



# Resident Handbook

Revision June 2017



## TABLE OF CONTENTS

---

TABLE OF CONTENTS .....	1
INTRODUCTION.....	1
Executive Management Team .....	2
Pacific Retirement Services .....	3
Community Volunteer Network .....	3
Foster Grandparent Program.....	3
PROGRAM SUPPORT .....	3
RSVP .....	4
PROGRAM SUPPORT .....	4
ROGUE VALLEY MANOR FOUNDATION .....	6
Funds .....	6
Financial Assistance funds.....	7
Health and Special Care Funds.....	7
Scholarship funds .....	8
GENERAL SAFETY INFORMATION.....	11
Emergency Preparedness .....	11
Medical Emergencies .....	11
Fire - General Information.....	12
Emergency Information Specific To Where You Live .....	14
Manor, Manor Terrace, Skyline Plaza, and Residential Living.....	14
Cottages .....	15
Security System Information Specific To Where you live.....	15
Manor, Manor Terrace, Skyline Plaza, and Residential Living.....	15
Cottages .....	16
Right of Entry .....	17
Additional Safety Device Information .....	17

Table of Contents

Revision date: June 2017

DINING SERVICES .....	19
Dress Code .....	20
Etiquette .....	21
Special Diets.....	21
Dining Reservations .....	22
Special Events .....	22
Beer & Wine Service.....	23
Manor Dining Room .....	23
Skyline Plaza Dining Room .....	24
The Roxy Ann Grille .....	25
Quail's Nest Bistro .....	25
Catering Services .....	26
Meeting Room Reservations.....	26
To-Go Options.....	28
Tray Service for Residents.....	28
Ice Machine.....	30
FACILITY SERVICES.....	31
Maintenance Services/Work Order Requests.....	31
Housekeeping Services .....	32
Laundry Services.....	32
Modifications .....	34
Trash Disposal/Recycling.....	35
Manor, Terrace and Skyline Plaza Residents .....	35
Cottages .....	35
Thermostat Control .....	36
Appliance Care .....	36
HEALTH AND MEDICAL SERVICES.....	37
Rogue Valley Manor Clinic .....	39
Health Center .....	43

Table of Contents

Revision date: June 2017

Manor Terrace Care Suites .....	46
Special Care Center (Memory Support) .....	47
Residential Living .....	48
In-Home Care .....	49
Non-Manor In Home Care Providers.....	50
Care Management Services .....	50
Pharmacy.....	53
Medical Transportation .....	53
Memory Loss Support Services, Respite Care .....	54
Therapy Services.....	54
Advanced Directives and POLST Forms .....	56
Health Care Representatives .....	57
Continuum of Care Description.....	57
LANDSCAPE AND GROUNDS .....	59
Basic Landscaping.....	59
Supplemental Landscaping .....	60
Exterior Decorations.....	61
Satellite Dish Policy.....	64
TRANSPORTATION .....	65
Manor Express.....	65
Shopping Bus .....	65
Church Bus .....	65
Tours and Special Events.....	65
Airport Transportation .....	66
Parking .....	66
Cottage Garages.....	66
Manor, Manor Terrace and Skyline Plaza Garages and Carports .....	66
Reserved Open-Air Parking.....	67
Recreational Vehicle (RV) and Boat Parking.....	67

Table of Contents

Revision date: June 2017

Unassigned Parking for Residents and Visitors.....	68
Golf Cart Garages.....	68
RESIDENT SERVICES .....	69
New Resident Orientation.....	69
Resident Information Sheets/Important Documents .....	69
Vehicle Registration .....	69
Manor Reception Desk.....	70
SPIRITUAL CARE AND WELLBEING SERVICES .....	71
Residents Council Religious Activities Committee .....	72
WELLNESS .....	73
The 6 Dimensions of Wellness.....	73
COMMUNITY LIVING .....	74
Publications & Campus Communication.....	74
www.myRVM.ORG .....	74
Hill Topics .....	74
Bits & Pieces .....	75
Since You Asked.....	75
Manor Telephone & Information Directory.....	75
Channel 900 .....	76
One Call Now .....	76
Suggestions and Problem Solving (Communications Policy).....	76
RESIDENTS COUNCIL .....	79
Other Groups .....	80
COMMUNITY LIVING POLICIES .....	81
Deck Policy – Manor Terrace and Skyline Plaza.....	81
Employee Relations .....	81
Gratuities .....	82
Personal Property and Liability Insurance .....	82
Car Washing .....	83

## Table of Contents

Revision date: June 2017

Estate/Garage Sales.....	83
Moves Within the Rogue Valley Manor Campus.....	83
Loading Dock and Elevator Usage .....	84
Nametags .....	84
Night Hours/Noise.....	84
Payment of Monthly Fees .....	84
Pet Policy .....	85
Residence and Care Agreements (Contracts).....	86
Resident Referral Program.....	87
Solicitation .....	87
Smoking .....	87
Intoxicants .....	87
Tours of the Manor .....	88
Vacations and Absences .....	88
Visitors and Guests .....	88
CAMPUS COMMON AREAS.....	90
Amateur Radio Station.....	90
Art Studio .....	90
Maria's Boutique .....	90
Chapel.....	91
Craft Room.....	91
Croquet Court .....	91
Display Cases in Auditorium .....	91
Dog Park.....	91
Fitness Rooms .....	92
Electronic Equipment and Clock Repair.....	92
Game and Pool Room.....	92
Gardens – Health center .....	92
Gardens – Resident.....	93

Table of Contents

Revision date: June 2017

Golf Courses.....	93
Hobby Shop .....	93
Laundry Room (Residents') .....	93
Lawn Bowling Court .....	94
Library .....	94
Lounges .....	95
Meeting Rooms & Scheduling of Rooms .....	95
Douglas New Vision Center .....	95
Pool and Jacuzzi .....	96
Residents' Activity Center/Executive Room .....	97
TV Studio .....	97
Videotape and DVD Library .....	97
OTHER SERVICES .....	99
Businesses Within the Manor .....	99
Fax, Internet, and Telephone Services.....	100
Telephone Service .....	100
Mailing Services .....	102
Mercy Flights .....	104
Newspaper Subscriptions.....	104
Security Control Room.....	104
Television.....	105
INDEX .....	107

## Table of Contents

*Revision date: June 2017*



Table of Contents

*Revision date: June 2017*



## INTRODUCTION

---

*The Resident Handbook* has been prepared to provide community living guidelines and expectations, as well as specific information on policies, procedures, services, and programs that are available to all Rogue Valley Manor residents.

The *Residence and Care Agreement* sets forth the obligations of Rogue Valley Manor (the Manor) to residents. That agreement also requires that residents 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.

Living in a retirement community is a significant adjustment for most people. Community living has many proven benefits, but also obviously requires cooperation, flexibility, and compromise on the part of all residents in order to be successful. We urge residents to read the following information and keep it available as a reference to answer questions regarding Manor services, policies, procedures, and community living expectations.

Rogue Valley Manor was founded by public-minded business and church leaders in the Rogue Valley and sponsored by the Presbyterian, Methodist, and Episcopal churches to provide quality service and care to seniors in a residential setting. It opened its doors in 1961. The Manor is a not-for-profit Continuing Care Retirement Community (CCRC), and is part of the Pacific Retirement Services (PRS) family of CCRCs. The campus covers more than 650 acres and includes the original Manor building, a 10-story high rise with approximately 200 apartments; Skyline Plaza, a 6-story high rise with 75 apartments; and the Manor Terrace, a 5-story high rise that offers 26 independent living apartments, 15 residential living apartments, and 30 care suites. The campus also includes approximately 300 cottages, and 9 freestanding homes. As a Continuing Care Retirement Community, the Manor provides its residents with access to complete continuum of healthcare and supportive services. Rogue Valley Manor was the first Continuing Care Retirement Community in the western United States to be accredited by the Continuing Care Accreditation Commission back in 1986, and has maintained this prestigious industry 'seal of approval' ever since.

## EXECUTIVE MANAGEMENT TEAM

---

The Executive Management Team of Rogue Valley Manor is committed to the organization's mission to serve to enrich the lives of the seniors. Each member of the team listed below is available to help answer questions and address concerns.



**Sarah Lynch**

Executive Director  
Ext. 7028



**George Wheeler**

Assistant Executive  
Director  
Ext. 7038



**Krista Amundsen**

Director of  
Administrative  
Services  
Ext. 7219



**Jonna Robinson**

Health Center  
Administrator  
Ext. 7029



**Lisa Mandell**

Director of Marketing  
& Community  
Development  
Ext. 7473



**Melissa Preston**

Resident Services  
Director  
Ext. 7392



**Erica Meager**

Clinic Director  
Ext. 7147



**Jim Van Horn**

Facility Services  
Director  
Ext. 7199



**Catherine Goslin**

Human  
Resources  
Director  
Ext. 7603



**CJ McPhail**

Foundation  
Director  
Ext. 7026

## PACIFIC RETIREMENT SERVICES

---

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, and the Peninsula Regent in San Mateo, 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.

## COMMUNITY VOLUNTEER NETWORK

---

Community Volunteer Network, a division of PRS, is a not-for-profit 501(c)3 organization serving seniors in Southern Oregon. Older adults can volunteer within their community, while seniors who lack support systems can receive needed services. The Community Volunteer Network sponsors two major programs the Foster Grandparent Program and RSVP.

## FOSTER GRANDPARENT PROGRAM

---

Foster Grandparents offer nonjudgmental, ongoing assistance to at-risk and special needs children who may have little support from family members. They're usually placed with day care sites, Head Start centers, schools, and after-school programs. They receive an hourly stipend in return for their service.

---

### PROGRAM SUPPORT

---

The Foster Grandparent Program (FGP) of Southern Oregon was founded in 1975 under the national Foster Grandparent Program, which was launched in

1968. FGP is partially funded by the federal government through The Corporation for National & Community Service (CNCS) and its program Senior Corps. FGP receives additional funding from US Housing and Urban Development through City of Medford CDBG funds and from United Way of Jackson County and United Way of Klamath County, among other contributors.

## RSVP

---

RSVP, formerly known as the Retired and Senior Volunteer Program, provides a variety of opportunities for adults age 55+ to participate fully in the life of their community through significant volunteer service.

- Call-A-Ride medical transportation program
- Senior Health Insurance Benefits Assistance Program (SHIBA)
- Respite Care
- Age Wise Age Well peer counseling
- Jackson County Courthouse Information Booth

---

## *PROGRAM SUPPORT*

---

RSVP is nation-wide and partially funded by the federal government through the Corporation for National & Community Service and its program Senior Corps. Jackson County RSVP receives additional funding from the United Way of Jackson County. Wherever an RSVP agency is placed, they are required to be sponsored by a not-for-profit entity; the Jackson County RSVP is sponsored by PRS and separately incorporated as the Community Volunteer Network.

Our local RSVP agency currently has more than 800 registered volunteers who provide volunteer service at about 60 not-for-profit organizations or programs throughout Jackson County. 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.

## ROGUE VALLEY MANOR FOUNDATION

---

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 the Manor Foundation comes primarily from current Manor residents, community members, business partners, staff, and board members. By supporting your Foundation, you ensure that the Manor can provide services that would otherwise not be available, or would cause increases to certain fees.

### FUNDS

---

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

**Channel 900:** Supports Channel 900 with funds to purchase new media for the enjoyment of Manor residents.

**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.

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

**Library:** Funds for purchasing new books and other items to support the Cora Mason Library's day-to-day operations.

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

**Recreation:** Funds are generated from the Foundation's sponsorship efforts to support resident events throughout the year, including New Year's, Veteran's Day and 4<sup>th</sup> of July.



**Swimming Pool:** Funds the ongoing care and maintenance of the Manor's indoor swimming pool.

## FINANCIAL ASSISTANCE FUNDS

---

**Resident Assistance:** 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. 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 normal life expectancy. This fund also ensures that other residents will not subsidize those who require support.

**Have FAITH (Financial Assistance in Times of Hardship):** Two RVM residents saw a need to support Manor employees who are experiencing hardship at home. They created the Have FAITH program to assist employees with personal financial aid during times of crisis. Employees can receive support of up to \$500 no more than twice a year.

## HEALTH AND SPECIAL CARE FUNDS

---

**Health Center:** 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:** Provides financial support to the Health Center on a monthly basis to offset costs and minimize fee increases to residents.

**Medical Transportation:** Assists Manor residents who have no other means of transportation to and from medical appointments. There is no charge for the service and many residents who use the service 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 the center allow for continuous upgrades.

**Parkinson's Fund:** Resident Ray Loker created this fund in recognition that families dealing with Parkinson's need education and support. The program invites qualified speakers to give presentations to those needing such help.

**Residential Living:** Improves 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 Center:** Supports residents in the Special Care Center who are faced with Alzheimer's, dementia, stroke or other debilitating conditions. Funds may be used to provide entertainment, games or other tools designed to engage, challenge, and encourage interaction and participation.

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

**Mary Lou and Glen Guttormsen Fund:** Instituted through a gift by Manor residents Mary Lou and Glen Guttormsen, provides funding for Health Center employees to continue their professional development and to maintain high staff morale.

## SCHOLARSHIP FUNDS

---

**The Stanley D. Cohen Fund for Excellence for Support of Educational Opportunities:** Meyer and Maureen Cohen founded this program to provide scholarships for Rogue Valley Manor Employees.

**Employee Development:** Established to assist Rogue Valley Manor employees who desire professional growth and wish to pursue a formal licensing or degree program.

**Middleton Endowment:** This endowed fund provides recognition in the form of a financial reward for the Manor's "Employee of the Month."

**Fairy Godmother Scholarship:** Created by Manor resident Cornelia Tomes to provide scholarships to young women who are often the first person in their family to attend college. Governed by a committee of residents and community leaders, the Fairy Godmothers mentor the girls through their first two years of college.

**Manor Mentors:** The Manor Mentors provide support to young men in the Jackson County School District who are struggling to graduate high school. 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.

## ENDOWMENTS

---

Endowments are established by donors who wish to provide the Foundation with funding in perpetuity. Earnings on endowments are used to support the fund of the donor's choosing. An endowment agreement outlines the understanding between the Foundation and the donor. For more information on creating an endowment, please contact the Foundation Office.

## ITEM DONATION OPPORTUNITIES

---

In conjunction with House to Home Gallery and Habitat for Humanity, the Foundation offers residents an easy solution for donating unwanted household items while benefiting the RVM Foundation. Each week a resident crew drives the yellow truck around campus to pick up furniture, appliances, sporting goods, art, china and more. Donation forms are available at the Manor and Plaza reception desks. Donations are tax-deductible; the donation form doubles as a tax receipt.

The Foundation also accepts donated vehicles, which can provide significant tax savings based on the assessed value of your car. Vehicles donated to the Foundation are used in the Manor fleet for a variety of reasons including Medical Transportation and rides to the airport. Contact the Foundation for more information on how to donate your vehicle or other household items.

**IF YOU HAVE ADDITIONAL QUESTIONS ABOUT THE RVM FOUNDATION PLEASE  
CONTACT THE FOUNDATION DIRECTOR AT EXT. 7026**

---



## GENERAL SAFETY INFORMATION

---

### 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. This includes cameras that cover all entrances and are monitored 24/7 in the Security Control Room. A Motion Detection System is a voluntary safety program also 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.

We also encourage all residents to visit the Emergency Preparedness section of [www.myrvm.org](http://www.myrvm.org) (myRVM) for additional resources.

### MEDICAL EMERGENCIES

---

**IN THE EVENT OF A MEDICAL EMERGENCY, WHEN YOU ARE ABLE, ALWAYS CALL “911” FIRST. YOU DO NOT HAVE TO DIAL “8” AND THEN “911”.**

A “medical emergency” is as a health care issue or concern which you deem to be so significant that immediate medical attention or intervention may be necessary.

If you are unable to dial “911”, you may pull the emergency cord located in your home or may press your pendant alarm. Every home is equipped with a pull cord and/or push button alarm in the bathroom. Every person is also issued a pendant alarm. Activating these emergency alert devices will notify the Manor Security Room (located in the Manor Terrace building) to dispatch the Manor first responder personnel.

When “911” is called from any landline on the RVM Campus, the Manor Security Room is automatically notified. While the community emergency medical services personnel are in route, Security will also dispatch the Manor first response personnel to the location on Campus.

All RVM Staff are considered “first responders”. Once on scene, the Manor first responders will evaluate the situation and facilitate the next steps that need to be taken. It is likely that the staff first responder on scene may not be a Health Services team member. In addition to the RVM staff first responder Security will also dispatch a Health Services Emergency Responder, when appropriate. There is a trained Health Services Emergency Responder on duty at all times.

In the event that a resident is transported off campus to a local hospital for treatment the Health Services responder will attempt to contact the party listed on that resident's Resident Information Sheet or Advanced Directive on file as the resident's Health Care Representative or Emergency Contact.

Rogue Valley Manor does not have emergency room or urgent care capabilities on Campus. It is not appropriate to come to the Clinic or Health Center if you are experiencing an emergency. In the event of a medical emergency please contact “911” from your location.

Asante Rogue Regional Medical Center is the closest hospital to the RVM campus and is most often the hospital that residents are transported to from the RVM campus.

**RVM Transportation does not provide emergency medical transportation services. Residents have the opportunity to sign up for a membership with Mercy Flights, the ambulance provider servicing Jackson County.**

**For information about this membership please contact Resident Services at EXT. 7392.**

## 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.

## EMERGENCY INFORMATION SPECIFIC TO WHERE YOU LIVE

---

For Fire 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).

**THE SECURITY CONTROL ROOM CAN BE REACHED BY DIALING "0" ON ANY MANOR PHONE OR BY DIALING 541-857-7777 FROM AN OUTSIDE LINE.**

**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. If your insurance company requires documentation please contact Resident Services at EXT. 7392.*

---

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

---

All Manor, Manor Terrace, Skyline Plaza, and Residential Living apartments are equipped with emergency alert systems that include alarm touch-pads in each bathroom and wireless emergency 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 such as the dining rooms, public restrooms, and auditorium.

**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 emergency 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 home. 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”, or “fob” 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. For matters of an urgent nature that take place after regular business hours

**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 announce 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, Skyline 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, cottage, or free-standing 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.

An emergency 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 necklace style "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.

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.**

## 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 Services department 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 can be submitted online at [www.myrvm.org](http://www.myrvm.org) (myRVM).

Weekly menus are available at the front desk or online on [www.myrvm.org](http://www.myrvm.org). Each dining room has a menu hotline as well. You may reach those menu hotlines for each dining venue at the following extensions:

Main Manor	EXT. 7238
Skyline Plaza	EXT. 7261
Roxy Ann Grille	EXT. 7054

The Monthly Accommodation Fee provides a monthly meal plan. This meal plan may vary based upon the location of your residence. Additional details on meal plans are outlined in the Residence and Care agreement. Monthly meals can be used at any time during the calendar month. Unused meals do not rollover to the next month.

Choice of meals includes continental breakfast, breakfast, lunch, dinner, Sunday Brunch or Buffet, or the pick up and go lunch at the Main Manor which is offered during the hours of 11 a.m. to 1 p.m. daily. The Quail's Nest Bistro is also available for dining in and take out.

If you wish to purchase additional meals, you may do so for a fee. Please refer to the Resident Charge List. Cottage or Skyline 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 utilize their meal plan. We do not accept cash in any of our dining rooms as payment for guest meals, alcohol service, or items that have additional charge. For residents wishing to pay for these items with cash, check, or debit/credit card they may do so at the reception desk.

We encourage residents to take advantage of the meal time transportation which is available throughout the campus.

On the days when box suppers are offered, typically on holidays, a sign-up sheet will be posted at the box supper pickup area (Auditorium) for Cottage and/or Skyline Plaza residents. If the box supper is in addition to residents' contractual provided 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 Skyline Plaza Dining Rooms. Ladies and 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 and are not appropriate 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 any time. 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 Skyline 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 room. If you must answer a call, please refrain from having the conversation in the dining room.

Other than one piece of fresh fruit, two cookies, or the uneaten portion 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. A small to-go container can be provided to take home the leftover portion of a meal. Personal containers from home may not be used.

There are Friendship tables in each dining room that are designated for singles, couples, or new residents who may wish to meet new friends and 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.

## DINING RESERVATIONS

---

Reservations can be made at any time by calling EXT. 7554 or by completing a request online at [www.myrvm.org](http://www.myrvm.org) (myRVM). We make every attempt to accommodate specific requests; however, a “reservation” means only that we will have a table in the venue you request, not necessarily at a specific table within that venue.

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.

Reservations for parties greater than 6 may be available upon request. For parties greater than 6 we do request that your reservation be made 2 weeks in advance, when possible.

It is requested that any reservation be made at least 24 hours in advance, when possible. Reservation lines are not checked after 2:00 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 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.

## SPECIAL EVENTS

---

For special event reservations, (holiday meals, etc.) you will receive a flyer in advance of the event. We encourage residents to plan ahead for all special events. 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 Event Coordinator 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.

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 unopened bottle of wine or beer to dinner in the Roxy Ann Grille, Manor, and Skyline Plaza Dining Rooms. You *may not* bring your own beer or wine to the Quail's Nest Bistro. A supervisor or server will open the bottle at no charge.

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	7a.m.	-	9a.m.
------------------	-------	---	-------

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

SUNDAY:

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

SKYLINE PLAZA DINING ROOM

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

DAILY:

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

### MONDAY – SATURDAY:

Buffet Lite Lunch-- Dining Room	11:30 a.m.	-	1:00 p.m.
Buffet Dinner-- Dining Room	5:00 a.m.	-	7:30 .m.

### SUNDAY:

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

The Skyline 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, two cookies, or the uneaten portion of your meal.

### THE ROXY ANN GRILLE

The vision for the Roxy Ann Grille is to provide a more casual, informal dining atmosphere. The dress code discourages pajamas, and house coats; 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.

### QUAIL'S NEST BISTRO

The Quail's Nest Bistro is located on the ground floor between the Manor and Health Center. Breakfast, lunch, and dinner items, dessert items, soft drinks, beer, and wine are available Monday through Saturday.

The Bistro features various "Specials of the Day," options. Your meal may count toward your monthly meal plan or you may pay for your meal at the time of

ordering with cash or credit card, or have charges placed on your monthly statement.

MONDAY – SATURDAY:

Breakfast	7:00 a.m.	-	10:00a.m.
All Day Dining	10:00 a.m.	-	8:00 p.m.

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 in advance 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.

MEETING ROOM RESERVATIONS

The Manor, Manor Terrace, and Skyline 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. These areas are only available to residents and resident events or programs booked sponsored by a recognized group of the Residents Council. If as part of the

program you chose to go through the Manor buffet for your meal, it counts as one of your daily meals and will incur an additional per person service charge (see current Resident Charge List).

The main lobby of each building is available to all residents for use and cannot be reserved.

The Manor Terrace Sunrise Room is available for limited use primarily for Memorials, board meetings, and Residents 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. The Umpqua Room is available to all residents for use and cannot be reserved.

The use of our meeting spaces and facilities for outside groups or parties is limited. We occasionally will allow some outside meetings to be held at the Skyline Plaza, but because of parking limitations we may 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 advertised 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. Additional fees may apply see Room Reservation and Catering Policies for additional information. 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. We will bill your account and pay them through our payroll to ensure they are covered by our worker's comp policy.

Rogue Valley Manor employees are not permitted to accept gifts or gratuities. If you would like to recognize the service provided by an employee you may do so by completing a Merit Gram (available at a reception desk or online at

[www.myrvm.org](http://www.myrvm.org)) or by donating to the Employee Appreciation Fund. 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.

## TO-GO OPTIONS

To-go items are available in the Quail's Nest Bistro starting at 11 a.m. Monday through Saturday. To go lunches and dinners are also available at the Main Manor during regularly scheduled meal times and in the Roxy Ann Grill. For residents opt to pick up a to-go meal from the Manor dining room they will be asked to record the name of each resident receiving the to-go meal with the Dining Room Manager on duty. Residents are provided with a to-go container to use. Personal containers are not permitted to be used to transport food home from any of the dining venues.

## 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 up to of twelve (12) days per calendar year per person at no charge.

**To order a tray contact 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.
- 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 current 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.

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, cottage, or home's 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.
6. 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 Skyline Plaza, ice machines are located in the bar area of the Umpqua Room. For sanitation purposes, please use only approved ice scoops.



## 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 ORDER REQUESTS

---

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

- Calling Facility Services at EXT. 7231;
- Completing a *Work Order Request* form, which can be found at the Manor, Skyline Plaza and Terrace Reception Desks;
- Completing the *Work Order Request* form, found on the residents' home page at [www.myrvm.org](http://www.myrvm.org).

---

**IF YOU REQUIRE URGENT ASSISTANCE, PLEASE  
CALL THE SECURITY CONTROL ROOM BY  
DIALING "0".**

---

In general, repairs and services required due to failure or reasons of safety will not be charged to the resident. For example, normal wear and tear to such items as carpet, paint, or finish of fixtures may be charged to the resident. However, there may be a charge at our standard hourly rates for certain services provided by the Maintenance Department. 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.

## 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, cottage, or house 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, Skyline 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. 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.

Skyline 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 3<sup>rd</sup> 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	Skyline 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 1177 Mira Mar

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
Skyline 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.

**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, Skyline Plaza, Terrace, or Residential Living hallways.

---

## TRASH DISPOSAL/RECYCLING

---

Rogue Disposal currently offers co-mingled recycling of newspapers, cardboard, magazines, certain plastic items and aluminum. Please clean any food products to eliminate unpleasant odors.

---

### MANOR, TERRACE AND SKYLINE 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. Do not leave trash in the Housekeeping Closet. Please do not dispose of syringes or lancets in the trash shoot. It is the responsibility of the user to ensure proper disposal of syringes or lancets. Syringes properly disposed of in sharps containers can be taken to the approved disposal location at the RVM Annex located on Ellendale near the entry to the RVM campus.

Manor residents may use the co-mingled 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. Skyline 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. 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 Order Request*.

**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 are 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.**

## 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 Health Services exist across the continuum of care to meet the needs of residents. The following diagram includes the primary Health 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 911

---

**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 response 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 or Urgent Care 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 caution by 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 instructions specific to your individual care needs.



## ROGUE VALLEY MANOR CLINIC

---

The Rogue Valley Manor Clinic is a certified Family Practice, employing Physicians, a Nurse Practitioner, 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, Nurse Practitioner, or Clinic Staff. If your insurance benefit requires a co-payment for office visits, the co-payment will be assessed 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 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 can be met 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 established with 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 EXT 7133.
2. When you reach the Clinic Receptionist, inform the Receptionist that you wish to establish with the Clinic.
3. 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?
4. 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 from your previous primary care provider to initiate your patient chart.
5. 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 Clinic receptionist, you may be asked to speak with a Triage Nurse. The Triage 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 Triage 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 Triage 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.

If you have medical needs that need to be addressed prior to establishing as a patient or on an urgent/short notice basis there are several immediate care (walk-in/urgent care) locations nearby.

- Providence Medical Group Urgent Care: 965 Ellendale Drive
- Valley Immediate Care: 235 E Barnett Rd
- Asante Urgent Care: 555 Black Oak Drive

Please note: This information is provided as a convenience. These providers are not affiliated with RVM. The location and hours of operation of these facilities may change.

---

**FOR MORE INFORMATION RELATED TO THE  
ROGUE VALLEY MANOR CLINIC, YOU MAY  
CALL THE CLINIC DIRECTOR AT EXT. 7147**

---

## HEALTH CENTER

---

The Rogue Valley Manor's 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 their home (cottage, apartment, etc.) are considered to be "Temporary" status. Commonly, Residents are often 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 their previous home or a different level of care, 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 level of care.
- Determination that the Health Center can meet the needs of the resident related to his/her required level of care. (For example, psychiatric care, addiction recovery services).
- 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 Providers 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 home. Once the Physician indicates that the resident no longer requires skilled nursing care, the Health Center Staff will assist the resident in returning to their current home.

### **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 too 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 of meeting 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 (MEMORY SUPPORT)

---

Rogue Valley Manor's Special Care Center is dually licensed as both a Residential Care Facility and Memory Care Community 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's design seeks to incorporate a home-like, low stimulus environment. The needs of the Special Care Center residents vary according to many factors.

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, CALL THE SPECIAL  
CARE CENTER ADMINISTRATOR AT EXT. 7725.**

---

## RESIDENTIAL LIVING

---

The Residential Living program at Rogue Valley Manor includes a grouping of apartments located on the first and second floor of the Main Manor, and all apartments located on the second floor of the Manor Terrace. Residential Living apartments **are not** “licensed” or operated as a “facility,” such as the Health Center but 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, personal laundry services, complimentary meal tray delivery, and a staff coordinated activity program. Residents who may require or request services above those provided in the base program, may consider obtaining assistance through the Manor's In Home Care Agency. Residents also 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  
HOME CARE PROGRAM, YOU MAY CONTACT  
HOME CARE 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.

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, advance notice to the Home Care Manager is preferred. The charges associated with Home Care are based upon the duration of time services received.

### **IN HOME 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*
- *Care for those with memory impairing illnesses*

### **IN HOME 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.

**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.

## NON-MANOR IN HOME CARE PROVIDERS

---

Residents reserve the right to hire Home Care assistance outside of the Manor's In Home Care Department. In the event that a Resident employs a caregiver who is not an employee of RVM they are required to complete and abide by the Private Aide policy.

You may obtain this policy from the Resident Services office. Questions related to the employment of private contractors should be directed to the Director of Resident Services EXT 7392 or RVM Human Resources EXT 7603.

## CARE MANAGEMENT SERVICES

---

As we age, it is not uncommon for everyday tasks to become cumbersome and take longer to complete. Managing one's medical, legal, and financial issues can become increasingly more complicated, especially if a serious medical condition or cognitive impairment is diagnosed. Our ability to manage these day to day business matters may become impacted or we may begin to feel overwhelmed.

A Geriatric Care Manager (GCM) is a professional who provides a holistic, client-centered approach to caring for older adults facing ongoing health challenges. Working with individuals and their families, a Geriatric Care Manager provides specialized support, guidance, consultation, education, and reassurance that you are not alone.

A GCM works with you to ensure that actions and decisions made by you and/or your family helps support quality care and an optimal life for those they love, thus reducing worry, stress and for all. With the focus of attaining maximum functional potential, an individual's independence is encouraged, while safety and security concerns are also addressed.

A Geriatric Care Manager helps with:

- Planning and problem-solving
- Education and Advocacy
- Family Caregiving Coaching
- Referrals to legal and/or financial professionals when appropriate

- Creating a care plan tailored for each individual's circumstances which may be modified as needs change.
- Attends medical appointments, facilitates communication between doctor, client, and family, and helps monitor and manage appropriate follow-up and/or medication instructions.

*A Geriatric Care Manager provides personalized and compassionate care, respecting your values, preferences and desires to live a dignified, respected and honorable life.*

---

**FOR MORE INFORMATION OR TO INITIATE THE  
SERVICES LISTED ABOVE, YOU MAY CALL THE  
HOME CARE MANAGER AT EXT. 6000.**

---



## 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.

The Pharmacy is open Monday thru Friday from 9:00 a.m. to 4:30 p.m.

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 during normal hours of operation.

## 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 Medical 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.**

---

## MEMORY LOSS SUPPORT SERVICES, RESPITE CARE

---

From its very definition, providing respite ('a short period of rest or relief from something difficult') is a key component of Rogue Valley Manor's mission to enrich the lives of our residents in a continuing care environment. While Respite Care programs themselves are intended to enhance the lives of residents with memory impairing conditions, these programs serve a dual purpose in that they also provide a caregiving partner with much deserved and necessary time off.

Through participation in our Respite Care programs, caregivers are assured that their loved one is being cared for in a fun and safe environment, and being enriched by programming that emphasizes social engagement in a group setting that encourages participation and connectedness with others who are going through a similar situation.

Our current programs include a Wednesday Social Club, a Friday Fun Group, an Art Group, and the Rogue Ramblers, a group that takes outings to local destinations to explore and learn about the broader community.

Respite programs are supported in part through resident volunteerism as well as the Rogue Valley Foundation.

---

**IF YOU WOULD LIKE MORE INFORMATION  
ABOUT THESE PROGRAMS, PLEASE CONTACT  
THE RESPITE CARE COORDINATOR 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 nursing level 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.**

---

## ADVANCED DIRECTIVES AND POLST FORMS

---

Residents are highly encouraged to discuss wishes related to the Advance Directive and POLST (Physician Order for Life Sustaining Treatment) instructions first with your primary care provider and also with your appointed Healthcare Representatives.

Advance Directives and POLST forms are important documents and it is highly recommended that updated copies of these forms be maintained in your home and also provided to your Health Care Representative.

The POLST form is a Medical Order that can immediately be acted upon by Emergency Medical Services staff. It is required to be signed by a Medical Doctor, Nurse Practitioner, or Physician's Assistant in order to be valid in the State of Oregon.

The Advanced Directive is a legal document that can be completed by a patient and is used to express ones wishes for life-sustaining treatment and to appoint a Health Care Representatives.

If you choose to complete an Advance Directive a copy 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.

If you choose to complete a POLST form the original should be kept on the refrigerator in your home.

You may obtain a blank Advance Directive form from the Resident Services Office. We strongly encourage all residents to review the Advance Directive and POLST an annual basis.

---

**IF YOU HAVE ANY QUESTIONS, PLEASE  
CONTACT RESIDENT SERVICES AT EXT. 7392.**

---

## HEALTH CARE REPRESENTATIVES

---

We strongly encourage all residents to 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 Representative.

## CONTINUUM OF CARE DESCRIPTION

---

The “**Continuum of Care**” description, available upon request from Resident Services, 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 upon a resident’s request to transfer to a higher level of care. 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, Care Suites, Health Center, or 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 understand 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 residents' suggestions and feedback.

---

**IF YOU HAVE ADDITIONAL QUESTIONS RELATED  
TO RVM SERVICES AND LEVELS OF CARE PLEASE  
CONTACT RESIDENT SERVICES AT EXT. 7392.**

---

## 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, 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 maintenance 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 placing a *Work Order Request* at EXT. 7231 or online at [www.myrvm.org](http://www.myrvm.org).

**Please submit questions or requests to the Grounds Supervisor at EXT. 7095.**

Residents who feel that some aspect of the Manor's basic landscaping requires attention are asked to notify the Grounds Department by submitting a *Work Order Request*, calling the EXT. 7231, or online at [www.myrvm.org](http://www.myrvm.org).

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 Skyline 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 from the Grounds Supervisor.

## SUPPLEMENTAL LANDSCAPING

---

Residents are encouraged to seek the advice of the Grounds Supervisor prior to purchasing supplemental landscaping or if they have questions about the acceptability or proposed location of the items.

Generally, it is the Manor policy to allow freedom of individual expression in the supplemental landscaping around cottages. This includes bulbs, annual and perennial flowers, and small plants. More specifically, supplemental landscaping around the cottage is allowed without prior approval from Administration if they are:

- Fully compatible with basic landscaping;
- Placed within the confines of the area around the cottage or within the borders of expanded basic landscaping; and
- Are within the confines of the rear of the building.

In addition, they must comply with the following reminders:

- Residents are cautioned that plastic irrigation pipe is frequently near the ground surface and can be easily damaged by digging. Repair of any damage inadvertently caused will be the responsibility of the resident.
- Supplemental landscaping must not obstruct the existing sprinkler system.
- Sprinkler systems around units are not to be altered or changed by residents.
- Additional irrigation such as drip systems as well as supplemental shrub type landscaping should not be installed or planted without prior approval by the Grounds Supervisor. Approval can be obtained by submitting a *Work Order Request*.
- Residents are cautioned that the original soil may be hard, stony, and/or infertile. Successful plantings may need new soil and/or soil amendments.

- Plantings in the garden or in pots must be placed in a manner which will not restrict (to less than 40 inches) direct sidewalk access to the front door.
- The installation of supplemental landscaping shall be at the expense of the resident. All new or revised landscaping becomes the property of Rogue Valley Manor and Rogue Valley Manor reserves the right to maintain any neglected supplemental landscaping or to remove it, at the resident's expense.
- Any resident who causes damage as a result of the 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.
- Roses are fertilized and have one general pruning each year. Any additional care is by the resident or can be arranged with the Grounds Department by submitting a *Work Order Request*. A fee may apply.

Additional supplemental landscaping, other than the afore-mentioned, requires approval from Administration. Residents are required to complete a *Work Order Request* before making any changes. Request may be reviewed by the Landscape and Grounds Advisory Committee to receive their recommendation. Complaints regarding supplemental landscaping may be reviewed by the Landscape and Grounds Advisory Committee to receive their recommendation.

Please review which changes are described as “not permitted” in this section.

## 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 Manor 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 guidelines 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, may 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 thirty days prior to the date of the holiday. Decorations must be taken down no later than fourteen days after the date of the holiday.
- Holiday decorations may be placed on Manor, Manor Terrace and Skyline 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. To request assistance please submit a *Work Order Request*. 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 to ensure the dish can be installed in an appropriate, low visibility area.
- 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.

## TRANSPORTATION

---

Rogue Valley 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.

### 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 or visit the Transportation page of [www.myrvm.org](http://www.myrvm.org) 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 or online at [www.myrvm.org](http://www.myrvm.org). Requests need to be submitted by Monday, on the week before the week of the event for scheduling.

## AIRPORT TRANSPORTATION

---

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 and Skyline Plaza Front Desks or online at [www.myrvm.org](http://www.myrvm.org). We encourage requests be turned in as soon as flight reservations are made in, preferably with at least 14 days in advance. In order to accommodate scheduling. Please see the current Resident Charge List for current rate.

## PARKING

---

Due to the size of the RVM community and limited parking residents are encouraged to use Manor Express when dining or attending an on-campus program or event. Various types of parking accommodations are available for residents on campus. Each is outlined below. All residents must sign an *Agreement for the Use of Reserved Parking Area* form. This form is available at the Marketing Office.

---

## 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.

Parking is not permitted behind the Fitness studio.

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 SKYLINE 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 Skyline 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 Marketing office for information regarding availability.

Garages have not been designed to be workshops; therefore, flammable liquids or materials must not be stored in garage 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, 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 Skyline 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 Marketing office at EXT 7169.

---

### 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 Marketing office at EXT. 7169. The 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.

While parked for loading/unloading prior to or returning from a trip, the following rules must be followed:

- The RV may be parked in front of a residence without obtaining prior approval from Administration if it is parked for 12 hours or less.
- RV loading and unloading should be done in a way that does not interrupt services or cause hardship to the neighborhood.
- The RV may be parked in the driveway for 12 hours or less provided that the sidewalk and/or street is not blocked by the RV.
- RVs may be parked in defined off-street parking areas if the RV owner has made arrangements with neighbors who could be affected for up to 24 hours.
- When parked by a residence, the RV must be at least 20 feet away from the USPS mailboxes. Mailboxes must not be blocked.

- Parked RVs must not create a safety hazard.

Other information.

- If PRVs wish to stay in their RV while visiting RVM, there are two "visitor" sites available in the RV lot. Marketing will make arrangements for those stays.
- Residents are NOT allowed to stay in their RVs either in the neighborhoods or in the RV lot.
- If residents have guests who have RVs and/or boats, the equipment MUST BE registered with Security and a parking location will be arranged.

---

### UNASSIGNED PARKING FOR RESIDENTS AND VISITORS

---

Residents and visitors to the Manor, Terrace, or Skyline 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. Residents are strongly encouraged to take the Manor Express whenever possible.

---

### GOLF CART GARAGES

---

For a fee, and subject to availability, golf cart garages are available to residents. 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 Skyline Plaza. The Marketing office at EXT. 7169 can provide information on golf cart garage availability.

## 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 Resident Services Office is on the first floor of the Manor and is open 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 Residence and Care Agreement. The R.I.S. is given to new residents and then provided to each resident on their yearly anniversary month to be updated. At any time 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.

### 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.

### 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.



## SPIRITUAL CARE AND WELLBEING 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 Spiritual Care and Wellbeing program is to celebrate, advocate, and support spiritual life at Rogue Valley Manor by promoting religious programs, encouraging spiritual growth, and fostering ethical discussions.

The program 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. 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.

### RESIDENTS COUNCIL RELIGIOUS ACTIVITIES COMMITTEE

---

The Religious Activities Committee's mission is to celebrate, advocate, and support spiritual life at Rogue Valley Manor by promoting religious programs, encouraging spiritual growth, and fostering ethical discussions. The Committee seeks to further these values and goals:

- Spiritual development
- Dialogue
- Ethical practices
- Discernment and prayer
- Encouragement
- Education
- Emotional support
- Discovery

The Committee meets with the Director of Pastoral Services bi-monthly to discuss how to welcome all residents (both religious and non-religious) to spiritual inquiry and discussion. The Committee is sensitive to the diversity of faith experience among the residents and seeks to see that all are served.

## WELLNESS







---

### THE 6 DIMENSIONS OF WELLNESS

---

Wellness is more than just words, it is a way of life. RVM Wellness Services serves the unique needs of the mind, body, and soul of each individual. By incorporating a personalized approach to all six dimensions of wellness we help each person achieve a complete and fulfilling lifestyle.

The 6 Dimensions of Wellness are:

-  Physical: Exercise, Nutrition, Self-Control, and Discipline
-  Social: Creating a support network with family and friends
-  Intellectual: Open-minded, expanding your knowledge, learning a new skill
-  Emotional: Appreciation, conflict resolution, dealing with stress, expression
-  Vocational: A self-expression of personal development
-  Spiritual: A source of values and inspiration, having a sense of meaning and purpose

We encourage all residents to take part in activities that promote the 6 Dimensions of Wellness.

---

**FOR INFORMATION PLEASE CONTACT THE WELLNESS  
DIRECTOR AT EXT. 7529.**

---

## COMMUNITY LIVING

---

As a community, residents and staff work together to promote an enjoyable and healthy environment. As good neighbors we look out for one another. Community living has multiple benefits but requires compromise by all. We practice a mindset of “See Something, Say Something”.

**If you have a concern related to a friend or neighbor or a conflict that you feel unable to resolve, please contact the Resident Services office at EXT. 7392.**

For general questions the Manor, Terrace, and Skyline Plaza receptionists can provide general assistance and answers to your questions.

### PUBLICATIONS & CAMPUS COMMUNICATION

---

For residents who do not wish to receive hard copy (paper) communication being distributed to their in-house mailboxes their preferences can be denoted of being paper-free by contacting EXT. 7473. A small bright green dot will be placed in the middle of the in-house mailboxes of these residents. Please be mindful of this green dot and refrain from placing paper materials (event promotion fliers, memos, etc.) in these marked mailboxes.

Of note: certain formal communications (fee changes, contract changes, etc) will be exempt from the ‘no paper rule’ as they are required to be delivered in hard copy format in order to be considered delivered.

---

### WWW.MYRVM.ORG

---

For online communication, [www.myrvm.org](http://www.myrvm.org) or myRVM is the resident intranet site that can easily serve as your primary resource for information on all things RVM. The myRVM site is maintained by both RVM residents and staff.

You can subscribe to receive campus notifications to your email address.

There is also a free mobile application that can be downloaded at the app store on your smartphone or tablet by searching “Rogue Valley Manor”.

**For questions or assistance with myRVM please contact Resident Services at Ext.7392.**

---

### HILL TOPICS

---

*Hill Topics* is the newsletter published by, for and about Rogue Valley Manor residents. Its purpose is to promote a friendly relationship among residents, to

disseminate news and information to residents and prospective residents, and to provide Residents Council Executive Board with a channel of communication with residents of Rogue Valley Manor. A team that includes editors, writers, photographers, proofreaders, and desktop publishers produces the newsletter 10 times per year.

---

### BITS & PIECES

---

Bits & Pieces is a weekly event and activity update that is available in the “help yourself box” near the in-house mailboxes. It is also available online on [www.myrvm.org](http://www.myrvm.org). Residents who are subscribed to receive News and Updates on myRVM will receive this newsletter via email notification each week. The contents of Bits & Pieces are submitted by both residents and staff. Bits and Pieces is also available in an audio recorded version by calling EXT. 2487. If you have questions related to Bits and Pieces or would like to submit a notification to be published you may contact Administration at EXT. 7219 or complete the Event Promotion Request form located on [www.myrvm.org](http://www.myrvm.org).

---

### SINCE YOU ASKED

---

“Since You Asked” is a monthly publication from RVM Management to residents for upcoming news. The intent of this monthly update is to provide answers to the most frequently asked resident questions that are received by administrative staff.

---

### MANOR TELEPHONE & INFORMATION DIRECTORY

---

The Telephone & Information directory provides phone numbers of residents and key staff. The “Frequently Called Numbers” tab at the front of the Directory is a quick guide. The directory is published annually thanks to the support of the local advertisers listed. The directory also serves as the only approved on campus form of solicitation for local businesses to inform RVM residents of their goods and services. **If you have questions related to the directory please contact Resident Services at EXT. 7392.**

---

## CHANNEL 900

---

Channel 900 is an in-house tv channel that highlights the visiting prospective residents, new residents, upcoming programs that may be of interest, and important announcements. To submit items for possible inclusion on Channel 900 drop the written information in the mail slot of TV Studio's door or use the Event Promotion Request located on the Resident Information page of [www.myrvm.org](http://www.myrvm.org) or available in paper form at the Manor reception desk.

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 900. The Channel will transmit important information.

---

## ONE CALL NOW

---

One Call Now is the message alert system used by RVM Management to communicate important campus messages. Resident's home phone number is automatically enrolled in this service with the option of enrolling a cellphone number or email address.

---

## 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 issue: 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.

**If you have questions on who the appropriate contact may be please contact Resident Services at EXT. 7392.**

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 to 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.

The Residents Council Executive Board may:

- Work with the resident to try to resolve the concern;
- Endorse the appeal and authorize the Resident Liaison 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 Chair 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 located near the Skyline Plaza mailboxes. All **signed** suggestions are reviewed by the Executive Committee of the Residents Council and then submitted to the Executive Director.



## RESIDENTS COUNCIL

---

The RVM Residents Council--more than 950 members since every resident is part of it--exists to improve the quality of life of all residents; this organization represents residents interests to Administration, the boards of directors of the Manor and RVM Foundation, and to the PRS Board, and encourage residents to participate in programs and volunteer activities that benefit themselves and the Rogue Valley community through cultural, educational, recreational, social, and other pursuits.

Annually, the Council elects a team of officers to manage a sprawling, yet simple, governance structure designed to achieve these objectives:

Departments that manage the bulk of the Council's volunteer-run cultural, educational, recreational, social and other programs and activities.

**ADVISORY COMMITTEES** that represent interests to and collaborate with RVM Administration to improve Dining Services, Landscape & Grounds, Facilities, Finance, Golf and Course, Communication, and Wellness.

**STANDING COMMITTEES** that operate autonomously as lines of business to enhance residents' quality of life. These include the Art Committee, the Library Committee for books; for Video & DVD Library.

The officers, department heads, and advisory committee chairs meet every other month (beginning in January) as voting members of the RESIDENTS COUNCIL EXECUTIVE BOARD. Senior RVM Administrators and two elected resident Representatives, who liaise with the boards of RVM and the Foundation, also regularly attend. The meetings are open to residents to observe the discussions. The Board discusses, and seeks to resolve, resident issues and concerns, as well as to discuss ideas how to advance the Council's objectives.

Four days later, on the third Monday of the month, the Residents Council as a whole meets at 9:30 a.m. in the Auditorium to hear about or take action upon items discussed in the Executive Board meeting. All residents are encouraged to attend.

### 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 **Wellness Department at EXT. 7129**. A listing of committee Chairpersons can be found on the bulletin boards near the Manor and Skyline Plaza mailboxes or online on [www.myrvm.org](http://www.myrvm.org) under **Groups and Activities**.

## OTHER GROUPS

---

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

### **Easy Listening Group**

The Easy Listening 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.

### **Douglas New Vision Center**

The Douglas New Vision Center includes 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**

Serving as a volunteer can be 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 Wellness staff at EXT. 7529.

## COMMUNITY LIVING POLICIES

---

### 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; 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 Skyline 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 Skyline Plaza, including hallways and elevator.

### 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 in-home 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 Skyline Plaza Executive Room or online on [www.myrvm.org](http://www.myrvm.org). 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 Employee Appreciation Fund, which is sponsored by the Residents' Council. The funds are distributed to employees during the holiday season in appreciation of their hard work and dedication.

There are several ways you can contribute to the Employee Appreciation 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 31<sup>st</sup> of each year, for inclusion in that year's holiday distribution. Checks should be made payable to "Employee Appreciation Fund." If you prefer, you can arrange for U.S. Bank to electronically transfer your contribution each month. You may designate a specific amount to be added to your monthly Manor statement that will in turn be distributed to the fund.

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. Contributions are processed by U.S. Bank personnel and are confidential.

## PERSONAL PROPERTY AND LIABILITY 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. Per the Residence & Care

Agreement residents are required to maintain 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. It is recommended that Residents carry at least \$100,000 in general liability insurance coverage. The general liability endorsement on a resident's insurance policy provides liability coverage should the resident or their pet cause personal injury or property damage to other residents/third parties and/or RVM's real/personal property. With this coverage, RVM can file a property claim against the resident's general liability insurance to recover damages. Residents shall 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.

**If you have questions related to personal property and liability insurance please contact the Resident Services office at EXT. 7392.**

#### 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 RVM Foundation, Manor Boutique, or a favorite charity.

#### MOVES WITHIN THE ROGUE VALLEY MANOR CAMPUS

---

Residents wishing to transfer from one independent living accommodation to another on campus may do so in accordance with the Transfer Policy in affect at the time of the move. A copy of the current Transfer Policy may be obtained in the Resident Services or Marketing & Sales offices.

**Residents transferring to a higher level of care accommodation, please contact Resident Services 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 Skyline 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 Skyline 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, as well as residents in wheelchairs, walkers, and power-chairs (if they choose to use the freight elevator).

## 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 weeks 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 Order Request*.

## 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. A schedule for statements is available from the Business Office. 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**. Residents may also sign up to have their monthly statement sent to their email address.

Payments may also be made at the Manor or Skyline 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, Manor, Terrace, or apartment without prior Administrative approval.

Residents of the Manor building who wish to have a pet must obtain Administrative approval.

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 complete a *Pet Registration Form* that includes proof 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 apartment with the exception of the on-campus dog park. Pet owners are responsible for immediate cleanup after exercising their pet in areas designated areas.

Each pet owner is responsible for identifying a party who will take responsibility for the pet in the event of an emergency. This information must be provided on the Pet Registration Form. In the event that the party identified is unable to take responsibility for the pet, Rogue Valley Manor reserves the right to engage pet care or have the pet boarded until the situation is resolved. Any fees associated with pet care or boarding will be the responsibility of the pet owner.

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.

The Manor Dog Park located on the north side of the hill above the 2100 row of cottages is available for off-leash exercise of resident dogs.

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 would like to inquire on visiting residents with a pet in one of our Health Care Departments, please contact the Health Center 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.

**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 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 Appreciation Fund, See's Candies Christmas and Easter sales, and RVM Lessees. All mass distribution of fliers/memos/posters placed in the in-house mailboxes **must** be approved by Resident Services prior to distribution or posting. 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.

There are various bulletin boards throughout campus; all postings must meet the requirements listed in the Advertising and Solicitation Policy and must be approved by Resident Services prior to posting.

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

## SMOKING

---

Smoking is permitted only in designated areas. If you have questions related to the designated smoking areas on the RVM Campus please contact Resident Services at EXT. 7392.

## 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. Loud, disruptive, or aggressive behavior is unacceptable in a community living environment.

## 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 Sales 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 16<sup>th</sup> 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 Skyline 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.myrvm.org](http://www.myrvm.org). The *Absence Slip* gives the current discount available, which is subject to change. The monthly property tax 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, it is necessary that you 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, Skyline Plaza Executive Room, or in the Facility Services Department.

## VISITORS AND GUESTS

---

Friends and relatives are always welcome at Rogue Valley Manor. 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 Sales Office. Breakfast is included in the price of a guest room.

Visitors to the RVM campus are asked to check in and check out at the Manor reception desk to receive a guest name badge.

Guests who wish to use the fitness rooms or swimming pool must be accompanied by the resident with whom they are visiting.

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 Skyline Plaza parking lot, and in the designated off-street parking areas in the Village.

Children playing on decks in the Skyline Plaza, Manor 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 are utilized such as health services or housekeeping.
- Guests must abide by all Manor rules and regulations.

Individuals must be at least 21 years of age unless accompanied by a parent.

## CAMPUS COMMON AREAS

---

### AMATEUR RADIO STATION

---

Amateur Radio operations are offered on a space available basis to residents who may wish to locate their personal communications equipment in the designated space on the 9<sup>th</sup> floor of the Manor. 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 Wellness 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.

### MARIA'S BOUTIQUE

---

Maria's 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 can donate them to the Boutique for resale. Proceeds from the sales are donated to the Rogue Valley Manor Foundation. 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 Wellness 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 **Wellness 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, or other items appropriate for public display. 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 below the north employee parking lot just above Quail Point Circle, with parking available in the employee parking lot. The park is open at all times however please be mindful of nearby neighbors should you use the park in the early morning or later evening hours, especially if your dog is

“vocal”. The park 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. Toys left in the dog park are for all to enjoy. 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 featuring a variety of exercise equipment, are located in both the Manor and Skyline 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 **Wellness 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, adjacent to the Bistro, 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 campus adjacent to the RV parking lot. 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 COURSES

---

Quail Point Golf Course is located at the northwest end of the Manor campus and is open to the public. Centennial Golf Course is located at the southeast side of the Manor campus. 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, at an additional charge. In addition, golf equipment, supplies, and clothing are available for purchase at the Pro Shop.

## 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 washers and dryers, including one large-capacity washer and dryer. The room is located in the northwest wing on the Manor's ground floor. 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. Residents are asked not to launder any pet bedding in the Manor machines. All Cottage and Skyline 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 near the Quail's Nest Bistro on the Manor ground floor, 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.

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 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 Skyline Plaza bulletin boards near the mailboxes and on the Residents Council Executive Board and Committees page located under Resident Information on [www.myrvm.org](http://www.myrvm.org)).



## 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, Skyline 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.

## MEETING ROOMS & SCHEDULING OF ROOMS

---

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

All activities requiring the use of Manor and Skyline Plaza public areas, meeting rooms, or the use of Manor buses for off-campus activities must be coordinated through Facility Services at EXT. 7274.

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 and is subject to availability.

**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.**

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 Administration for policies governing such events. Contact Administration at Ext. 7219.**

## DOUGLAS 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). The Douglas New Vision Center was

created thanks to the donations of the late Ione Douglas and other residents, as well as the time given by committed volunteers.

The Douglas New Vision Center provides a variety of user friendly equipment for residents with low vision problems. These include:

- Large screen monitors that enlarge print;
- Text to speech readers;
- Computers that allow access to the Internet, email, and other electronic needs

The Douglas New Vision Center is open 24/7 and conveniently located adjacent to the library in the Manor Building. Individuals interested in using the equipment can receive customized training in a private setting by one of their fellow residents.

**For a list of trainers or more information please contact Resident Services at EXT. 7392.**

## POOL AND JACUZZI

---

The Manor pool has fully equipped dressing rooms with showers, and state law requires all swimmers to shower at the pool. If you change into your swimming attire at home, it is expected that appropriate covering will be worn over your swimsuit. When walking to the pool robes intended for the bedroom are not appropriate. It is recommended that residents consult their physician prior to using the spa and the fitness equipment. Residents must accompany invited guests to the Fitness Center, pool, or spa. Residents must accompany any guest under the age of 18 to the pool, and remain with and be responsible for the guest at all times. Residents are not required to be in the water with their guest.

### Pool Rules

- 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 if under 18 years of age, 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 Skyline 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 900), 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 900, please write up the information and drop it in the mail slot in the TV Studio door or submit it to [new900info@gmail.com](mailto:new900info@gmail.com).

### VIDEOTAPE AND DVD LIBRARY

The Videotape and DVD Library is also housed in the TV Studio. A wide selection of videotapes and DVDs are available for check out. An index can be found in

the TV Studio or online on [www.myrvm.org](http://www.myrvm.org) along with instructions on obtaining the videos of your choice.

## OTHER SERVICES

---

The Rogue Valley Manor provides space leased office space 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

---

#### **Banks**

A full-service branch of US Bank is located on the ground floor of the Manor building. The hours are Monday-Friday 10:00 a.m. to 12:00 p.m. and 12:30 p.m. to 3:00 p.m.

#### **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 10:00 a.m. to 4:00 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.

## FAX, INTERNET, AND TELEPHONE SERVICES

---

### **Fax Service**

Fax service is available at the Manor and Skyline 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 provided in all homes on the Manor campus. Wi-Fi is also available throughout campus. If you have questions regarding Internet Services please complete a Work Order Request or call EXT. 7231. Check the *Resident Charge List* for current charges for computer services. Guest log-in credentials and password are available by contacting a Reception desk.

## TELEPHONE SERVICE

---

Your residence comes equipped with a standard touch-tone “land line” telephone. 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., Canada, and Puerto Rico is provided as part of your monthly accommodation fee.
- 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 ten-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 Request 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.

Please Note: Because many types of phone answering machines have interfered with the Manor's emergency alert system, residents are encouraged to use the RVM supplied 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 **Resident Services at EXT 7392**, 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 Skyline Plaza Reception Desk (for Skyline 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 Skyline Plaza residents, it delivers to the Skyline 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, Skyline Plaza, Manor Terrace, and Cottage residents have been assigned an in-house mailbox. A courier service delivers mail between the Manor and Skyline 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 Resident Services 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, Skyline Plaza, Terrace, and Cottages)**

Outgoing mail may be placed in the outgoing mail slot located near the mailboxes in the Manor, Terrace, and Skyline 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 Skyline 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 Skyline 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 that reads “Mail Is In.” You may also dial EXT. 7499 or check the home page of [www.myrvm.org](http://www.myrvm.org) to find out if the mail has been delivered. Each 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 or check the home page of [www.myrvm.org](http://www.myrvm.org). Each Skyline Plaza resident has been assigned a mailbox in the Skyline 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 Skyline 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.

## 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 *Dex 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.

## 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

---

The monthly accommodation fee includes cable services for each resident's television in their home. If you have questions regarding your television service, please contact Facility Services at EXT. 7231.

The Manor has its own in-house information TV Channel 900 (KRVM). Channel 900 highlights the current menus, visiting prospective residents, new residents, upcoming programs that may be of interest, and important announcements. To submit items to the in-house TV Channel, drop the written information in the mail slot of TV Studio's door or email your request to [new900info@gmail.com](mailto:new900info@gmail.com).

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 900. The Channel will transmit important information.



## INDEX

---

- Absence. See Vacation
- Activities, 79
  - Residential Living, 48
- Admissions
  - Care Suites, 46
  - Health Center, 43
  - Special Care Center, 47
- Advance Directive, 56
- Advisory Committee
  - Dining Services, 19
- Alcohol, 87
- Antenna, 34
- Appliance Care, 36
- Appliance Warranty, 36
- Art Studio, 90
- Care Suites, 46
- Common Areas
  - Activity Center, 97
  - Amateur Radio, 90
  - Art Studio, 90
  - Botique, 90
  - Chapel, 91
  - Craft Room, 91
  - Croquet Court, 91
  - Dog Park, 91
  - Fitness Rooms, 92
  - Garden, 93
  - Hobby Shop, 93
  - Lawn Bowling, 94
  - Library, 94
  - Lounges, 95
  - Meeting Rooms, 95
  - New Vision Center, 95
  - Pool and Jacuzzi, 96
  - Residents' Laundry Room, 93
- Diets
  - Special, 21
- Dining
  - Dress Code, 20
  - Etiquette, 21
  - Tray Service, 28
- Emergency Action Guide, 11, 14
- Emergency Preparedness, 11
  - Fire, 12, 14
- Facility Services, 31
  - Laundry, 32
  - Trash Disposal, 35
  - Work Request, 31
- Financial Assistance, 7
- Foundation, 6
- Health Center, 7, 43, 44, 45
- Home Care, 49
- Housekeeping, 32
- Housekeeping Services
  - Absences, 32
- Lessees
  - Accountant, 99
  - Beauty Salon, 99
  - Financial Planners, 99
  - New Vision Center, 7
- Mailing Services, 102
- Monthly Accommodation Fees, 84
- Nametags, 84
- Pastoral Services
  - Director of, 71

Permission to Enter, 17  
Pets, 85  
Pharmacy, 53  
Physician Order for Life Sustaining  
Treatment (POLST), 56  
Resident Council, 26  
Residential Living, 8, 48, 69  
Residents Council, 20, 27, 72, 75, 79,  
94  
Security Control Room, 11, 14, 17, 18,  
31, 104  
Smoking, 87  
Solicitation, 87  
Special Care, 7, 8, 47, 57  
Spiritual Care and Wellbeing, 71  
Suggestions and Problem Solving, 76  
Telephone, 100, 102  
Voice Mail, 101  
Therapy Services, 54  
Transportation, 9, 12, 49, 53, 65, 66  
Medical Transportation, 7, 53  
Vacation, 88  
Absence Slip, 88  
Visitors, 89  
Parking, 89  
Work Order, 31, 36, 59, 60, 61, 62, 100,  
101  
[www.myrvm.org](http://www.myrvm.org)  
myRVM, 11, 19, 22, 28, 31, 59, 65,  
66, 74, 79, 82, 88, 103