families, relatives and friends. Request forms are available at the Manor Front Desk and Plaza Front Desk. We encourage requests be turned in as soon as flight reservations are made to the Fronts Desks for scheduling. Service fee is 10.00 each way or 20.00 round trip billed to the Resident.

XII. COMMUNITY LIVING

DECK POLICY – MANOR TERRACE AND SKYLINE PLAZA

It is the responsibility of Manor Terrace and Skyline Plaza occupants to be conscious of the exterior appearance of the Manor Terrace and Skyline Plaza buildings by placing only personal property items on their deck that cause no safety hazard to themselves or to other people. Due to occasional high winds, residents are advised to be extremely cautious about any items they place on their deck.

Residents **MAY** have the following items on their decks: wrought iron patio furniture or heavier furniture that has been approved by Administration; a limit of four (4) flower pots, in natural earth tones, per apartment, depending on deck size, which have been approved by Administration. Flower pots must have bases to hold water and not drip on the decks below.

Residents **MAY NOT** have the following items on their decks: any furniture that has not been approved by Administration; irrigation drip systems; patio table umbrellas; flags or wind-socks; bird feeders; hanging laundry; bicycles; Christmas lights; or additional fencing to keep pets contained.

Reminders:

- Young children must be supervised at all times when they are out on the deck.
- Sitting or standing on the railing is not permitted.
- Terrace and Plaza residents may not use their decks as a storage area.
- Cushions on deck furniture must be fastened securely to the furniture.
- Residents are not allowed to hose off their decks (out of consideration for those residents living on floors below them).
- **ABSOLUTELY NO SMOKING** is permitted on the deck unless a water ashtray is provided for ashes and cigarette butts.

DRESS CODE FOR PUBLIC AREAS

Residents are required to dress appropriately when leaving their apartments or cottages. Inappropriate attire includes robes, wrappers, and swimwear. This applies to all public and/or common areas of the Manor, Manor Terrace, and Plaza, including hallways and elevators.

EMPLOYEE RELATIONS

When residents sign their *Residence and Care Agreement* they agree not to hire Manor employees or solicit Manor employees to resign from the Manor to work for them without the written consent of the Executive Director. Additionally, residents agree not to hire former Manor employees without the written consent of the Executive Director. This is a policy that Administration strictly adheres to in order to provide the best employees possible. Residents may hire additional one-on-one assistance by calling Home Care at Ext. 6000.

Residents who feel certain employees do an exceptional job may commend them individually by completing a "Merit Gram," which can be found at the Manor or Terrace Reception Desk, or Plaza Executive Room. A copy of the Merit Gram is sent to the employee, his/her supervisor, and also placed in the employee's personnel file.

GRATUITIES

Manor employees and their families are **strictly prohibited** from accepting gratuities, loans, bargain sales, non-cash items, gifts, or bequests from residents or residents' relatives, under any circumstance. Please do not jeopardize employees' jobs at Rogue Valley Manor by making offers to them. Residents may recognize Manor employees by contributing to the Employees Christmas Fund, which is sponsored by the Residents' Council. The funds are distributed to employees at Christmas in appreciation of their hard work and dedication.

There are several ways you can contribute to the Employees' Christmas Fund. You can leave a contribution (cash or check) in the permanent (year-round) locked box in the Manor Branch of U.S. Bank. You may deposit your contribution in whole or in part, any time up to November 31st of each year, for inclusion in that year's Christmas distribution. Checks should be made payable to "Employees' Christmas Fund." If you prefer, you can arrange for

U.S. Bank to electronically transfer your contribution each month. Visitors staying at the Manor may also contribute to the fund by leaving a gratuity in one of the blue envelopes in the guest rooms. All contributions are processed by U.S. Bank personnel and are completely confidential.

INSURANCE

Rogue Valley Manor is not responsible for the loss of or damage to any resident property located anywhere on the Manor campus due to theft, fire, or any cause beyond the control of Rogue Valley Manor. Rogue Valley Manor **requires** residents entering the Manor after January 1, 1990, to carry an insurance policy which covers the full replacement value of all their personal property at the Manor and to furnish RVM with evidence of such protection. Residents shall also be responsible for any loss or damage that they or their guests cause to the property of the Manor that is not the result of ordinary wear and tear. Residents entering the Manor prior to January 1, 1990, are strongly encouraged to have this type of insurance also. The Manor buildings are covered through the Manor insurance policy, but vehicles, personal liability, and the contents of your home and storage units are not covered.

PARKING WHILE AT THE MAIN MANOR BUILDING

When coming to the main Manor building, Cottage and Plaza residents who eat in the Manor Dining Room may park in visitor parking spaces in front of the building, not along the curb immediately outside the entrance to the main Manor. Residents are strongly encouraged, unless walking, to take the Manor Express to the noon meal and the Shuttle Bus to the evening meal at the Manor, Terrace, or Plaza. Manor residents are asked to park in their assigned space at all times rather than in the visitor parking areas.

A limited number of spaces are available for parking golf carts at the main Manor building. These spaces are located on the sidewalk to the north of the Manor building by the open air reserved spaces. Residents who drive their golf carts to the main Manor building are asked to use this area for parking.

PARKING WHILE AT THE MANOR TERRACE

When coming to the Terrace, residents may park in visitor open air parking spaces in front of the building or to the south of the building. Terrace residents are requested to park in their assigned spaces at all times, not in the visitor parking areas. As always, residents are encouraged to take the Manor Express or the Shuttle Bus unless they are walking.

PARKING WHILE AT SKYLINE PLAZA

When coming to the Plaza, residents may park in visitor parking spaces in front of the building. Plaza residents are requested to park in their assigned spaces at all times, not in the visitor parking areas. As always, residents are encouraged to take the Manor Express or the Shuttle Bus unless they are walking.

A limited number of spaces are available for parking golf carts at the Plaza building. These spaces are located directly to the east of the water feature in front of the Plaza building. Residents who drive their golf carts to the Plaza building are asked to use this area for parking.

CAR WASHING

The resident car washing area is located at the RV Lot. Residents are encouraged to utilize this area. Car washing is not permitted in cottage driveways.

ESTATE/GARAGE SALES

Estate or garage sales are not permitted on campus due to the attendant increase in traffic, limited parking areas, and the need for additional security and staff. We encourage you to donate personal items to the Manor Sale, Manor Boutique, or a favorite charity.

MOVES WITHIN ROGUE VALLEY MANOR AND VILLAGE

Residents transferring from one Manor, Terrace, Plaza, or Cottage unit to any other accommodation on campus may do so in accordance with the guidelines established in the *Transfer Policy* (Does not apply for transfers to new construction or higher levels of care on campus) Policy Number 4.3.11, which can be obtained from the Resident Services or Marketing Offices. Residents transferring to a higher level of care accommodation, please contact the Resident Services office or Health Services department at Ext. 7392.

LOADING DOCK AND ELEVATOR USAGE

Loading dock hours have been established for deliveries. Between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday, maintenance personnel are authorized to admit delivery personnel to the Manor, Terrace, and Plaza. For deliveries at times and days other than the aforementioned, please make arrangements in advance with your delivery person. You are responsible for designating a specific time when **you** will meet them at the loading dock entrance. Making these arrangements will help avoid unnecessary shipment or repair/service delays. Please notify Facility Services at Ext. 7004 in advance if you are expecting a delivery to the loading dock in either building.

Passenger elevators in the Manor, Manor Terrace, and Plaza are for use by residents, employees, and guests. Use of the freight elevator is restricted for deliveries, movers, Dining Service, Facility Service, other service personnel, and residents in wheelchairs, walkers, and power-chairs (if they choose to use the freight elevator).

RENOVATION OF AN INTERIM UNIT TO A PERMANENT UNIT

In order to be eligible for a Manor-paid renovation, residents who accept a unit on an interim basis and then decide to retain the unit on a permanent basis, must inform the Marketing Office, **in writing**, of their decision to retain the unit on a permanent basis within 120 days of moving into the unit. (This 120-day period begins on the day the resident signs for the unit keys.) The procedures in the *Renovation of an Interim Unit to a Permanent Unit* policy will be followed. A copy of this policy may be obtained from the Marketing Department.

NAMETAGS

All residents are asked to wear nametags so that they can more easily get to know one another. New residents are asked to wear their nametags along with their new resident ribbon for the first two months after move-in. Please be aware that there is a charge for lost or additional nametags. Replacement nametags can be ordered by putting in a *Work Request* form.

NIGHT HOURS/NOISE

In order to retain an atmosphere conducive to good community living, excessive noise should be curtailed after 10:00 p.m. People with hearing disabilities should be aware of the volume of their televisions and radios.

If the volume of your television or radio disturbs your neighbors, you will be required to purchase an infra-red hearing device.

PAYMENT OF MONTHLY FEES

Bills for Monthly Accommodation Fees are placed in resident in-house mailboxes on the first day of each month or on the first working day after the first of the month if the first falls on a weekend. You may also arrange automatic payments from your checking account to the Manor account by completing the *Authorization for Direct Pay* form, which can be obtained by calling the Business Office at Ext. 7613. Payments may also be made at the Manor or Plaza Reception Desks, or residents may make payments in person at the Business Office located in the ground floor of the main Manor.

PET POLICY

The Pet Policy of Rogue Valley Manor is written in recognition of the rights and needs of both pet owners and non-pet owners. A copy of this policy may be obtained from the Resident Services or Marketing Offices.

The term “pet” is defined as a domesticated small animal; this includes dogs and cats. Any pet not covered by the above definition, such as birds and fish, must be approved by Administration. Residents are limited to one dog or cat per Cottage and one cat per Skyline Plaza apartment without prior Administrative approval. Dogs and cats are not allowed in Main Manor apartments and dogs are not allowed in Manor Terrace or Skyline Plaza apartments.

All pet owners are required to carry a minimum of \$100,000 liability insurance on their pet. A current copy of the insurance policy must be filed with Administration. Birds and fish are exempt. All pet owners are responsible for damages caused to Manor property by their pet. Any additional housekeeping or maintenance services required due to the presence of a pet will be done at additional expense and will be the responsibility of the pet owner.

On entrance, all pet owners must file proof with Administration that their pets have received vaccines and tests as required by state and local laws. A pet must be under the control of the pet owner at all times. Pets must be on a leash no longer than ten feet whenever they are outside the owner’s Cottage or Plaza apartment. Pet owners are responsible for immediate cleanup after exercising their pet in areas designated by

Administration, including the Dog Run, located at the north end of Village Center Drive and adjacent to the north end of the resident gardens. Please respect your neighbors' private landscape areas by not allowing your dog on those grounds. The "lower forty" park like setting is a wonderful pet friendly area that provides much shade. When a pet dies, residents are requested to notify Resident Services. If a pet is replaced, residents are required to complete the necessary paperwork for the new pet.

If you are in a position that requires you to bring your pet in to one of the buildings, we ask that you use the service elevator or side entrance while adhering to the leash requirements.

If your dog is a Therapy Pet and you would like to inquire on visiting residents in one of our Health Care Departments, please contact the Health Center Recreation Director at Ext. 7403.

RESIDENCE AND CARE AGREEMENTS (CONTRACTS)

The Manor has revised its *Residence and Care Agreement* several times since its inception. As a result, there are several different types of contracts held by our residents today, depending on the resident's date of entry. In addition, depending on the resident's personal health at the time of admission, some contracts exclude certain medical services from coverage. If you have questions or concerns regarding your particular contract, please consult with Administration at Ext. 7219.

RESIDENT REFERRAL PROGRAM

If you are responsible for referring a friend who eventually becomes a resident of Rogue Valley Manor, you are entitled to a \$200 referral credit. The credit can be taken in cash, as a credit on your monthly bill, or it can be donated to the Rogue Valley Manor Foundation.

SOLICITATION

With the exception of the following organizations, solicitation is not allowed at Rogue Valley Manor. Exempt organizations include Rogue Valley Manor Foundation, the Residents' Council sponsorship of the Employee Christmas Fund, See's Candies Christmas and Easter sales, RVM Lessees, and currently, United Way. All fliers/memos placed in the in-house mailboxes **must** be approved by RVM Administration prior to distribution. Solicitation by mail through the United States Postal Service (USPS) or phone cannot be controlled by the Manor.

Door-to-door solicitation is **not** permitted anywhere on campus. If any type of salesperson should come to your door, please dial “0” and immediately inform the Security staff that there is a solicitor on the grounds. If you feel comfortable doing so, inform the solicitor that he/she is not permitted on Manor property without the consent of Administration. The Rogue Valley Manor Telephone & Information Directory is a ready-made mailing list and should not be used by any unauthorized persons.

There are various bulletin boards throughout campus; all postings must meet the requirements listed in the Advertising and Solicitation Policy.

Please contact the Resident Services Director at Ext. 7392 for information regarding the Advertising and Solicitation Policy.

SUGGESTIONS AND PROBLEM SOLVING (COMMUNICATIONS POLICY)

The Executive Director represents the Board of Directors in operating and managing the Manor. While residents are encouraged to submit suggestions regarding Manor services and facilities to the staff or Residents’ Council, residents have no authority to make management and/or policy decisions and have no vote regarding corporate membership, or board or management decisions except for the two (2) resident voting board members.

Board members who receive direct written communications with questions or communications that express concerns from a resident, a resident’s family, or a resident’s representative, should acknowledge receipt of the communication and refer the communication to Administration for a response. Individual Board members are not authorized to respond on behalf of the Board of Directors or a committee of the Board of Directors unless specifically authorized by approved motion of the Board of Directors or in a committee of the Board of Directors, respectively.

Copies of all letters written to Board members and Board member acknowledgments, if any, are to be made a part of the resident’s file located in the Administrative Office. The Executive Director, or his/her designee, will be responsible for all communication with residents.

Residents have several avenues available for making suggestions, asking questions or voicing concerns regarding Manor operations, policies, or procedures.

The following steps have been established to address these issues:

Step One: Contact Departmental Directors. The vast majority of matters can be resolved by talking directly to the appropriate departmental director. As a courtesy to the directors, and because they are usually in the best position to help residents, Directors should always be the first person with whom the resident talks with. Please refer to the front pages of the *Manor Telephone and Information Directory* for the names and phone extensions of the departmental directors.

Step Two: Contact the Executive Director. When the responsible departmental director is unable to resolve the matter or if a resident cannot determine who is responsible, residents may consult the Executive Director in writing or in person. Every resident has the right: (1) to be treated with consideration and respect in recognition of both individual and social needs, including the right to privacy and to live and die with dignity; (2) to be informed, at the time of admission and thereafter upon request, of the rules, regulations, and policies of the facility, the services provided, and charges; (3) to manage or delegate the responsibility for managing one's own personal financial affairs; (4) to expect a reasonable response to one's personal requests or grievances without fear of reprisal; and (5) to be assured of confidential treatment of one's personal and medical records, and to approve or refuse their release to any individual outside the facility, except as required by law or third-party payment contract.

Step Three: Contact the Residents' Council Executive Board. If the resident is not satisfied with the response or actions of the Executive Director, the resident may make an appeal of officially communicated policies of the Manor to the Board of Directors in writing through the Residents' Council Executive Board. A concern will not be passed on to the Board of Directors unless this policy has been followed. The Board of Directors will act on or respond to questions or concerns of a resident or group of residents only after the issue has been discussed with the Executive Director and the hearing policy has been followed.

The Residents' Council Executive Board may:

- Work with the resident to try to resolve the concern;
- Endorse the appeal and authorize the Liaison Committee to take the endorsed appeal to the Board of Directors;
- Be unsupportive of the appeal and authorize the Liaison Committee to take the unsupported appeal to the Board of Directors; or
- Take no position on the appeal and authorize the Liaison Committee to take the appeal with no Executive Board action to the Board of Directors.

The President of the Rogue Valley Manor Board of Directors will receive the appeal from the Liaison Committee and determine which Manor Board committee shall act as the hearing body on the appeal.

Resident appeals of matters of a personal or confidential nature may be taken directly to the Manor Board of Directors by the Executive Director. When confidential or personal issues are brought before the Board of Directors for discussion, the discussion will be held in Executive Session. The decision of the Board of Directors is final and binding on all parties.

Suggestion Box

A Suggestion Box is near the Plaza mailboxes. All **signed** suggestions are reviewed by the Executive Committee of the Residents' Council and then submitted to the Executive Director.

General Questions

The Manor, Terrace, and Plaza receptionists can provide general assistance and answers to your questions. You can also contact the Director of Resident Services at Ext. 7392. Remember, if you have questions, please ask!

SMOKING

Smoking is permitted only in Cottages and Skyline Plaza apartments. No smoking is permitted in any area of the Manor, Manor Terrace, or licensed areas. Residents who smoke in Plaza apartments may be required to purchase and use an approved air filtration system for the apartment if the smoke affects other residents on that floor. Also, **never** smoke in bed. Smoking in bed puts everyone at risk.

INTOXICANTS

The use of alcohol and other legal drugs is considered a matter of private choice when used in your apartment or cottage with due consideration for the welfare and safety of others.

TOURS OF THE MANOR

Marketing Representatives are happy to conduct tours of our facilities. Tours for guests of residents or prospective residents are conducted by appointment, Monday through Friday. To schedule a tour, or if you would like a brochure sent to a friend, please contact the Marketing Office at Ext. 7214.

VACATIONS AND ABSENCES

For security reasons, we strongly encourage residents to inform the Manor if they will be leaving the Manor campus for any period of time, even if it is only overnight. We also encourage residents to provide their itinerary or an emergency contact. If residents are away from the Manor campus for a period **exceeding 15 consecutive days**, they will be eligible to receive a credit on their Monthly Accommodation Fee beginning from the 16th day until their return. Consecutive days are broken when a resident returns to the Manor campus, **even for an overnight stay or a meal**. Advance written notification of absence is required in order to qualify for credit. Please obtain an *Absence Slip* from the Manor or Terrace Reception Desks or Plaza Executive Room and return the completed form to the Manor Reception Desk **prior to departure**. Forms can also be completed on-line by accessing www.rvm.org. The *Absence Slip* gives the current discount available, which is subject to change. The monthly property tax, cable and telephone service charges shall continue in full force and effect during all periods of absence.

If you would like a housekeeper or a maintenance person to enter your unit when you are not home, you are required to fill out a *Permission to Enter* form, even if you have arranged for a neighbor or friend to let the Manor employee into your unit. These forms are available at the Manor or Terrace Reception Desk, Plaza Executive Room, or in the Facility Services Department.

VISITORS AND GUESTS

Friends and relatives are always welcome at Rogue Valley Manor. For a fee, a limited number of guest rooms are available for guests of residents and for prospective residents. Check with the Manor receptionist for the current guest room rates.

Guest room reservations should be made through the Marketing Office. Meals are not included with the price of a guest room, except for rooms reserved for prospective residents. Guest meal charge slips may be signed in the Dining Room.

Visitors with children must be responsible for their children's behavior and safety. Visitors should be reminded to drive safely and park in designated visitor parking. These areas are located directly in front of the Manor, on each side of Skyline Drive beside the Manor, in the Plaza parking lot, and in off-street parking areas in the Village. Children playing on decks in the Plaza, Terrace, or Cottages must be supervised **at all times**. In addition, sitting, climbing, or crawling on the deck railings is very dangerous and is not permitted.

Residents who have guests staying with them in their unit for more than fourteen (14) days at a time are asked to inform Administration by contacting the Director of Resident Services at Ext. 7392. Residents who wish to have family members or guests stay in their units during their absence may do so for a period not to exceed six (6) nights and seven (7) days, provided the following stipulations are met:

- Written permission from the resident must be received by Administration and written administrative approval must be given to the resident prior to the stay.
- No services or amenities, such as health services, housekeeping, meals, pool or exercise facilities, will be available to guests.
- Guests must abide by all Manor rules and regulations.
- Individuals must be at least 21 years of age unless accompanied by a parent.

XIII. CAMPUS COMMON AREAS

AMATEUR RADIO STATION

Amateur Radio operations are available to residents who may wish to locate their personal communications equipment in the available space within the club facility on the 9th floor of the Manor and then use their own equipment to enjoy their hobby on campus. They must hold a current FCC Amateur Radio license and adhere to all FCC rules. Residents who may be interested in obtaining an Amateur Radio License are encouraged to contact the Rogue Valley Manor Amateur Radio Club President to inquire about the process and to use the club facility. Resident ham radio operators will typically volunteer to provide emergency communications on behalf of other residents, the staff, and to the community at large as the need arises.

This volunteer service can include, but not be limited to, emergency communications with the American Red Cross, Amateur Radio Emergency Service (ARES), National Weather Service, Veterans Administration, Salvation Army, Community Emergency Response Team (CERT), plus local Fire and Police Departments.

ART STUDIO

The Art Studio, located on the ground floor of the Manor, is open at all times. The Studio is furnished with easels, easel tables, drop clothes, a still life table and art library as well as lockers for supplies and storage spaces. Keys for the Art Studio lockers are available through the Recreation Department. Demonstrations are planned and several residents are willing to provide one-on-one instruction in various media. If interested, please contact the chairperson of the Arts and Crafts Committee.

BOUTIQUE

The Boutique is operated by Manor residents and is located on the ground floor of the Manor. Residents who no longer need items of clothing or household items can donate them to the Boutique for resale. Proceeds from the sales are donated to the Rogue Valley Manor Foundations Assistance Fund and the Rogue Valley Manor Fund. The Boutique is open to all Manor residents and employees. The hours are posted outside the Boutique door.

CHAPEL

The Chapel is located on the main floor of the Manor building, directly across from the Dining Room entrance. Devotions, memorial services, and other religious activities are held in the Chapel. Scheduling for the Chapel is done through Pastoral Services at Ext. 7296.

CRAFT ROOM

Sewing, weaving, various crafts, and craft classes take place in the Craft Room, which is located in the south wing of the Manor's ground floor. Information about various craft classes is posted on the main bulletin board opposite the Manor mailboxes. Lockers to store personal craft supplies are assigned by the Recreation Department. Contact the chairperson of the Crafts and Hobbies Committee, found in the Residents' Council Directory, for procedures and safety rules to be followed when using the Craft Room.

CROQUET COURT

The Manor has a fully equipped International Croquet Court located directly south of the Manor's Health Center. For more information, please contact the chairperson of the Recreation, Crafts, and Hobbies Committee or the Recreation Department at Ext. 7529.

DISPLAY CASES IN AUDITORIUM

The Display Cases in the Auditorium are managed by a resident committee who, at their discretion, assemble displays they feel are of interest to the residents. The displays can be of an educational nature, collections of artifacts, are objects, or other items appropriate for display on shelves. The cabinets are kept locked with the front desk in charge of the keys. The resident committee contact can be found in the Residents' Council Directory.

DOG PARK

The Dog Park is located at the north end of Village Center Drive and adjacent to the north end of the resident gardens. The park is open at all times and is to be used exclusively by dogs owned by residents or resident guests. The Dog Park is a friendly area for dogs to socialize and enjoy open space. Dog owners should be mindful to ensure that their pet is appropriate for a dog park setting. Clean-up bags are available throughout the campus and at the dog park but residents and guests using the park are urged to come prepared. There is water available and limited seating.

FITNESS ROOMS

Fitness Rooms, with a variety of exercise equipment, are located in both the Manor and Plaza. These areas are for the enjoyment of all residents and their guests who are over the age of 18 (with the exception of guests who are visiting in the absence of the resident). Residents using the fitness equipment must be checked out on the equipment by the fitness instructor prior to using the equipment alone. For information, assistance, or to schedule an appointment for an individualized fitness program, contact the Recreation Department at Ext. 7405.

ELECTRONIC EQUIPMENT AND CLOCK REPAIR

Located in the main Manor on the fifth floor, room 501.

GAME AND POOL ROOM

Located on the ground floor between the Manor and Health Center, this area is open 24 hours a day and is equipped with indoor lawn bowling, pool tables, and table tennis. Guests 12 years of age or younger must be accompanied by a resident when using the Game and Pool Room.

GARDENS - HEALTH CENTER

The Cutting Garden is located west of the Health Center. It is composed of 8 raised beds, 4 with perennials and 4 available for annual flowers. The garden provides cut flowers for the Health Center and Manor Residents and is maintained by resident volunteers.

GARDENS - RESIDENT

Garden plots are provided at the south end of the Health Center and below the 1500 row of cottages in the south Village. Residents who would like a garden space should contact the chairperson of the Resident Gardens Committee. All costs associated with operating the garden plots, with the exception of water, will be borne by individual gardeners.

GOLF COURSE

Quail Point Golf Course is located at the northwest end of the Manor campus and is open to the public. Resident Golf Packages are available; these may be obtained from the Pro Shop or charged on your monthly bill. A golf professional is available to give you instructions. In addition, golf equipment, supplies, and clothing are available for purchase at the Pro Shop.

Please call the Pro Shop at Ext. 7000 for golfing information or to schedule a tee time.

HOBBY SHOP

Located in the north wing of the Manor's ground floor, the Hobby Shop houses lapidary, pottery, and woodworking equipment. The Hobby Shop has a set of procedures and safety rules that must be followed. Please contact the chairperson of the Crafts and Hobbies Committee for information on these hobbies.

LAUNDRY ROOM (RESIDENTS')

The Residents' Laundry Room is equipped with eight washers, six dryers, and one large-capacity washer and dryer. The room is located in the northwest wing on the Manor's ground floor. It is for use by Manor residents and some Cottage residents (Cottage residents should check their individual contract). Two irons and ironing boards are also provided. CAUTION: When you finish ironing, please make sure you unplug the iron. The Residents' Laundry Room is open 24 hours a day, and there is no charge for the use of these machines. Please be considerate of others—you are asked to use no more than two washers or two dryers at a time, and to remove your laundry promptly from the washer and dryer. If you are not in the laundry room when your load has finished its cycle and there is a demand for machines, your clothes may be removed and placed on top of the machine in order for others to use the machine. Large and fluffy bath rugs, throw rugs, blankets, or bedspreads are not to be washed in the small washing machines. For these items, please use the large-capacity washing machine. The Manor laundry service does not wash such items. Cottage residents are asked not to launder any pet bedding in the Manor machines. All Cottage and Plaza units have washer and dryer hook-ups, and the Facility Services Department can assist you with hooking up your washer and dryer

LAWN BOWLING COURT

The Manor has three lawn bowling courts: one indoor court located in the game room, and two outdoor courts adjacent to the patio outside the pool/fitness area. For lawn bowling instructions, please contact the chairperson of the Recreation, Crafts, and Hobbies Committee.

LIBRARY

The library is located on the first floor of the Manor in the Residential Living wing. It may be used by all residents. Its books, magazines, pamphlets, reference and research sources are for your convenience. There is no borrowing time-limit set for the books and magazines; however, if a specifically requested book has been with one person for a month, the library staff may call to suggest its return. Residents are asked to check out books by using the pink book card found inside the front cover. When returning a signed-out book, drop it in the book return slot under the counter. Current issues of news magazines are located in the racks in the fireplace area. Please return borrowed magazines as promptly as possible. If you are interested in a particular book and are unable to locate it in the Manor Library, you may order it from the Jackson County Library on the forms provided. The card catalog holds the card index of book holdings. The cards are alphabetically arranged, giving author, title, and subject as well as the call number that locates the book according to the Dewey decimal system. The library is completely run by volunteers. If you are interested in volunteering, please call the library Chairperson (all Residents' Council Committee Chairs and Group Chairs are posted on the Manor and Plaza bulletin boards near the mailboxes)

LOUNGES

Residents are encouraged to use the lounges on each floor of the Manor for get-togethers or entertaining. These lounges are open to all Manor, Plaza, and Cottage residents. Lounges may be reserved by placing a notice on the bulletin board next to the lounge. The resident or group making the reservation should sign the list and specify the date and time of the reservation. These reservations are on a first-come, first-served basis. If you are hosting an activity in one of the lounges and outside visitors are invited, please inform the Manor Reception Desk so the receptionist can provide directions and assistance when your guests arrive.

MEETING ROOMS & SCHEDULING OF ROOMS

For information on reserving meeting rooms in the Manor, Manor Terrace or the Plaza contact the Facility Services Department at ext. 7004.

All activities requiring the use of Manor and Plaza public areas and meeting rooms or the use of Manor buses for off-campus activities must be coordinated through Facility Services at Ext. 7004. Reservations should be made well enough in advance to ensure use of the area. The size and type of the group activity will influence the decision on room scheduling.

Early planning is encouraged, since reservations are on a first-come, first-served basis. If food or beverages are desired, please contact the Dining Services Department at Ext. 7246 at least two weeks in advance of your activity to discuss arrangements and costs involved.

Resident events (events not sponsored by staff as working lunches, resident recognition, etc.) involving food or beverage service, do have fees and charges associated with them, as indicated on the following chart:

	Regular Menu		Catering Menu	
	Meal Charge	Service Charge	Meal Charge	Service Charge
Resident	No(1)	Yes	Yes	Included (4)
Plaza Resident	Yes(2)	Yes	Yes	Included (4)
Cottage Resident	Yes(3)	Yes	Yes	Included (4)
Guest	Yes	Yes	Yes	Included (4)

(1) Considered as part of the three meals a day program.

(2) Yes, if third meal of day.

(3) Yes, if second or third meal of day.

(4) Included in meal charge.

Outside groups or organizations must be hosted by residents, staff or Board members, or be approved by Administration. Any legislative, political, or educational programs will be referred to the Residents' Council Program chairperson.

NEW VISION CENTER

The Douglas New Vision Center is on the first floor of the Manor, adjacent to the library (near the Residential Living area). Please see *New Vision Group* for more information.

POOL AND JACUZZI

The Manor pool has fully equipped showers and dressing rooms, and state law requires all swimmers to shower at the pool. If you change into your swimming attire at home, then walk to the pool, please wear a proper covering over your swimsuit. Robes intended for the bedroom are not appropriate. It is recommended that residents notify their physician prior to using the spa and the fitness equipment. Residents who do not accompany invited guests to the Fitness Center, pool, or spa must notify the lifeguard at Ext. 7108 to register the guest. Residents must accompany any guest under 18 years old to the pool, and remain with and be responsible for the guest. Residents are not required to be in the water with their guest.

Pool Rules

- No residents or staff will be permitted in the pool unless a lifeguard is on duty.
- Swimmers are required to wear appropriate clothing to and from the pool area. Jogging suits, jump suits, and other appropriate street attire are acceptable.
- The Oregon State Spa and Pool Rules are posted at the entrance to the pool. It is important that these rules be observed.
- The state requires a cleansing shower before entering the pool. This shower must be done at the pool site. The Manor has provided an excellent liquid soap in all the shower rooms.
- All swimmers must wear bathing suits in the pool. No shorts will be permitted.
- Footwear in the pool area and dressing rooms must be soft-soled and non-skid.
- Persons with extremely long hair are encouraged to wear bathing caps, which are otherwise considered optional.
- Swimmers are responsible for supplying their own towels.
- Guests may swim at any scheduled resident swim time and must register with the lifeguard or, if under 18, must be accompanied by a resident.

RESIDENTS' ACTIVITY CENTER/EXECUTIVE ROOM

The Residents' Activity Center is located next to the Manor library, the Executive Room is located near the mailboxes in the Plaza. These rooms are equipped with a photocopier, a shredder, and computer equipment.

TV STUDIO

Located in the north wing on the Manor's ground floor, the in-house TV Studio, KRVM (Channel 9), is operated by a committee of the Residents' Council. The committee is responsible for monitoring the content and entering information that is viewed on the station. If you have any information or notices to be broadcast on Channel 9, please write up the information and drop it in the mail slot in the TV Studio door.

VIDEOTAPE LIBRARY

The Videotape Library is also housed in the TV Studio. A wide selection of videotapes and movies is available for check out. A videotape index can be found in the TV Studio, along with instructions on obtaining the videos of your choice.

WALKING PATHS

Paved walking paths are located throughout the Manor campus.

XIV. OTHER SERVICES

The Rogue Valley Manor provides space leases to local community businesses located on the ground floor of the Manor building. These businesses, though located on Rogue Valley Manor Campus, are independent businesses with separate and distinct employees from the Manor.

BUSINESSES WITHIN THE MANOR MALL

Banks

There are two full-service banks in the main Manor building: U.S. Bank (hours 10:00 a.m. to 12:00 p.m. and 12:30 p.m. to 3:00 p.m.); and Premier West Bank (hours 10:00 a.m. to 12:00 p.m. and 1:00 p.m. to 3:00 p.m.), weekdays.

Beauty Salon

Ema's is a full service salon. Appointments may be made by calling Ext. 7365. Salon hours are 8:30 a.m. to 4:00 p.m., Monday through Friday, and Saturdays as posted. Barber services are available at the salon.

Certified Public Accountant

A Certified Public Accountant (CPA) is available to assist residents with their financial business and income tax questions. Office hours are 8:00 a.m. to 5:00 p.m. (closed 12:00 – 1:00 p.m.) Monday through Friday, or at other times by appointment. You can reach the CPA by phone at Ext. 7705.

Financial Planners

Two financial planners are available to assist you with your investment portfolios and questions about investments. LPL Financial is on campus Tuesdays, Wednesdays, and Thursdays from 10:00 a.m. to 1:00 p.m. and can be reached at Ext. 7700. Umpqua Investments' office is open Tuesdays and Thursdays from 9:00 a.m. to 3:00 p.m. and other times by appointment. The telephone number is Ext. 7800.

MANOR TERRACE LOWER LEVEL

Manor Pharmacy

Business hours are from 10:00 a.m. to 4:30 p.m., Monday through Friday. You can fill your medical prescriptions here and purchase U.S. Postal stamps, greeting cards, grocery items, over-the-counter drug items, and other convenience items.

FAX, INTERNET, AND TELEPHONE SERVICES

Fax Service

Fax service is available at the Manor and Plaza Reception Desks. There is a charge for the service, and details can be obtained from the receptionist at Ext. 7600. When you are expecting a fax from someone, please ask the sender to address the item to you, so the receptionist knows whom to notify when the fax arrives.

Internet Service

High-speed Internet services are available in the Manor New Vision Center and the Executive Room in the Plaza. It is also available in Manor, Terrace, and Plaza apartments and Cottages. If you would like to have your computer connected to the Internet, please complete a Work Order or call Ext. 7231. Check the *Resident Charge List* for current charges for Internet and computer services. Wi-Fi is provided on the ground and 1st floor of the Manor, the Health Center, the Library, the ground floor and lower level 1 of the Terrace, the Sunrise Room, the Terrace theater (3rd floor), the Terrace room (4th floor), the 1st floor of Skyline Plaza, and the guest rooms. A password is required and is available at the Manor Reception Desk.

TELEPHONE SERVICE

Your residence comes equipped with a standard touch-tone telephone and voice mail service, which is included in your basic monthly phone charge. Additional Manor phones are available for an extra monthly charge or you may use your own phone as an extra phone at no charge. Please Note: If you do use your own additional phone, it must be compatible with our campus phone switch. Call Facility Services at Ext. 7231 if you have questions about your phone's compatibility.

Each phone line is tied into the Manor's main switching equipment; therefore, a few helpful dialing instructions need to be reviewed in order to reduce dialing problems.

- To make a call to ANOTHER RESIDENT or to a MANOR DEPARTMENT, simply dial the four-digit extension number. For example, if your phone number is 857-6333, your extension number is “6333.” Other residents would dial “6333” to reach you. All resident four-digit phone numbers begin with “6.”
- To make a LOCAL CALL, dial “8,” then the area code “541,” and then the local phone number.
- To make a long distance call, even within Oregon, dial “8” followed by “1 - Area Code - Phone Number.” Long distance calls will be itemized on each resident’s monthly billing statement. If you are unable to place your own long-distance calls you can ask the Manor operator to assist you. You can reach the Manor operator by dialing “0.”
 - Unlimited long distance service for the U.S. and Puerto Rico is available for a flat fee each month. Please see current *Resident Charge List*.
- To make a direct-dial or operator-assisted overseas call, please check with the Manor operator for the access number.

Anyone outside the Manor can reach you directly by dialing your entire seven-digit number. Calls received for you through the Manor switchboard will be transferred to your unit by the Manor operator. If you are not in your apartment when a call comes in, the call will be answered by voice mail. If you do not have voice mail and the caller asks that a message be left, the switchboard operator will place the message in your in-house mailbox. If you do not want calls to be answered by the switchboard operator, fill out a *Work Order Form* at the Manor Reception Desk.

For residents who have difficulty with hearing, an amplifier can be placed on the phone for a nominal monthly charge. To request a hearing amplifier, turn in a *Work Request*. For security reasons, staff will **not** give out your extension number to non-residents. For additional information, please refer to the *Rogue Valley Manor Telephone and Information Directory*.

Because many types of phone answering machines have caused problems with the Manor’s emergency phone alarm system, residents are encouraged to use voicemail to receive messages. Residents must notify the Facility Services Department at Ext. 7231 before hooking up fax machines, modems, and computer fax machines, because these machines can cause false off-hook alarms.

DEX Directory Listing

If you wish to have your name and phone number listed in the *DEX Directory*, contact the Director of Resident Services, and give your name as you want it listed and your phone number. There is an annual charge to have a telephone directory listing.

MAILING SERVICES

UPS and Federal Express Services

If you'd like to send a package via UPS or Federal Express Monday through Friday, or U.S. Mail Monday through Saturday, you may do so at the Manor Reception Desk. UPS picks up all packages from the Manor Reception Desk usually by 2:30 p.m. on weekdays. UPS delivers to the Manor Reception Desk (for Manor residents), to the Plaza Reception Desk (for Plaza residents), to the Terrace Reception Desk (for Terrace residents) and directly to the Cottages (for Cottage residents). On weekdays, deliveries are usually made by 12:30 p.m. For Cottage and Manor residents, Federal Express delivers to the Manor Reception Desk. For Plaza residents, it delivers to the Plaza Reception Desk, and to the Terrace Reception Desk for Terrace residents, usually by 2:30 p.m.; pickups are scheduled for 2:45 p.m. (except weekends and holidays).

In-House Mail

All Manor, Plaza, Terrace, and Cottage residents have been assigned an in-house mailbox. A courier service delivers mail between the Manor and Plaza building **daily**. Any in-house mail, such as administrative memos and notices or notes from other residents, will be placed in your in-house mailbox. All fliers/memos placed in the in-house mailboxes **must** be approved by RVM Administration prior to distribution. Please put the resident's name and unit number on any mail you place in a resident's mailbox; this ensures that all mail is placed in the correct mailbox.

Outgoing Mail (Manor, Plaza, Terrace, and Cottages)

Outgoing mail may be placed in the outgoing mail slot located near the mailboxes in the Manor, Terrace, and Plaza. The U.S. Postal Service picks up and delivers mail Monday through Saturday. If Manor, Terrace, or Cottage residents receive mail that is too large to fit in the mailbox, a notice will be placed in the mailbox, and residents may pick up the package at the Manor Reception Desk during working hours. If Plaza residents receive mail that is too large to fit in their mailbox, a notice will be placed in the mailbox and residents

may pick up their package from the Plaza mail room. If residents transfer from one unit to another, their mailbox number will also be changed to correspond with their new unit number.

U. S. Postal Service

Manor – When mail is delivered each day, the receptionist will place a sign at the desk which reads “Mail Is In.” You may also dial Ext. 7499 to find out if the mail has been delivered. Each main Manor residence has been assigned a mailbox in the Manor building, The Post Office requires Manor residents to have their *complete* address (street address of 1200 Mira Mar and their apartment number) on all correspondence. The Post Office will **return to the sender** any mail that does not have the apartment number on the mail to be delivered.

Manor Terrace – When mail has arrived, the receptionist will place a “Mail Is In” sign on the desk or you may dial Ext. 8777 to find out if mail has been delivered. The Post Office requires Terrace residents to have their complete address (1250 Mira Mar and their apartment number) on all correspondence. Any mail that does not have the apartment number will be returned to sender.

Skyline Plaza – You may dial Ext. 7477 to find out if the mail has been delivered. Each Plaza resident has been assigned a mailbox in the Plaza building and has been given a key to the mailbox and a key to the Mail Room to pick up U.S. Mail packages. The Post Office requires Plaza residents to have their *complete* address (street address of One Skyline Drive and their apartment number) on all correspondence. The Post Office will **return to the sender** any mail that does not have the apartment number on the mail to be delivered.

Cottages – When mail is delivered, the mail carrier will put the red flag **down** to signal that the mail has been delivered. Each evening, security staff put the red flag up. In order for this system to work effectively, please do not touch the red flag! U.S. Mail for cottage residents is delivered to mailboxes located in the vicinity of their cottage. Residents are given a key to their mailbox. Cottage residents are required to have their *complete street address* (**not** 1200 Mira Mar Ave.) on all correspondence. The Post Office will **return to the sender** any mail that does not have the complete street address on the mail to be delivered.

OTHER SERVICES

Manor Reception Desk

The Manor Reception Desk is the busiest place in the Manor building. The receptionist answers the public's questions about Rogue Valley Manor, Skyline Plaza, Manor Terrace, and the Cottages, and refers them to administrative staff when appropriate. All guests and visitors are asked to please check in at the Manor Reception Desk upon arrival. Residents are asked to inform the receptionist if they are planning to be away overnight (even one night). Other services provided at the Manor Reception Desk include general information, lost and found, key distribution, appointments with administrative staff, fax services, Federal Express, UPS services, and U.S. Postal services.

Mercy Flights

Mercy Flights, Inc., is an Oregon non-profit corporation that provides air and ground (ambulance) transportation for medical emergencies. For a small annual membership fee, residents find this to be excellent insurance in case this service is ever needed. Membership information is available from the Director of Resident Services.

Newspaper Subscriptions

Newspaper subscriptions are available for the *Ashland Daily Tidings*, *Medford Mail Tribune*, *Portland's Oregonian*, and the *San Francisco Chronicle*. Please see the *U.S. West Telephone Directory* for the appropriate phone number. The *Medford Mail Tribune*, *Oregonian*, and *San Francisco Chronicle* are available for door-to-door delivery on a subscription basis. Newspapers can also be purchased from the dispenser at the Manor carriage entrance.

Residents' Manor Sale

Residents of Rogue Valley Manor hold the annual Manor Sale in June. Management of the sale is handled by resident volunteers and almost all types of donations are welcome--from furniture and appliances to sporting goods, art objects, china, and glassware. Proceeds from the Manor Sale go to the Residents Assistance Fund and the Rogue Valley Manor Fund within the Rogue Valley Manor Foundation. On request, a *Donor's Receipt for Tax Purposes* will be furnished. To donate items at any time during the year, please contact the Manor receptionist to request a pickup of your items.

Security Control Room

The Security Control Room (SCR) is located on lower level 2 of the Manor Terrace. The SCR serves as the dispatch center for the entire Manor campus. The telephone switchboard and monitors for campus security cameras are located in the SCR. Emergency alarms are also received in the SCR and appropriate personnel are dispatched. In the event of an emergency, please dial **"0"** and inform the security officer of your emergency. If you are off campus you can reach the SCR by dialing 541.857.7500.

Television Channels

The monthly accommodation fee includes 1 cable box for a resident's accommodation. If you would like an additional cable box please contact Facility Services at Ext. 7231. The *Tempo* section in the Friday edition of the *Medford Mail Tribune* has a television guide for the upcoming week. In addition, the Manor has its own in-house information TV Channel 9 (KRVM). KRVM highlights the current menus, visiting prospective residents, new residents, upcoming programs that may be of interest, and important announcements. KRVM is operated by a committee of residents under the Residents' Council Communications Department. To submit items to the in-house TV Channel, drop the written information in the mail slot of TV Studio's door. In case of an emergency or disruption of services (such as a fire alarm or ice or snow storms), please turn your TV set to Channel 9. The Channel will transmit important information.

XV. PACIFIC RETIREMENT SERVICES, INC.

OVERVIEW

The Manor's parent corporation, Pacific Retirement Services, Inc. (PRS), is a non-profit corporation composed of several affiliated organizations. These include several continuing care retirement communities (CCRCs): Rogue Valley Manor in Medford, Oregon; Cascade Manor in Eugene, Oregon; Holladay Park Plaza in Portland, Oregon; Trinity Terrace in Fort Worth, Texas; University Retirement Community in Davis, California; Mirabella Portland, Portland, Oregon; Mirabella Seattle, Seattle, Washington; and Capital Lakes in Madison, Wisconsin. PRS *manages* two retirement communities for the Independent Order of Odd Fellows: The Meadows of Napa Valley in Napa, California, and Saratoga Retirement Community in Saratoga, California. PRS also *manages* Friends House Retirement Community in Santa Rosa, California and Quaker Gardens Retirement Community in Stanton, California.

The other corporations under PRS include Rogue Valley Manor Community Services and several corporations that provide affordable senior housing in the States of Oregon, California, and Texas.

ROGUE VALLEY MANOR COMMUNITY SERVICES (RVMCS)

Rogue Valley Manor Community Services, Inc. is a non-profit organization and was established to develop and maintain programs and services that relate to the senior population of Jackson County. Its mission is to provide meaningful volunteer opportunities for seniors to enrich the lives of people in their communities. RVMCS is the local sponsor for programs such as the Foster Grandparent Program and the Retired and Senior Volunteer Program. These programs are federally mandated and partially funded by the federal government through the Corporation for National and Community Service.

The Foster Grandparent Program (FGP) provides opportunities for people who are at least 55 years of age and are in the low-income bracket; they have the flexibility of volunteering a minimum of 15 hours to a maximum of 40 hours weekly. Foster Grandparents are placed with non-profit organizations that serve youth from birth to age 21. Examples of placement sites include: our local schools, Head Start programs, day-care centers, juvenile detention centers, YMCAs, and Boys and Girls Clubs. Program benefits include an hourly stipend, one

meal a day, a physical exam, supplemental insurance coverage, and transportation reimbursement. These benefits provide the Foster Grandparents with a means to improve the quality of their lives while they enhance the lives of the children they serve.

The Retired and Senior Volunteer Program (RSVP) recruits, trains and places individuals age 55 and above to meet community needs through meaningful activities. Volunteers participate fully in the life of the community through service at more than 100 non-profit organizations or by participating in one of the signature programs specifically developed and overseen by RSVP. These include:

- Call-A-Ride: This program coordinates volunteer drivers to transport elderly or disabled people who have no other means of transportation to medically related appointments.
- Courthouse Informational Booth: RSVP volunteers greet the public and provide information to Courthouse visitors Monday through Friday at this informational booth.
- Respite: On a weekly basis, the Respite volunteers provide relief time to primary caregivers of elderly, infirm people. Because of this service, the caregiver has, as one recipient turned volunteer expressed it, “a time to breathe.”
- The Rogue Valley International Medford Airport Information Booth: This booth is staffed entirely by RSVP volunteers who answer questions and provide directions to those traveling via the airport. The booth is open 12 hours on weekdays, with a shortened time frame during the weekend.
- SHIBA (Senior Health Insurance Benefits Assistance): Volunteers in this program have been trained to assist individuals in all aspects of the Medicare system, from choosing the best supplemental policy to solving any billing difficulties they might encounter.

The RSVP program tracks the activities of its volunteers through timesheets submitted on a regular basis. Not only is RSVP required to submit reports to various funding sources, including the Federal Government, but identifying the type of activity conducted and time spent by the volunteers is crucial in the preparation of grant applications. Grant funds are used for setting up new programs, recruitment and training, mileage reimbursement and supplemental insurance, and the expenses of running this noteworthy activity. The hours that we record and submit are very important for the capacity building potential of RSVP.

The Federal Government calculates that a volunteer hour is worth \$21.79 (2012). There is no way that the activities enabled by the hundreds of hours donated by volunteers could happen if compensation was necessary.

At Rogue Valley Manor, we are very aware of the many benefits that come from volunteering. Among other things we meet new people, develop new skills, make a difference in someone's life and/or in our part of the world, feel needed and valued, and keep our brains and bodies active. By turning in our hours when we volunteer, we are not only making a difference in the lives of our friends and neighbors, but we are also helping the volunteerism activities that improve and enhance Jackson County.

AFFORDABLE HOUSING CORPORATIONS

Rogue Valley Manor sponsors sixteen (16) senior affordable housing communities in Oregon, California, and Texas.

The funding for the operation of these communities is provided through the U.S. Department of Housing and Urban Development. Residents who meet income guidelines established by the U.S. Department of Housing and Urban Development, and comply with our Tenant Selection Plan criteria, have the opportunity to live in a safe, secure and comfortable environment they call home. The resident pays a portion of rent according to his/her need and the U.S. Department of Housing and Urban Development provides rental subsidy assistance. The operating budget is solely provided by the resident's portion of rent and the subsidy by the U.S. Department of Housing and Urban Development. All of the site expenses are covered through the operating budget, including staffing.

Each affordable housing community forms its own, separate 501(c) 3 corporation, as required by the U.S. Department of Housing and Urban Development. Each community is governed by a Board of Directors. Pacific Retirement Services, Inc. serves as the Management Agent, overseeing the operations of each community. Although Rogue Valley Manor sponsors the affordable housing corporations, the regulations require Rogue Valley Manor to be free of financial liability to the affordable housing communities.

XVI. ROGUE VALLEY MANOR RESIDENTS' COUNCIL & BYLAWS

Every resident is a member of the Residents' Council, which meets in the Auditorium on a date designated by the president--normally at 9:30 a.m. on the third Monday of January, March, May, June, July, September, and November. Officers of the council are elected annually. The names of residents who serve as chairmen of each committee can be found on the Rogue Valley Manor Resident Intranet and in the Resident Council binder located at the Manor and Plaza Reception desks.

RESIDENTS' COUNCIL & GOVERNING COMMITTEES

Council Officers:

President

Vice President

Secretary

Treasurer

Hymns and Stories

Informer

Sunset Walks

Piano

Teas (Residential Living)

Recreation

Crafts and Hobbies:

Art

Ceramics

Jewelry

Fused Glass

Lapidary

Machine Shop

Sewing

Weaving

Woodworking

Entertainment

Joyful Noise

Manor Bell Ringers

Music Committee

Recorders

Saturday Night Movies

Residents' Gardens

Material & Procurement

Health Center Garden

Tool House

Departments:

Budget and Finance

Communications

Accounting

Amateur Radio Station

Bulletin Board

Manor 1st Floor

Manor Ground Floor

Skyline Plaza

Hill Topics

In-House TV

Manor Copy Room

Mac Computer Club

PC Computer Committee

Plaza Copy Room

Video Library

Health Center Activities

Bingo

Flower Arranging

Ice Cream Comes

Garden Show
 Rodent Control
 Sports and Games
 Billiards and Pool
 Bingo
 Bridge – Duplicate
 Bridge – Chicago
 Bridge – Wed. Night
 Croquet
 Game Night
 Hiking
 Horseshoes
 Lawn Bowling
 Mah Jong
 Poker (Plaza)
 Rogue Rovers RV Club
 RVM Dance Club
 Table Tennis
 Water Volleyball
 Wii Bowling
 Yacht Club

Special Services

Art Display (Aud./Sunrise)
 Art Studio
 Astronomy
 Birthday Luncheons
 Digital Photography
 Display Cases (Aud.)
 Display Cases (Dining Rm & Lounge)
 Flower Arranging (Lobby)
 French Club
 Men’s Discussion Group
 Poetry Lovers
 Programs
 Prospective Residents
 Science Discussion Group
 Sociable Solos
 Storybook House
 Support Groups

Bereavement
 Breast Cancer
 Caregivers
 Health Center
 Mentally Impaired
 Diabetes
 Macular Degeneration

Volunteer Opportunities

Liaison Residents

PRS Board
 RVM Board
 RVM Board Resident Life Comm.
 RVM Foundation Board

Advisory Committees

Dining Services
 Finance
 Golf and Course
 Guys/Gals Tournament
 Men’s Golf
 Ladies Golf Clug
 Lady Putters
 Pitch and Putters

Health Services
 House
 Landscape & Grounds

Standing Committees

Boutique
 Christmas Tree (Lobby)
 Craft Fair
 Dining Out
 Employee Achieve. Awards
 Employee Christmas Fund
 Financial Review
 Historian
 Library
 New Vision Center
 Manor Sale
 Auto Sales
 Clothes Closet
 Computer Renovation

eBay Sales
Electrical Testing
Fine Things Preparation
Linens Preparation
Resident Apt. Clean-out
Sorting Room
Warehouse
Warehouse Sales
Wood Shop Repairs
Nominating Committee

Pastoral Services

Religious Activities

Vespers
Inviting & Introducing
Ministers

Backup
Follow-up and Notices
Worship Bulletins
Hosting Ministers
Thank You Notes
Room Arrangement
Wednesday Chapel
Backup
Keyboard
Emmaus Ministry

Hill Topics Items

Respite Share and Care

Theater Committee

Tour Committee

Tutorial

ROGUE VALLEY RESIDENTS' COUNCIL BYLAWS

Article I Name

Section 1. The name of the organization shall be the Rogue Valley Manor Residents' Council, hereinafter referred to as the Residents' Council.

Article II Membership

Section 1. All residents living on the Rogue Valley Manor campus who have entered into a residency agreement with Rogue Valley Manor shall be members of the Residents' Council without payment of dues or other assessments.

Article III Purpose

The objectives of this Council are:

Section 1. To improve the quality of life for all residents.

Section 2. To represent the interests of residents to the Rogue Valley Manor Administration and Boards of Directors of Pacific Retirement Services, Rogue Valley Manor, and the Rogue Valley Manor Foundation.

Section 3. To encourage residents to participate in programs and volunteer activities that benefit the Rogue Valley community and the residents through cultural, educational, social, and other pursuits.

Article IV Officers

Section 1. The officers of the Residents' Council shall be a President, Vice President, Treasurer, and Secretary, elected by the Residents' Council membership to serve for one year. The Vice President shall be President-elect and will automatically assume the duties of President after his/her one year in office. The Treasurer and Secretary, if reelected, may serve two additional terms.

Section 2. The President shall call and preside at all regular and special meetings of the Residents' Council and the Executive Board and shall carry out the purposes of the Residents' Council as set forth in ARTICLE III. With the approval of the Executive Board, the President shall appoint such special committees or individuals as may be necessary to

carry out the functions of the Residents' Council. The President shall be the Liaison to the Pacific Retirement Services Board and the Rogue Valley Manor Board.

Section 3. The Vice President shall serve in the absence of the President and shall perform other duties as assigned. The Vice President shall be Liaison to the Manor Resident Life Committee.

Section 4. The Treasurer shall receive all monies coming to the Residents' Council and disburse them as authorized by the Executive Board and as specified in ARTICLE IX of the Bylaws. The Treasurer shall prepare and submit periodic reports on the financial status of all Residents' Council accounts and submit them annually for reviewing.

Section 5. The Secretary shall keep minutes of Executive Board and Residents' Council meetings and submit them for approval. The Secretary shall handle all correspondence, maintain files, and perform such other duties as the President may direct.

Section 6. When a Residents' Council officer or Department Chair vacates his/her term of office, or can no longer function effectively, the President shall appoint, with Executive Board approval, a replacement to serve the unexpired term. The President will be succeeded by the Vice President. When the President vacates his/her office for any reason and is replaced by the Vice President, leaving the office of the Vice President vacant, this vacancy shall be filled by appointment by the then President. The appointee shall serve until the next election at which time a President and Vice President will be elected.

Article V Executive Board

Section 1. The Executive Board shall be composed of Residents' Council officers, Department Chairs, and Liaison residents as named in ARTICLES IV, VI, and VII.

Section 2. The Executive Board shall bring before the Residents' Council matters of information and such other items for consideration as it deems appropriate.

Section 3. The Executive Board, Departments, and Advisory Committees shall take action on signed suggestions or concerns submitted by residents. The Chair or designee of such Departments will respond in writing to the writer of the suggestion or concern, reporting any action or referral taken by the Executive Board.

Section 4. The Executive Board shall approve a fiscal year budget.

Section 5. Decisions of the Executive Board shall be by a majority vote, providing a quorum of eight members is present, at any scheduled meeting.

Article VI Departments

Section 1. The President shall be assisted by Department Chairs responsible for carrying out programs in the following areas:

- (a) Budget and Finance Department
- (b) Communications Department
- (c) Health Center **Error! Bookmark not defined.** Activities Department
- (d) Recreation Department
- (e) Special Services Department
- (f) Volunteer Department

Section 2. Each Department Chair shall organize and direct activities in the area of responsibility within the guidelines contained in the Bylaws and Residents' Council Handbook. Should any difference arise in the interpretation between the Bylaws and the Handbook, the Bylaws language shall prevail. A Chair may designate a proxy to attend meetings and to vote in his/her place, by informing the President.

Section 3. Department Chairs shall submit summaries of their activities of interest, in writing, to the Executive Board at regular meetings. They may report to the Residents' Council, in person and in writing, items of general interest and importance summarizing their activities of interest.

Section 4. All Department Chairs identified in Section 1 of this ARTICLE shall be voting members of the Executive Board and shall be elected to one-year terms. They may serve a maximum of three terms, if reelected, except for those Liaison residents who are limited to two terms.

Article VII
Residents' Council Liaison

Liaison residents shall help to develop and exchange information between all Boards of Directors and the Residents' Council.

The liaison functions of the Residents' Council, in addition to those of the President and Vice President as described in ARTICLE IV Sections 2 and 3, shall be performed by three other residents elected by the Residents' Council, as follows:

Section 1. The Liaison to the Pacific Retirement Services Board shall be the President of the Residents' Council.

Section 2. The Liaison to the Manor Board shall be the President and the resident serving the second year of his/her term who shall be a voting member of the Executive Board of the Residents' Council.

Section 3. The Liaison to the Resident Life Committee shall be the Vice President and the resident serving the first year of his/her term who shall be a voting member of the Executive Board of the Residents' Council.

Section 4. The Liaison to the Foundation Board of Directors shall be three residents elected by the Residents' Council for three-year staggered terms (one elected each year). The resident serving the third year of his/her term shall be a voting member of the Executive Board of the Residents' Council.

Sitting residents of the Executive Board are not eligible for the elected Liaison offices.

Article VIII
Advisory Committees

With approval of the Executive Board, the President shall appoint Advisory Committees, one member to serve as Chair with five to seven members each. Each will have additional ex-officio members who are administrative or supervisory employees of the Rogue Valley Manor. The Committees formed thus far shall be designated as:

1. Dining Services Advisory Committee
2. Landscape and Grounds Advisory Committee

3. Health Services Advisory Committee (one member shall be the Chair of the Health Center Activities Department)
4. House Advisory Committee
5. Golf and Course Advisory Committee

Members of the above Advisory Committees shall serve not more than two consecutive two-year terms. All Advisory Committees shall report to the Residents' Council Executive Board when requested to do so by the President.

6. Finance Advisory Committee

The Finance Advisory Committee shall consist of three residents, who are appointed by the President, with the approval of the Executive Director and the Residents' Council Executive Board. Selection of candidates will be based upon their financial and business acumen and experience, as well as their knowledge and understanding of the Manor's corporation, organization, and operation. The authority of the Committee is limited to making recommendations to the Administration and to the Executive Board.

Appointments are for a three-year term, on a staggered basis, with one appointed each year. Appointees shall not serve more than two consecutive terms. With the approval of the Executive Director, the President shall appoint a member of the committee as Chair for a two-year term.

Article IX Finances

Section 1. All monies received shall be deposited into the Rogue Valley Manor Residents' Council general bank account and shall be disbursed by the Treasurer under guidelines established by the Executive Board.

Section 2. Monies collected or donated for specified purposes shall be placed in the Rogue Valley Manor Residents' Council account with a restricted notation and shall be used exclusively for the purpose designated. Any exception to the above must be approved by the Executive Board of the Residents' Council.

Section 3. All monies generated by the Manor Boutique and by the Manor Sale shall be deposited directly to the Rogue Valley Manor Foundation account using deposit slips furnished by the Foundation. Money deposited shall be equally divided between the

Residents Assistance Fund and the Rogue Valley Manor Fund. Periodically, Liaison residents to the Foundation shall meet with the Foundation Board to discuss priorities for the Rogue Valley Manor Funds.

Section 4. Department Chairs are authorized to spend funds specified in the annual budget as approved by the Residents' Council. Expenditures for non-budgeted items or for contingencies must have prior approval of the Budget and Finance Department and the Executive Board.

Section 5. All financial records of the Residents' Council shall be reviewed annually.

Section 6. The Residents' Council's fiscal year shall coincide with Rogue Valley Manor's fiscal year and shall be October 1 to September 30, inclusive.

Article X Meetings

Section 1. The Residents' Council generally meets six to seven times each year in July, September, November, January, March, May, and June. The date, time, and place of meetings shall be designated by the President.

Section 2. Regular Residents' Council meetings may be canceled or special meetings called by the President, or at the request of any three members of the Executive Board, or upon the written request of any ten or more residents.

Section 3. Decisions of the Residents' Council shall be by a majority vote at any meeting, provided that a quorum of one hundred is present.

Section 4. Meetings of the Executive Board shall, generally, be held monthly when called by the President.

Section 5. Any resident may attend a meeting of the Executive Board to present a request or concern, after clearance with the President.

Article XI Elections

Section 1. Nominations of candidates for officers, Department Chairs, And Resident Directors of the Rogue Valley Manor Board of Directors shall be made by a Nominating Committee appointed by the Residents' Council Vice President. (Executive Board members

shall not be eligible for service on the Committee.) Nominations shall be presented to the Residents' Council at the March meeting.

Section 2. Residents may make additional nominations in accordance with a procedure established by the Executive Board.

Section 3. Election by the Residents' Council of officers and Department Chairs shall take place in May following a procedure established by the Executive Board.

Section 4. All newly elected officers and Department Chairs shall assume their duties on July 1, following their election. (Whenever possible, the past officers and Department Chairs should assist their replacement for an additional month.)

Article XII Parliamentary Authority

Section 1. Any parliamentary procedure not covered by these Bylaws shall be governed by the latest edition of Robert's Rules of Order.

Article XIII Amendments

Section 1. Bylaw revisions may be proposed by any resident. They shall be in written form and addressed to the Executive Board of the Residents' Council. Any such proposals shall be supported by the signatures of at least ten residents.

The proposed amendment shall be considered by the Executive Board, which will study the issue in depth, prepare it in final form for presentation to the Residents' Council, and, if approved, deliver a copy of the proposal to the Administration for its information.

Section 2. The Bylaws may be amended at any meeting of the Residents' Council provided that there is at least two weeks notice of the date, time, and purpose of the meeting. The approved language and the deleted language shall be delivered to all members of the Residents' Council. Original Bylaw draft July 1974. Bylaws revisions: February 1978, February 1980, August 1992, June 1993, January 1997, April 1999, December 2001, September 2006, May 2009, and March 2013.

XVII. INDEX

- Absence. *See* Vacation
- Activities, 63
 - Residential Living, 44
- Admissions
 - Care Suites, 43
 - Health Center, 40
 - Special Care Center, 44
- Advance Directive, 49
- Advisory Committee, 99, 104
 - Dining Services, 19
 - Landscape and Grounds, 51
- Alcohol, 77
- Antenna, 32
- Appliance Care, 34
- Appliance Warranty, 34
- Art Studio, 79
- Care Suites, 42
- Clinic, 37
- Common Areas
 - Activity Center, 86
 - Amateur Radio, 79
 - Art Studio, 79
 - Botique, 79
 - Chapel, 80
 - Craft Room, 80
 - Croquet Court, 80
 - Dog Park, 80
 - Fitness Rooms, 81
 - Garden, 81
 - Hobby Shop, 82
 - Lawn Bowling, 82
 - Library, 83
 - Lounges, 83
 - Meeting Rooms, 83
 - New Vision Center, 85
 - Pool and Jacuzzi, 85
 - Residents' Laundry Room, 82
- Diets
 - Special, 21
- Dining
 - Dress Code, 19
 - Etiquette, 20
 - Tray Service, 27
- Emergency Action Guide, 11, 13
- Emergency Preparedness, 11
 - Fire, 12, 13
 - Floor and Street Captains, 11
- Facility Services, 29
 - Laundry, 30
 - Trash Disposal, 33
 - Work Request, 29
- Financial Assistance, 6
- Foundation, 5
- Health Center, 6, 40, 41, 42
- Home Care, 45
- Housekeeping Services
 - Absences, 30
- Lessees
 - Accountant, 87
 - Banks, 87
 - Beauty Salon, 87
 - Financial Planners, 87
 - New Vision Center, 7
- Mailing Services, 90
- Mission Statement, 3
- Monthly Accommodation Fees, 72
- Nametags, 71
- Pastoral Services, 61
 - Director of, 61

Permission to Enter, 16
Pets, 72
Pharmacy, 47, 88
Physician Order for Life Sustaining
Treatment (POLST), 49
Residential Living, 7, 44, 57
Security Control Room, 11, 13, 14, 16, 17,
29, 93
Smoking, 76
Solicitation, 73
Special Care, 6, 7, 43, 44, 50
Suggestions and Problem Solving, 74
Telephone, 13, 88, 90
Directory, 57
Voice Mail, 88, 89
Therapy Services, 48
Transportation, 65
Medical Transportation, 6, 47
Vacation, 77
Absence Slip, 77
Visitors, 78
Guidelines, 78
Parking, 78