



Rogue Valley Manor

Resident Handbook

Revised September 2021

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Welcome to Rogue Valley Manor

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

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

Community living has many proven benefits and requires cooperation, flexibility, and compromise on the part of all residents in order to be successful. We hope you will take the time to read the following information and keep it available as a reference to answer questions you may have regarding RVM services, policies, and procedures.

Mission Statement

Rogue Valley Manor is committed to enriching the lives of its residents in a continuing care environment.

Core Values

At Rogue Valley Manor and Pacific Retirement Services (PRS), our Core Values embody those attributes that are most important to us—as a company, and as individuals within that company. They guide us in our decision making, inform our daily behaviors, and collectively create the culture of our organization. Our shared Core Values are:

Excellence – We believe in the continuous pursuit of excellence in delivering the highest quality accommodations, services, and care throughout our organization. We are joyfully committed to doing our best, and being our best.

Innovation – Our organization is inventive and resourceful, utilizing the latest business strategies, information, and technology to enhance the lives of residents.

Integrity – Every decision we make and every action we take is informed by our adherence to high moral and ethical principles.

Stewardship – We value all of our resources: human, financial, and physical. As good stewards of these resources, we will prudently and judiciously employ and maintain them to ensure that our affiliates remain strong and vital for current and future generations.

Compassion – Considered one of mankind’s most important virtues, compassion means recognizing the suffering or distress of others, then taking action to help. Whether we are providing housing, services, and care to seniors; assisting low-income families; or reaching out to community members in need through volunteerism, we recognize the importance of practicing compassion.

Collaboration – We work together harnessing the talents, skills, and knowledge of each person to continuously enhance the retirement experience.

Pacific Retirement Services

Pacific Retirement Services, Inc. (PRS), is headquartered in Medford, Oregon, and was formally incorporated in 1990. PRS develops, operates, manages, and markets a family of not-for-profit retirement communities and service organizations in six states: Washington, Oregon, California, Texas, Arizona, and Wisconsin. Combined, the PRS family provides housing and services to more than 5,000 seniors. PRS delivers cost-effective services by leveraging a talented team of more than 100 employees who support more than 3,000 employees of the communities it serves. Among its many services are operations management, finance and accounting, legal services and risk management, information technology, healthcare management, development and construction, human resources, sales and marketing, advertising, and digital communications.

Rogue Valley Manor is managed by PRS, an Oregon nonprofit corporation. Rogue Valley Manor pays PRS a Base Management Fee equal to at least five percent (5%) of Net Cash Operating Revenue for the Community, as well as additional fees for Information Technology and Accounting services.

As the sole member of Rogue Valley Manor, PRS appoints the Community Directors of the Rogue Valley Manor Board of Directors from persons nominated by the Rogue Valley Manor Board of Directors, and the Resident Directors from persons nominated by the Rogue Valley Manor Residents Council. PRS also has the authority to make certain decisions on behalf of Rogue Valley Manor. Some of these decisions (e.g., approval of budgets and fee adjustments) may affect the Community and your Residence and Care Agreement. Within certain parameters, Rogue Valley Manor's Bylaws are subject to change by PRS from time to time.

Community Housing and Community Volunteer Network

PRS also has a division of talented staff members who oversee its charitable community endeavors, including Community Housing and the Community Volunteer Network (CVN). PRS Community Housing staff manage 25 affordable housing centers that provide housing to very low-income seniors in three states. Members of CVN help people in need by managing the local chapters of two national volunteer programs: Foster Grandparents and the various programs of RSVP (previously the Retired and Senior Volunteer Program). Together these programs serve at-risk children, seniors, caregivers, the disabled, and their families. Some low-income seniors who volunteer earn stipends and other benefits that help them with their monthly expenses.

COMMUNITY AMENITIES

Common Areas

Common areas are available for use by all residents regardless of where they live on campus.

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 9th floor of the main Manor building. 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 main Manor, is always open and furnished with easels, easel tables, drop cloths, still life table, art library, and 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, located on the ground floor of the main Manor, is operated by residents and open to all RVM residents and employees. Operating hours are posted outside the Boutique door. Residents who no longer need items of clothing can donate them to the Boutique for resale with all proceeds being donated to Rogue Valley Manor Foundation.

The Haberdashery

The Haberdashery, located on the ground floor of the main Manor across from Maria's Boutique, is a fine menswear store that offers personal sizing, a "try before you buy" policy, and special appointments made for fittings or special attention. The Haberdashery is open to all RVM residents and employees during the hours posted outside the door. All proceeds from sales are donated to the Rogue Valley Manor Foundation.

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 the Spiritual Care and Wellbeing department at x7296.

Fiber Arts & Craft Room

The Fiber Arts & Craft room, located in the north wing of the main Manor's ground floor, is always open and available for sewing, weaving, crafting, and craft classes. Lockers to store personal craft supplies are assigned by the Wellness Department.

Croquet Court

RVM 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 x7529.

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 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

- **Gyms:** Our gyms feature a variety of exercise equipment and are located in both the main Manor and Skyline Plaza. They are open to all residents and their guests who are over the age of 18. A fob is required to access the main Manor Gym. For information, assistance, or to schedule an appointment for an individualized fitness program, contact the Wellness Department at x7405.

- **Fitness Studio:** Located on the ground floor within the Manor, is always open for use and includes fitness equipment. The Wellness Department offers a variety of Fitness Classes within the studio. Refer to MyRVM for our monthly Fitness Class Schedule.

Game and Pool Room

Located on the ground floor of the main Manor adjacent to the Quail's Nest Bistro, this area is open 24 hours a day and is equipped with indoor lawn bowling, pool tables, table tennis, Wii Console. Guests 12 years of age or younger must be accompanied by a resident.

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 the responsibility of the individual gardeners.

Golf Courses

Quail Point Golf Course is located at the northwest end of the RVM campus and is open to the public. Centennial Golf Course is located at the southeast side of campus and is also open to the public. Resident Golf Packages are available; these may be obtained from the Pro Shop or charged on your monthly bill. A golf professional is available to give you instructions, 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 main 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 Wellness Manager for information on these hobbies. Keys for the Hobby Shop and its lockers are available through the Wellness Department.

Woodshop/Machine Shop

Located near the Manor carriage entrance, the facility is well supplied with hand and power tools. Workstations are available and residents may borrow hand tools at no charge. Users will provide their own materials and supplies. Volunteer resident shop stewards are available to provide safety instructions and provide assistance with operating power equipment. Prospective Woodshop users must first attend a safety orientation from these shop stewards. Following the safety orientation, the Wellness Manager will issue keys to the shop.

Laundry Room/Resident

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 main Manor's ground floor. Two irons and ironing boards are also provided. 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 RVM common area 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

RVM has two lawn bowling courts: one indoor court located near the Quail's Nest Bistro on the Manor ground floor, and an outdoor court adjacent to the pool and fitness area. For lawn bowling instructions, please contact the Lawn Bowling chairperson.

Library

The library is located on the first floor of the Manor building 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 RVM 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 MyRVM.

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 residents, regardless of where they live on campus. 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.

Manor Mart

The Manor Mart is located on Lower Level I of the Manor Terrace and stocks a wide range of sundry items to purchase for your convenience.

Meeting Rooms and Scheduling of Rooms

For information on reserving meeting rooms, including the Plaza Outdoor BBQ area, contact x7246. If food or beverages are desired, please inquire at least two weeks in advance of your activity to discuss arrangements and costs involved. Please note: certain meetings will incur fees and catering minimums may apply.

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.

Outside groups or organizations must be hosted by residents, staff, Board members, or be approved by Administration. Any legislative, political, or educational programs will be referred to Administration for policies governing such events. Contact Administration at x7219.

Douglas New Vision Center

The Douglas New Vision Center is on the first floor of the main Manor, adjacent to the Library. The Douglas New Vision Center was created thanks to the donations of the late Ione Douglas and other residents, and is supported by the time given of 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. Individuals interested in using the equipment can receive customized training in a private setting by one of their fellow residents.

Pool and Jacuzzi

RVM's pool has fully equipped dressing rooms with showers. It is recommended that residents consult their physician prior to using the spa and the fitness equipment.

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. RVM provides soap in all the shower rooms.
- All swimmers must wear bathing suits in the pool.
- 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.
- Guests must be accompanied by a resident and may swim at any scheduled resident swim time. Residents are not required to be in the water with their guest.

Residents' Business Center/Plaza Executive Room

The Residents' Business Center is located next to the RVM 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.

DVD Library

A wide selection of DVDs are available for check out. An index can be found online on MyRVM along with instructions on obtaining the videos of your choice.

Communication Tools

There are a variety of communication methods available to help keep residents informed of community events and activities.

- MyRVM (Resident Intranet)
- Publications/Newsletters
- Emergency Alerts Notification
- Digital Signage
- Channel 900 and 901

Mail and Packages

RVM provides in-house mail boxes for all residents. Your United States Postal Service (USPS) mailbox is assigned to your home address. It is your responsibility to complete a change of address card with USPS. Be sure to include your residence number on all correspondence. If you need to mail letters or packages, please bring them to the main Manor reception desk.

We will accept deliveries on your behalf through UPS, FedEx, and similar delivery services. We do not bear any liability for accepting packages on your behalf.

Newspaper Delivery

RVM provides copies of the *New York Times*, *Wall Street Journal*, and the *Oregonian* in the Library. These copies are for all residents to share and should not be removed from their locations at any time. The *Medford Mail Tribune* coin-operated box is located at the carriage entrance on the ground floor of the main Manor.

Dry Cleaning

For dry cleaning needs please contact the main Manor reception desk for a list of local service providers.

Fax/Scan Services

Reception staff are able to assist with limited fax/scan services for residents' personal affairs. Fees apply for these services. Residents conducting business matters should utilize their own devices to fax/scan; a self-serve copier is located in the Resident Business Center.

Business Resources within the Manor

RVM provides leased office space to local businesses located on the ground floor of the main Manor building. These businesses, though located on the Rogue Valley Manor Campus, are independent businesses with separate and distinct staff who are not employed by RVM.

Banking

A Rogue Credit Union ATM machine is located adjacent to the Quail's Nest Bistro on the main Manor ground floor.

Salon and Barber Shop

Ema's is a full service salon for both women and men. Appointments may be made by calling x7365. Salon hours are 8:30 a.m. to 4:00 p.m., Monday through Friday, and Saturdays as posted. Barber services are also available at the salon.

Certified Public Accountant

A Certified Public Accountant (CPA) is available on a fee-for-service basis 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 x7705.

Financial Planners

A financial planner is available on a fee-for-service basis 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 x7700.

RESIDENT SERVICES

New Resident Orientation

Each new resident will have the opportunity to participate in a new resident orientation. Orientation provides an overview of the services and amenities available to you and the opportunity to gather certain information to complete your resident file.

Resident Information and Emergency Contacts

All residents are required to update their information annually, or more often as changes occur. To update your information contact Resident Services x7359.

You will be required to provide and keep up to date, the following information:

- Driver's License and Vehicle Registration and Insurance
- Medical Insurance
- Emergency Contact information
- Personal Property and Liability Insurance
- Personal Representative/Fiduciary
- Animal Registration (if applicable)

We request that the below information also be provided, if applicable:

- Copies of Advanced Directives and contact information for Health Care Representatives
- Copies of Power of Attorney documents
- Long-term care insurance information
- Oregon POLST form registration number

Reception Desks

The reception desks are busy focal points for community information that provide:

- **General Information** – The receptionist answers visitor inquiries about RVM and refers them to administrative staff when appropriate.
- **Visitor/Guest Registration**- For the safety of our community, visitors, including family and friends, must register at a reception desk and be issued a visitor name badge.
- **Lost and Found** – If you have lost a personal item, please check at the front desk. If you have found an item please bring it to the main Manor reception desk. Found items will be held for up to 30 days.
- **Away Lists** – Residents are asked to inform the receptionist if they are planning to be away overnight (even one night).
- **Fax/Scan services, Federal Express, UPS, U.S. Postal Services**, key distribution, check-in for appointments with administrative staff and providing information about community events

YOUR RESIDENCE

Keys

Each resident will be provided with a key to their home and USPS mailbox. You will also be provided with a FOB for building access and a FOB for the garage, if you have a vehicle on-site.

Residents may not alter their door locks without prior written consent from Administration. As a security precaution, you may not provide your residence door keys or mailbox keys to others (including family members, friends, caregivers, etc.) unless approved by Administration.

Should you find yourself locked out of your home, or if you misplace your keys or fob, Facility Services can assist you. Copies of apartment and mailbox keys can only be duplicated by RVM by calling the Work Order Desk x7231, fees may apply.

Utilities

Should you experience any problems with any of your utilities, please report the problem by submitting a *Work Order Request* at x7231. Urgent issues (water leak, gas leak) please dial 0 for immediate assistance

Your residence contains individual controls for heating and air conditioning to allow you to regulate the temperature to suit your preference.

Telephone Service

Local and long distance (U.S. and Canada) telephone service is included in your monthly fee. Your residence will be assigned a number during move-in. You will not be able to bring your previous phone number with you.

Television and Internet

Expanded basic cable television and internet service is included in your monthly fee. If you wish to receive additional services, you may do so at your own expense.

Garbage and Recycling

Rogue Disposal provides garbage and recycling services for the RVM campus. Residents are responsible for properly bagging and securely closing garbage bags PRIOR to placing in cans or chutes. At the time of publication the current acceptable recyclable items are: newspapers, cardboard, certain plastic items such as milk jugs, aluminum cans (no lids), and glass and white/copy paper (bundled in some fashion). Please clean any food containers to eliminate unpleasant odors.

Main Manor, 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 chute. 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.

Main 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 Manor 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 6:00 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.

Decorating and Maintenance

Your home must be kept clean, sanitary, and free from excessive clutter and/or objectionable odor. You agree to maintain your residence in compliance with all applicable governmental requirements, including all public health, fire department, and police regulations.

You may not attach anything permanently to windows, doors, or doorframes. Entrances, hallways, courtyard, and other public areas shall not be obstructed.

Upgrades/Modifications to Residence

Any and all structural interior and exterior modifications to your residence, including external displays, must be reviewed and approved in writing in advance by RVM Administration. Failure to abide by the review and approval process will result in the resident's financial responsibility for all costs associated with returning the home to its original and approved condition. The Landscape, Grounds, and Exterior Decorations policy will be strictly observed. Should you wish to make alterations to your residence, please begin the process by contacting the Facility Services Director. All modifications, permanent changes, and improvements become the property of RVM 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. The standard signs 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.

In the high-rise buildings, doormats outside your entry door are considered a safety hazard and are not allowed.

Landscaping

It is the policy of RVM 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.

Residents who feel that some aspect of RVM's basic landscaping requires attention are asked to notify the Grounds Department by submitting a *Work Order Request* by calling x7231, or submitting online on MyRVM.

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 within their yard.

Generally, it is the practice 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 and placed within the confines of the planting areas around the cottage.

In addition, they must comply with the following reminders:

- Residents are cautioned that plastic irrigation pipe is frequently just below 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 RVM and RVM 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. RVM 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 will 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.

Exterior Decorations

Generally, RVM supports freedom of individual expression in exterior decorations around the cottages. However, in the spirit of community living harmony and the multitude of individual tastes and preferences, the following requirements exist:

Exterior decorations around the cottages are allowed without prior administrative approval provided: **(1)** they are fully compatible with the basic landscaping and general Community 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:

- No personal decorations are allowed on the “common” grounds away from the cottages.
- Allowable exterior decorations include bird baths, bird feeders (please do not feed the pigeons), small statues under three feet in height, 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.
- Any complaints received about exterior decorations, including holiday decorations, will be referred to and reviewed by the Landscape and Grounds Advisory Committee, which will make a recommendation to Administration.
- RVM reserves the right to require the removal or revision of any exterior decoration.

- Holiday decorations may be set out no earlier than thirty (30) days prior to the date of the holiday. Decorations must be taken down no later than fourteen (14) days after the date of the holiday.
- Holiday decorations may be placed on apartment entry shelves or nooks.
- 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 RVM 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 at the resident's expense and require prior RVM 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 with an inspection required once installation is complete and prior to usage.
- Exterior decorations that have been determined unacceptable by the Landscape and Grounds Advisory Committee and Administration include large statues over three feet in height or simply too large for the given area, 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.

Requests for exterior decorations will be reviewed by the Landscape and 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.

Deck Policy

Residents should be aware of the exterior appearance of RVMs buildings, cottages, and houses by ensuring personal property items placed on their deck are in compliance with the guidelines outlined below. At no time can any personal items cause a safety hazard or nuisance. Due to occasional high winds, residents are advised to be extremely cautious about any items they place on their deck.

All decorations and furnishings must be placed within the confines of the deck with nothing extending from or hanging over the rails. Planters and decorative items must be heavy enough and/or securely fastened so that they cannot be blown off by heavy winds. Flower pots must have bases to hold water.

Residents **MAY NOT** have the following items on their decks: hanging laundry, bicycles, Christmas lights, or additional fencing to keep pets contained.

For residents of high-rise buildings, the following guidelines apply:

Residents **MAY** have the following items on their decks: wrought iron (or other heavier) patio furniture; a limit of four (4) flower pots in natural earth tones per apartment, depending on deck size.

Residents **MAY NOT** have the following items on their decks: any furniture that has not been approved by Administration; charcoal or gas barbeque, irrigation drip systems, patio table umbrellas, flags or wind-socks, hanging laundry, bicycles, Christmas lights, or additional fencing to keep pets contained. No items may be placed on the deck rail of any building. High-rise residents may not hose off their decks (out of consideration for those residents living on floors below). No items may be permanently attached or otherwise require structural modifications or penetrations.

For residents in cottages or houses, the following guidelines apply:

Residents **MAY** have the following items on their decks: deck furniture, a bird feeder, wind chime, wind sock, mobile, hanging baskets, small fountain, flower pots, gas or electric barbecue, and deck umbrella. Residents may request to receive approval for a drip system by contacting the Grounds Supervisor.

Care should be taken when placing anything on the rail of your cottage deck. Residents 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.

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.
- Residents may not use their decks as a storage area.
- Cushions on deck furniture must be fastened securely to the furniture.
- Extremely heavy items (including but not limited to hot tubs) must not be placed on the deck due to support constraints. Please contact Facility Services Department if you are unsure whether objects are too heavy. Any such item is subject to Administration approval.

- ABSOLUTELY NO SMOKING is permitted on the deck unless a water ashtray is provided for ashes and cigarette butts.

Satellite Dish Policy

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

- A request is put into Facility Services at x7231 in order to review requested size of the dish and potential placement.
- This request will be reviewed by the Facility Services Director and Executive Director.

FACILITY SERVICES

The Facility Services department is responsible for maintenance, engineering, grounds, transportation, audio visual and information technology, and security services throughout RVM.

Maintenance Services/Work Orders

Should you require repairs or maintenance service in your residence, please place a *Work Order Request* by:

- Calling Facility Services at x7231
- Completing the *Work Order Request* form, found on the residents' home page on MyRVM

In general, home repairs and service due to product failure or reasons of safety are the responsibility of RVM. Repair or replacement due to normal wear and tear to such items as carpet, paint, or finish of fixtures are the responsibility of the resident, as are any damages caused by you or your guests. These will be charged at the Maintenance Department's standard hourly rate (see current Charge List). **IF YOU REQUIRE URGENT MAINTENANCE ASSISTANCE (toilet overflowing, broken pipes, gas leak) PLEASE CALL THE SECURITY CONTROL ROOM BY DIALING "0".**

Housekeeping

General housekeeping services are provided to each residence once every three (3) weeks, according to a schedule. 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 home will be cleaned. Housekeeping schedules are not changed due to your absence from campus, 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, available at the high-rise reception desks or the Facility Services Department. Please return this completed form to the main Manor reception desk.

Housekeeping services include vacuuming, dusting mini-blinds as needed, cleaning: floors, bathroom fixtures, window sills, countertops (if free of items), stove burner drip pans, and interior windows. Exterior windows are cleaned twice a year. Cleaning of the interior of appliances (such as refrigerators, ovens, microwaves) and the garage is the resident's responsibility.

On each floor of the main 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.

Additional housekeeping services can be provided for a fee by contacting the Housekeeping Supervisor at x7317.

Laundry Services

RVM 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, washcloths, 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. RVM 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 main Manor building.
- Deposit your laundry in the appropriate location based on where you live:
 - Main Manor – place bagged laundry down the laundry chute located in elevator lobby on your floor.
 - Cottage residents – place bagged laundry in chute located in elevator lobby on the first floor of the Main Manor or in the laundry bin at the carriage entrance.
 - Skyline Plaza – place bagged laundry in the “linen basket” in the Trash/Recycling Room on your floor.
 - Manor Terrace – Place laundry in the 3rd floor laundry room.

Laundry received before 8:30 a.m. on your scheduled day will be washed according to the following schedule, which is subject to change with prior notice:

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

Main Manor Apartments – Second floor laundry pickup area

Manor Terrace Apartments – Third floor laundry room

Skyline Plaza Apartments – Trash/Recycle room on each floor

Cottages/Houses-Main Manor ground floor north hallway near carriage entrance

SECURITY

RVM's security program is staffed 24 hours a day, 7 days per week. The security team acts as first responders for building alarms and emergency calls, assisting residents and guests, and monitoring the building perimeters and entrances for unusual activity. Staff is certified in First Aid and CPR.

While residents are, of course, free to come and go, for purposes of internal security, please inform the main Manor Reception Desk when you plan to be away overnight. It is strongly suggested that all residence doors are locked at all times.

While RVM is not responsible for the loss or disappearance of property from your home or vehicle, please make us aware of any loss or disappearance by contacting Security who can assist the authorities with any investigations.

RVM's access control system automates door operation at certain exterior entrances such as the carriage entrance, fitness rooms, pool deck, and other sensitive area doors. Residents are issued fobs to be used to access these areas. When entering one of these secured doors, do not allow others whom you do not recognize to follow you in. Please refer them to Reception or Security to gain access.

RVM uses a CCTV camera system to assist with campus security. Cameras are placed in key areas including building entrances, lobbies, courtyards, parking lots, etc. Not every camera can be monitored, but video can be reviewed as needed.

To assist us in maintaining security, please complete the *Permission to Enter* form (available at the main Manor Reception Desk) which provides staff with written authorization to access your home for routine issues (housekeeping, maintenance) in your absence. No one, including your family members, will be provided access to your home unless they provide Administration with documented legal authority to do so.

In case of emergency, we may be required to admit service or emergency response personnel to your home without your prior approval. Administration will approve all such entries.

Please monitor Channel 900 and listen for phone messages by One Call Now (an emergency communication system). Please also register your cell phone with Security to receive information if the Manor phone system is disabled or you are off campus during an emergency or evacuation.

TRANSPORTATION

RVM offers a variety of transportation options on Campus and in the greater Medford area.

Manor Express

Manor Express is a car service that provides complimentary transportation throughout the RVM campus. This on-demand service is available:

Monday through Friday – 7:00 a.m. to 8:00 p.m.

Saturday and Sunday – 7:30 a.m. to 8:00 p.m.

Please call Manor Express at x7433 if you need a ride. Please note: requests are handled in the order they are received and your patience during peak hours (dinner, events, etc.) is appreciated.

Shopping Bus

The RVM Shopping Bus is available on Monday, Wednesday, and Friday mornings. Please see the Off Campus Book located at the main 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 Shopping Bus stops, please inform the driver.

Church Bus

RVM bus service is provided to several local churches on Sunday mornings. Contact the main Manor Reception Desk at x7600 or visit the Transportation page of MyRVM for the schedule.

Tours and Special Events

The RVM bus is available, schedule permitting and with advanced reservation, to be chartered by RVM residents for special events. For details on pricing, rider minimums, etc., please call the Transportation Manager at x7274 or fill out a *Bus Request* form at the main Manor Reception Desk or online on MyRVM.

Concierge Transportation

Concierge Transportation is available 7 days a week with a minimum of 48 hours' notice and subject to driver availability. The current fee schedule is listed on the Resident Charge List. Please call x7350 for more information or to schedule a ride.

Airport Transportation

Airport transportation is available to and from the Medford Jackson County International Airport for residents, their families, relatives, and friends. Request forms are available at the main Manor and Skyline Plaza Front Desks or online on MyRVM. Requests should be submitted as soon as flight reservations are made and not later than 14 days in advance, in

order to accommodate scheduling. Please see the current Resident Charge List for applicable fees.

Medical Transportation x7350

Medical Transportation, funded through the Rogue Valley Manor Foundation, provides residents with complimentary rides to pre-scheduled and routine medical appointments in the greater Medford area, provided they take place during the program's regular service hours of Monday - Friday, 8:00 a.m. - 4:30 p.m. Transportation outside this timeframe should be scheduled via Concierge Transportation (x7335) and applicable fees will apply. ***On demand medical transportation is not a service provided by RVM.*** Residents may utilize taxi, Uber, and Lyft for such services.

Medical Transportation Process:

- Scheduling Requirement: **Medical transportation rides must be scheduled in advance (minimum 2 business days)** by calling x7350. Please note: Requests received after hours or over the weekend will not be reviewed until the following business day. Requests made over the weekend for a Monday Transport are considered late and will incur Concierge Charges if we are able to accommodate the request.
- For appointments outside the greater Medford area, Medical Transportation provides service to pre-scheduled medical appointments as follows:
 - Talent and AshlandTuesdays and Thursdays
 - Jacksonville, Central Point, White City.....Mondays, Wednesdays, Fridays
- Medical Transportation **does not provide emergency transport** to the local area hospital Emergency Departments, and it does not cover transportation home from the hospital. Concierge Transportation may be available during normal business hours for rides home and charges will apply.
- Transportation to Urgent Care is not a service available through Medical Transportation. Concierge Transportation (x7335) may be able to assist with these types of requests subject to driver availability, applicable fees*, and provide the resident's symptoms are not considered potentially life threatening.
- Please help us help you by planning ahead. We do our best to support all requests, but cannot guarantee availability of service. For requests or changes made with less than two (2) business days' notice, it is likely that you will need to make alternate transportation arrangements.
- Daily schedules for transportation services are finalized by 2:00 p.m. the day prior. **Last minute or after hours requests will be worked into the existing schedule only if the time and staffing permit.** Should a "late add" be approved, please anticipate needing to arrive for the appointment up to two (2) hours before your scheduled appointment time.

*Please see current charge list for Concierge Transportation fees.

Type of Appointment	Medical Transportation	Concierge Transportation	Call 911	Alternate Transport i.e. taxi, Uber, Lyft
Pre-scheduled Medical Appointments in Medford and ride occurs: Mon-Fri, 8am – 4:30 pm	X			
Pre-scheduled Medical Appointments in Talent or Ashland and ride occurs: Tues & Thurs, 8 am – 4:30pm	X			
Pre-Scheduled Medical Appointments to Jacksonville/Central Point/ White City and ride occurs: Mon, Wed, or Fri, 8 am – 4:30 pm	X			
Pre-Scheduled Medical Appointments outside of Medical Trans normal operating hours, days, or locations	X			
Pre-Scheduled transportation to appointments such as Yoga/ Pilates/ Massage/ Spa		X		
On demand or last minute requests				X
Emergency Room Transport			X	
Transportation to Urgent Care		Subject to driver availability and situationally dependent		
Rides home from the two local area hospitals	Residents in licensed levels of care only; subject to driver availability	Subject to driver availability		X
Transportation to a local area pharmacy		X		X

Parking

Due to limited parking on the RVM hilltop, residents are encouraged to use the Manor Express when dining or attending an on-campus program or event.

RVM requires that all residents register their vehicle(s) with Resident Services upon move-in. It is also necessary to inform the Resident Services Department any time a vehicle is sold or replaced.

There are assigned parking options available in most areas of campus. To be eligible for a parking space, residents must be the primary and registered owner of the vehicle occupying the space and provide proof of insurance and copy of a valid driver's license.

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

Residents are asked to park vehicles, including golf carts, in the garage and not in front of the garage door. Residents are not permitted to park in driveways for an extended period of time. Please do not park on or block the sidewalk.

Cottage residents with more than one vehicle should use the designated off-street parking area nearest their cottage.

Manor, Manor Terrace, and Skyline Plaza Garages and Carports: The main Manor has a limited number of garages and covered carports available for residents of this building. Most main 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 RVM and remains with the garage. The Manor Terrace offers a limited number of carports for residents of this building. Skyline Plaza offers garage parking and carports nearby. Please contact the Marketing Office for information regarding availability of high-rise parking options.

Please Note:

Resident vehicles should not be parked in the area behind the Fitness Studio/Gym.

Garages have not been designed to be workshops; therefore, flammable liquids or materials must not be stored in garages.

Garages may not be subleased or switched under any circumstances.

Electric Vehicle Charging Station

Electric Vehicle Charging Stations can be found on the north side of the main Manor building. Charging stations use an app called SEMA. To install the app on your device, please visit <https://semaconnect.com/for-ev-drivers/semaconnect-mobile-app/>. Residents receive a different rate than non-residents.

Reserved Open-Air Parking

There are a limited number of reserved open-air parking spaces near the main Manor, Manor Terrace, and Skyline Plaza. These spaces are numbered and marked reserved, and are provided for residents of these particular buildings. There is no charge for a reserved open-air parking spot. If you have a reserved parking spot, we request that you park in it and not utilize other spaces, whether they are marked or not. 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 x7214.

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 x7214. The RV lot is located on the south end of the RVM campus. While on campus, all resident RVs, boats, etc. are required to be parked in this area. PLEASE NOTE: There is a maximum of 24 hours that is allowed to load and/or unload RVs in the cottages.

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 for up to 24 hours only if the RV owner has made arrangements with neighbors who may be affected.
- 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, nor impede emergency response vehicle access.

Other information.

- If PRVs wish to park their RV while visiting RVM, there are two “visitor” sites available, for a fee, in the RV lot. Marketing will make arrangements for those reservations.
- Neither residents nor their visitors/guests are allowed to stay in their RVs either in the neighborhoods, parking lots, or in the RV lot.

Unassigned Parking for Residents and Visitors/Guests

Short term parking may be available for residents and visitors to the main Manor, Manor Terrace, or Skyline Plaza. Parking is based on availability and may be limited during peak times (meals, special events, etc.). Please utilize those spaces that are not designated “Reserved”; do not park along curbs or in fire lanes. As a reminder, residents are strongly encouraged to utilize Manor Express whenever possible. Visitors who are service providers (caregivers, personal assistants, interior decorator, contractor, etc., providing paid services to a resident) must park off-site or in the resident’s assigned parking spot.

Golf Cart Garages

Golf cart garages are available to residents for a fee and subject to availability. Subject to availability, every attempt is made to assign the golf cart garage nearest the resident’s home. Should the resident decline the golf cart garage, it will be offered to other residents as they request. The Marketing office at x7214 can provide information on golf cart garage availability.

PUBLICATIONS AND CAMPUS COMMUNICATION

MyRVM

MyRVM (myrvm.org) is the resident intranet that serves as a clearinghouse of information on all things RVM. MyRVM is maintained by both residents and staff. Residents are encouraged to subscribe to receive important campus notifications that will arrive to your email address. A free mobile application 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 x7359.

Hill Topics

Hill Topics is the newsletter published by, for, and about Rogue Valley Manor residents. Its purpose is to promote a friendly relationship amongst residents, to disseminate news and information to residents and prospective residents, and to provide Residents’ Council Executive Board with a channel of communication residents. 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 “at a glance” event and activity update that is available in the cubby near the in-house mailboxes. It is also available online on MyRVM. (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. If you have questions related to Bits & Pieces or would like to submit a notification to be published, you may contact Administration at x7219 or complete the *Event Promotion Request* form located on MyRVM.

Weekly Administration Update

Every Friday morning our Executive Director, or another member of the Executive Team, records a weekly update concerning news and events happening at Rogue Valley Manor. The video update is aired on Channel 900 beginning each Friday morning and re-airs on Channel 900 a few times during each day of the week. This program also is made available weekly as a video link from the home screen of MyRVM under the “Important News & Updates” section.

Manor Telephone and Information Directory

The Telephone and 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 x7359.

Channel 900

Channel 900 is an in-house television channel that highlights visiting prospective residents, new residents, upcoming programs that may be of interest, and important announcements. To submit items for possible inclusion on Channel 900, use the *Event Promotion Request* located on the Resident Information page of MyRVM or drop a written request at the main 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 may be utilized to transmit important information.

One Call Now

One Call Now is an alert system transmitted via the campus phone system that allows RVM Security and Management to communicate important messages directly to residents' home phone. Residents' home phone numbers are automatically enrolled in this service with the option of enrolling a cell phone number.

Computers and Other Technology

RVM's Facility Services staff are available to assist residents with computer, television, phone, audio, or other technology needs. Services are subject to a charge which will be added to your account. Request assistance by placing a *Work Order Request* at x7231.

Paperless Communication Option:

PLEASE NOTE: Residents who do not wish to receive hard copy (paper) communication in their in-house mailboxes may indicate this preference by having a small bright green dot placed on their in-house mailbox. To join the Green dot Program, please call x7219. Residents should 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.

DINING SERVICES

Rogue Valley Manor takes pride in the culinary programs it offers to residents. Our goal is to provide a variety of meals that meet a wide range of tastes and dietary preferences. Our Dining Services Department welcomes your feedback through our Dining Services Advisory Committee and comment cards that can be found in the dining rooms or submitted online on MyRVM.

Weekly menus are available at the Reception Desk or online on MyRVM.

Meal Plan

The Monthly Accommodation Fee provides a monthly meal plan. The meal plan varies 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.

All dining venues are included in your monthly meal plan, and your entire meal, with the exception of alcohol and premium upgrades is included. If you wish to add additional meals to your plan, you may do so for a fee. Please refer to the Resident Charge List for current fees. Cottage or Skyline Plaza residents wishing to purchase additional meals on a monthly basis should contact the Business Office at x7672. Credit will not be given to residents who do not utilize their meal plan. We are not able to accept cash in any of our dining rooms; however, we can accept credit or debit cards as payment for guest meals, alcohol service, or items that incur an additional charge. For residents wishing to pay for these items with cash, check, or debit/credit card may do so at the Reception Desk.

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

On the Holidays when box suppers are offered, a sign-up sheet will be posted at the pickup area in the Auditorium for residents. If the box supper is in addition to residents' contractual provided meal(s), there will be an extra charge.

Dining Reservations

We encourage all residents to utilize the online reservation app OpenTable which can be accessed on the Dining Page on MyRVM. OpenTable provides instant confirmation; however, reservations can be made at any time by calling x7554. You will be called to confirm your reservation made over the phone which can take up to 24 hours. Please be advised that a reservation entitles you only to the time frame for which you reserve; specific tables cannot be guaranteed and should not be expected. While we do our best to accommodate all requests, only a certain number of reservations per time slot are available, thus, you may be asked to move your reservation time when your reservation is confirmed. Reserved tables will be held for 15 minutes, after which time the reservation is considered expired, and seats are made available to others. Reservations for parties greater than six (6) are subject to

approval and availability and should be made two (2) weeks in advance, when possible. Reservations must be made at least 24 hours in advance. When making your reservations, please include the name of any guests. Please note that reservations policies are subject to change. Requests for seating the same day are possible through OpenTable as a wait list which can identify for you when tables are available and how long the wait will be. Same day requests made by telephone will be asked to walk in and wait until a table is available.

Special Events

For special event and holiday meal reservations, you will receive a flyer in advance of the event. We encourage residents to plan ahead for all special events as reservations fill quickly. If you leave a voicemail message on the reservation line, you will receive a call to confirm that your reservation has been put into the reservation system.

If you do not receive a call, your reservation is not confirmed, so please contact the Event Coordinator at x7246. You will receive written confirmation in your in-house mailbox two (2) 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 x7248 and inform them of the correction.

Beer and Wine Service

Beer and wine service is offered for an additional charge during lunch and dinner in all Dining Rooms. Residents may bring their own unopened bottle of wine or beer to dinner in the Roxy Ann Grille, main 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.

Main Manor Dining Room

The following are the serving hours for meals in the main Manor Dining Room. You may come in any time during these hours and enjoy a leisurely meal with selections from our a la carte breakfast, lunch, and dinner menus that rotate monthly..

MONDAY –SUNDAY:

Breakfast	7:00 a.m.	-	10:00 a.m.
Lunch	11:00 a.m.	-	1:00 p.m.
Dinner	4:45 p.m.	-	7:00 p.m.

For residents' dining pleasure, daily chef's specials made from the freshest local ingredients are created each day by our culinary team as well as cooking variations of the specials (no sauce, fish poached, or grilled, etc.).

Skyline Plaza Dining Room

The Skyline Plaza Dining Room is our fine dining venue offering world-class cuisine and service which features continental cuisine with a PNW flair and classic steakhouse offerings. Serving hours (subject to change with advance notice) are:

MONDAY – SATURDAY:

Dinner	4:45 p.m.	-	7:30 p.m.
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SUNDAY:

Sunday Brunch	10:00 a.m.	-	1:30 p.m.
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Roxy Ann Grille

Roxy Ann Grille provides a casual dining atmosphere exclusively for residents in our licensed care areas who may require help during mealtime. Having this private location allows their dignity to be preserved while experiencing the same great food and service as our independent dining venues. Hours are

MONDAY – SUNDAY

Breakfast	7:00 a.m.	-	9:30 a.m.
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Lunch	11:00 a.m.	-	12:30 p.m.
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Dinner	4:30 p.m.	-	5:30 p.m.
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Quail's Nest Bistro

Quail's Nest Bistro is located on the ground floor of the main Manor near the Health Center. Breakfast, lunch, and dinner items, dessert items, soft drinks, beer, and wine are available seven (7) days a week. The Bistro features a seasonal menu and various "Specials of the Day." Most menu items in the Bistro can be used as a meal as part of your monthly meal plan or you may pay separately at the time of ordering with cash, credit card, or have charges placed on your monthly statement.

Lite Breakfast	8:00 a.m.	-	11:00 a.m.
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All-Day Dining	11:00 a.m.	-	7:00 p.m.
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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. Catering minimums or room fees may apply. Catering services can be arranged by calling the Catering Coordinator at x7246 for food and beverage service.

Meeting Room Reservations

The main Manor, Manor Terrace, and Skyline Plaza have several common rooms available to residents for meetings, gatherings, or other types of parties. For details on meeting room reservation requirements, catering minimums, applicable fees, please contact Catering at x7246.

The following general guidelines should be noted:

All food and beverage must be purchased from RVM's Dining Services Department.

- Resident special interest groups having the ability to host pot lucks or bring in their own food **only** to the Club Room in the main Manor, the Terrace Room in the Manor Terrace, or the Umpqua Room in Skyline Plaza.
- The main lobby of each building are public gathering spaces, cannot be reserved, and should not be used for private events.
- The Manor Terrace Sunrise Room is available for limited use primarily for Memorials, board meetings, and Resident Council Committees' meeting, or programs and special events. The aforementioned will be given priority over other types of functions.
- The Umpqua Room in Skyline Plaza is a public gathering space, cannot be reserved, and should not be used for private events.
- The use of RVM meeting spaces and facilities for outside groups or parties is limited and requires Administration approval. Open invitations may not be advertised to the general public.
- If you wish to host a party in your home, RVM staff may be available to assist you for a fee. Their services will be charged to your monthly statement to

ensure appropriate insurance coverage. Rogue Valley Manor employees are not permitted to accept gifts or gratuities.

Meeting rooms can be reserved and catering services can be arranged by calling x7246.

For special luncheon or dinner parties, we do require that you make your reservations at least ten (10) days in advance. Please see the Room Reservation and Catering Policies for additional information and requirements.

To-Go and Delivery Options

To-go meals are available in all venues during stated mealtimes. For residents who opt to pick up a to-go meal, they will be asked to order their meal with a manager or host and stay in the waiting area or come back to pick up their meal when ready.

Delivery meals are available from the main Manor venue during stated mealtimes. Orders can be made by calling the Meal Order Line at x3238 between the hours of 7 a.m. and 7 p.m. We recommend ordering your meal in advance.

Meal delivery times will vary depending on individual delivery numbers, and an approximate order time may be given when available. Delivery times are subject to change based upon business need.

Breakfast 7 a.m. – 9 a.m.

Lunch 11 a.m. – 1 p.m.

Dinner 4 p.m. – 7 p.m.

Special Diets

Dining Services does their best to accommodate specialty diet requests. Therapeutic diets are accommodated in the Health Center, Memory Support Center, and Care Suites for residents residing in those facilities. For residents outside the above facilities needing therapeutic dietary accommodations please see Tray Service for further information.

Tray Service for Independent Living Residents

If IL residents are unable to attend meals in a dining room due to illness, tray service is available under the following conditions:

- Complementary tray service is available for a period of twelve (12) days per calendar year per person.

To order a tray contact the Nutritional Services Office at x7190.

- Residents will receive tray service as follows:

- Main Manor and Manor Terrace residents -- breakfast, lunch, and dinner;
- Skyline Plaza residents -- dinner
- Cottage residents – dinner
- In the event the resident receiving trays is unable to be left alone by a spouse, trays may be also ordered for the spouse.
- 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.
- Skyline Plaza and Cottage residents need to request tray service by 3:00 p.m. for delivery beginning at 4:30 p.m.
- The resident’s apartment or cottage entry door should be unlocked to allow access by the delivery staff. The employee will knock on the door, announce “tray delivery,” and set the tray on the counter in the kitchen.
- If a resident is not home because of a medical appointment, or if the door is locked, the tray will be returned to the Roxy Ann Grille kitchen in the Manor Terrace. A replacement tray can be picked up in the Roxy Ann Grille until 7:00 p.m.

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 x7190 to arrange for another pickup time. To avoid possible accidents, food trays **should not** be set out on the floor in any of the high-rise 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 x7190, by 3:00 p.m.

Ice Machine

Residents have access to ice machines provided for both resident and employee use. The Main Manor ice machine is located on the ground floor 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.

Dress Code

Under the Residents' Council dress code, all residents and guests are expected to observe good taste in dress at mealtimes in all dining venues. Ladies and gentlemen are asked to remove their hats when entering the dining rooms.

Casual dress is allowed at breakfast and lunch. Although formalwear, jackets and ties are not required at dinner the expectation is that all residents and their guests dress appropriately as one would going out to a nice restaurant for dinner. Workout attire is not considered to be casual attire and is not appropriate at mealtimes in the Manor or Skyline dining venues.

In the Quails Nest Bistro casual dress is permitted including workout attire. Residents should take care to wear items that are clean and well-fitting.

All residents and guests 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 may result in being asked by dining staff to leave the dining room and return in 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 excuse yourself to the hallway and 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.

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 are not taken for these tables. If the number in your group exceeds three (3), please ask for a separate table for your group.

After the Dining Room opens and you are seated at your chosen table, the acceptable procedure for saving any remaining seats at your table is to place a napkin over the back of the chair to be saved. Please be respectful and do not remove the napkin that has been placed on the seat.

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 can be accommodated in the Health Center Dining Room or the Roxy Ann Grille.







Comments and Feedback

Dining Services welcomes your feedback. Comment cards can be found in the dining venues and on the resident intranet, MyRVM.

WELLNESS

Six Dimensions of Wellness

The Wellness Department’s signature program focuses on six (6) Dimensions of Wellness to achieve a complete and fulfilling lifestyle while providing guidance and direction to achieve distinct goals. Each dimension is represented by a specific icon for easy recognition and to guide individuals to events and activities that support their desired dimension of wellness. For a complete list of Rogue Valley Manor wellness activities please visit myRVM.org.

Icon	Wellness Dimension	Examples
	~ Physical ~ Exercise, Nutrition, Self-Control, and Discipline	Land and Aqua Fitness Classes, Occupational and Physical Therapy, Hiking Group, Golf Club, Pilates, Hydroworx, Badminton, Pickle Ball, Bocce Ball, Lawn Bowling, Croquet, Horse Shoes
	~ Social ~ Creating support network with family and friends	Artist Reception, Movie Night, Bingo, Monthly Birthday Luncheon, Book Club, Bridge, Mahjong, Men’s Group, Poker Club, Wii Bowling, Rogue Rovers RV Club
	~ Intellectual ~ Open-minded, expanding your knowledge, learning a new skill	Tutorial, Cranium Conditioning, Hill Topics Monthly News, Computer Club, Osher Lifelong Learning Institute (OLLI), Medical Education Committee
	~ Emotional ~ Appreciation, conflict resolution, dealing with stress, expression	Grieving Support Group, Respite Care Education and Support, Solos, Pastoral Service Support, Counseling
	~ Vocational ~ A self-expression of personal development	Sewing Group, Basket Weavers, Hobby Shop, Wood Shop, Campus/Community Volunteer Opportunities, Craft Fair, Flower Garden Group
	~ Spiritual ~ A source of value and inspiration, having a sense of meaning and purpose	Vespers, Pastoral Services, Meditation Group, Sunset Walks, Various Religious Groups

Programs and Events

RVM offers a wealth of cultural, social, educational, and recreational opportunities designed to meet the Six Dimensions of Wellness.

A calendar of events and activities is maintained and posted on MyRVM.

SPIRITUAL CARE AND WELLBEING

Rogue Valley Manor has been serving seniors spiritually for nearly 60 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.

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, Memorial Services, and Funerals
- Helping identify one's beliefs and feelings
- Offering unconditional love and encouragement
- Spiritual formation and education
- Compassionate support 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)

RVM has its own Director of Spiritual Care and Wellbeing and a Coordinator for Caring Presence Volunteers. The Spiritual Care and Wellbeing Office is on the first floor of the Main Manor.

The Director and Coordinator are ordained ministers who are able to provide pastoral care, emotional support, grief support, sacraments, and spiritual care visits to residents in licensed care areas. The Director, Coordinator, and Volunteers represent Rogue Valley Manor to the various religious organizations and associations in the area.

HEALTH AND MEDICAL SERVICES

It is the philosophy of the Rogue Valley Manor Health Services Departments that each resident will be treated with dignity and respect. Our team strives to provide opportunities for residents to make their own choices and to live each day at their optimum level medically, physically, socially, and emotionally. We encourage an environment that supports residents' rights to be autonomous and to have enjoyable and meaningful social interaction that promotes their quality of life.

Levels of Care

Rogue Valley Manor's continuum of care is designed to provide dependable, coordinated health services within the community, thus contributing to a sense of security and wellbeing for residents and their families.

Independent Living (IL)

As an independent resident, you may take advantage of a variety of health services provided at Rogue Valley Manor, some of which are free of charge and some of which are available for an additional charge. These services are subject to availability. These services are designed to help you manage your own health needs.

These on-site services include the following:

- Outpatient Physical Therapy, Occupational Therapy, and Aquatic Therapy provided by Consonus Rehab. To initiate services, contact your medical provider. An order from your medical provider is needed to initiate therapy services. They will bill to an acceptable insurance plan, or consequently, these costs will be private pay.
- In-Home Care: At times you may find that you need a little extra assistance with the Activities of Daily Living (ADLs). ADLs include the things we normally do in self-care (such as feeding ourselves, bathing, dressing, and grooming). Residents may hire private duty care/companion staff from an outside agency (see RVM Human Resources for the Private Duty Aide Policy and the steps required when you choose to employ a private contractor) or from the Rogue Valley Manor In-Home Care Agency.
- Residential Living 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 part of a licensed care facility. The monthly accommodation fee for Residential Living apartments includes 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 RVM's In Home Care Agency for an additional fee.

Skilled Nursing Facility (SNF) “Health Care Center”

The Health Care Center is a Medicare Certified, Skilled Nursing Facility that provides 24-hour short and long-term nursing care and rehabilitation services. Emphasis is placed on personalized care and residents' rights, and all residents are provided an Admission Agreement including a Resident's Bill of Rights upon admission to the Health Care Center. Residents needing inpatient rehabilitation services, including Physical Therapy, Occupational Therapy, and Speech Therapy, following a hospital stay may receive these therapies onsite with a physician's order. Residents may be admitted by physician's order to the Health Care Center when they require skilled nursing services. Long-term care admissions are not considered temporary stays, and residents will incur fees at the time of their admission. Please call Health Care Center Admissions at x7188 for more information.

Temporary Stays

As a benefit of residency and outlined in the Residence and Care Agreement, Rogue Valley Manor residents may stay in the Health Care Center (SNF) without incurring room and board charges when the admission to the facility is medically indicated, and not covered by your insurance. During a temporary stay, you are responsible for expenses associated with your prescribed medications, personal care and hygiene supplies, co-pays, and the daily Skilled Nursing Facility State Provider Tax. The number of days allowed for temporary stays are unlimited per illness event. Although the number of days is unlimited, the stay is expected to be short term and medically indicated. Decisions regarding discharge will be made by RVM's Inter-Disciplinary Team and following physician along with the resident and their health care representatives. If the resident and/or family disagrees with the recommended time of discharge, the resident may choose to stay longer as a private pay resident. Please note: A Physician's Order is required for all admissions, including temporary stays.

Health Care Center Admissions

To be admitted to the Skilled Nursing Facility (Health Care Center), if you are in a hospital or physician's office, the social worker, nurse, or discharge planner should call the Rogue Valley Manor's Skilled Nursing admissions line at 541-857-7188. If you have an upcoming medical procedure or event, which may result in the need for an admission to the skilled nursing facility, you may provide advance notice to facility admissions at 541-857-7188.

The steps for admission to the Skilled Nursing Facility include the following:

- A doctor recommends that an admission to the Skilled Nursing Facility (Health Care Center) is medically indicated.

- A doctor has provided admission orders to Rogue Valley Manor's Health Care Center and the Health Care Center is able to obtain and provide the prescribed medications and treatments.
- Unless your primary care physician chooses to follow you and to be available 24/7 for consultation during your admission to the Health Care Center, the Rogue Valley Manor's Medical Director may oversee your care during your stay.
- Transportation to the facility is coordinated.

After being admitted:

An admission assessment is performed by a nurse to identify your immediate needs. This along with a review of your clinical records and carrying out of the physician-admitting orders enables the nurse and other staff assigned to your care to know your immediate and ongoing needs.

The nursing team will complete an assessment and speak with you about your preliminary care plan and goals for discharge.

Members of an Inter-Disciplinary Health Care Team (IDT) which may include the Director of Nursing, Social Services Director, licensed nursing staff, and licensed therapists, will meet with you regularly and during care conferences to discuss your care plan, progress, and facilitate discharge planning back to your home.

Throughout your stay, markers indicating a readiness for discharge will be identified and discussed with you. The goal is for you to be able to return to your prior level of care. In the event that the IDT determines it is no longer medically indicated that you require skilled nursing care, but you do not feel ready to leave, you may choose to remain in the facility on a private pay basis for additional days.

Health Insurance

Since Medicare does not cover the total cost of medical care, Rogue Valley Manor requires all residents to maintain a supplemental health insurance policy. Rogue Valley Manor is not responsible for the cost of any service for which benefits are payable under Medicare, or other similar legislation, whether federal or state. In addition, Rogue Valley Manor is not responsible for the cost of services that are not outlined in your Residence and Care Agreement.

Transportation Options for Medical Appointments

Residents who require transportation to routine physician and other medical appointments may request a ride from RVM's Medical Transportation. In some circumstances, fees may apply.

The Manor Terrace Care Suites: A Residential Care Facility

The 24/7 care team that staffs the supportive environment of the Rogue Valley Manor's Residential Care Facility, "The Care Suites," allows residents to maintain their independence when personal safety is a concern and/or there is a need for unscheduled or on-demand personal care. In the Care Suites, residents are provided with support services and activities, including medication management, assistance performing activities of daily living such as dressing or bathing, linen changes, three meals a day and snacks, laundry assistance, assistance in scheduling medical appointments, and transportation coordination to these appointments.

The Memory Support Center: A Residential Care Facility endorsed as A Memory Care Community

The Memory Support Center offers a specialized environment and program designed to support the safety, physical, and emotional wellbeing of residents diagnosed with a memory-impairing disease or condition. The Memory Support Center is licensed by the State of Oregon as a Residential Care Facility with an additional endorsement as a Memory Care Community. If a resident demonstrates forgetfulness, confusion, and/or disorientation that compromises his or her ability to perform activities of daily living (ADLs) we will collaborate with the resident and/or any care partners of the resident's choosing to provide the resident with the support he or she needs. Examples of behaviors or actions that may indicate a need for additional support include forgetting meals, forgetting to take medication, forgetting personal hygiene, or disorientation to time and place. If the resident wanders and cannot return to their own residence without assistance, serious consideration will be given to placement in the secured Memory Support Center to support the resident's safety. If it is determined that Memory Support is appropriate for a resident, a physician's order is required for admission.

RVM In-Home Care Agency

The RVM In-Home Care Agency employs trained caregivers to provide personal care and support services in your home. Care is scheduled in advance and services are subject to availability. To initiate In-Home Care services, advance notice to the Home Care Department is required in order for an evaluation to take place to confirm that the needs of the residents can safely be met with services and staffing provided by this agency.

IN-HOME PERSONAL CARE AND SUPPORT SERVICES

Include the following:

- Shopping and errands
- Housekeeping, laundry, and ironing
- Caring for pets and plants
- Transportation and coordination of medical appointments

- Bathing, dressing, and personal hygiene assistance
- Continence care
- Mobility and movement assistance
- Nutrition and hydration assistance
- Care for those with memory-impairing illnesses
- Medication management and administration services
- Geriatric Care Management

Please note that Home Care Services differs from Home Health Services. For information on how they differ please visit MyRVM>Services>Health Services then scroll down to Educational Resources.

The Asante Mira Mar Clinic

The Asante Mira Mar Clinic is part of the Asante Physician Partners' organization and provides medical care to residents and staff who choose to become an established patient with one of the primary care providers.

Appointments are scheduled during office hours; Monday through Friday from 8:00 a.m. to 5:00 p.m.

Prior to your arrival on Campus, you will receive information about "getting established" with the Mira Mar Clinic. Again, it is not mandatory that you choose the Mira Mar 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 Mira Mar Clinic is not an "Urgent Care" or "Walk-In" Clinic. To be seen by a provider, it is necessary that you are established as a patient with the Clinic and that you have an appointment.

Sharps Safety

If you require the disposal of sharps, such as insulin syringes, razors, etc., **DO NOT** throw them into the garbage. They are bio-hazard material and must be disposed of appropriately to ensure resident and staff safety.

Disposal of Medication

RVM residents are asked to safely dispose of their medications in an eco-friendly way. Medications should never be thrown in the trash or flushed down the toilet. Two methods of safe medication disposal are to:

- Take your unwanted household drugs to a drop-off site: You can take your unwanted medicines to a participating drop-off site and dispose of them in the on-site secure repository. Drug drop-off sites are located at Black Oak Pharmacy and the Medford Police Department. You don't need to show ID or fill out any paperwork to use the drop-off site.

- Mail-back: You can mail in your unused medication for disposal through a pre-paid, pre-addressed envelope.

Visit: Website: safemedicinedrop.com

Telephone: 1-888-371-0717

Email: take-back@inmar.com

When disposing of medication bottles, residents are advised to remove any identifying information/label from the container.

ROGUE VALLEY MANOR FOUNDATION

The Mission of the Foundation is to support Rogue Valley Manor in serving its residents and enriching their lives.

The Foundation has been serving RVM residents as a public charity supported almost exclusively by residents since 1979. The Foundation is governed by a board of directors, which includes four (4) residents. For your charitable giving, there are many programs and activities under the Foundation umbrella, and we are happy to help you find one that speaks to your heart. Contact Foundation Director Krista Amundsen at x7026 or visit the office on the Main Manor first floor hallway.

The RVM Fund: This unrestricted fund provides for Foundation operations, ensuring that campus projects and activities (beyond RVM contractually obligated services) that enrich residents' quality of life are initiated and/or maintained. These include annex sales, volunteer activities in the Health and Memory Care, art activities, and resident garden enhancements.

Resident Assistance Fund: The Foundation keeps RVM's commitment that residents should not have to leave RVM if they outlive their financial resources (through no fault of their own). This Fund ensures that other residents do not have to subsidize those who require financial assistance.

Health Care and Memory Center Funds: Provides funds to improve the quality of life for the residents of the Health Care Center and Memory Support Center through programs, enhanced facilities, and equipment.

Medical Transportation: This program provides pre-scheduled transportation for RVM residents who have no other means of getting to and from routine medical appointments Monday – Friday, 8:00 a.m. to 4:30 p.m.

Employee Development: This fund assists RVM employees with educational support through a few separate programs. We believe in supporting our staff to pursue their dreams as well as to increase their skills to the benefit of RVM and its residents, with the desire of reducing turnover.

Wellness: Provides wellness facilities and activities that include educational lectures, fitness studio, gym, swimming pool, hobby room, and woodshop.

GENERAL SAFETY INFORMATION

The community is equipped with a fire alarm system, emergency call system, access control, cameras, and on-site staff 24 hours a day, 7 days a week.

Emergency Action Guide

All residents should receive a copy of the RVM's Emergency Action Guide. Please take the time to become familiar with the important information it contains and keep it available as a quick reference in case of an emergency.

Smoke Detectors

Each residence has smoke detectors in the living room and bedroom(s). If activated, Facility Services staff will receive notification of these alarms and will respond to your residence.

Sprinklers

Fire sprinklers are designed to activate with the heat generated from a fire and will generally control the fire until the Fire Department arrives. These devices will sound the building fire alarm when activated. Fire sprinklers do not take the place of smoke detectors. Please do not hang or suspend anything from these devices as it could impede their ability to function. When placing items near a sprinkler head, always allow 18" of clearance.

Fire Extinguishers

Portable fire extinguishers are located in the corridors on each floor of the building. Fire extinguishers should only be operated by people who have been properly trained in their use. Please do not use a fire extinguisher if not trained to do so.

Fire Safety Inspection, Testing, and Drills

Inspection and testing of the fire alarm system, including each alarm device, will be conducted on an annual basis. The community is also required to conduct routine fire and earthquake drills to practice emergency procedures for your protection. Residents will receive prior notification of these tests and drills informing them of the date and time.

Additional Safety Information

Additional devices may be purchased to help ensure one's safety by contacting Facility Services at x7231. Devices may also be purchased independently from RVM by residents. Residents who purchase safety devices independently should contact Facility Services to ensure what, if any, involvement RVM 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 x7231. 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, waterproof, and programmed specifically to your place of residence. If worn outside of your place of residence, RVM 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 x7231. Motion Sensors are for use within a residence and can be programmed to report directly to the Security Control Room.

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 CAMPUS PHONE OR DIAL DIRECTLY 541-857-7777.

Fire – General Information

Main 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 (2) plugs or two (2) 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 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** leave pots or pans cooking on the stove if you leave your home. Make sure all stovetop 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 Map, posted in the hall corridors of the Main Manor, Manor Terrace and Skyline Plaza buildings.
- **Always** know where to find alarm pull-boxes, wireless bath, and pendant alarms in the Main Manor, Manor Terrace, and Skyline Plaza buildings.

- **Always** know where the emergency push-button panels and wireless pendants are in the cottage.

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 healthcare 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 you may press your pendant alarm. Every home is equipped with a pull cord and/or push button alarm in the bathroom. Every person will be issued a pendant alarm. Activating these emergency alert devices will notify RVM’s Security Room to dispatch RVM’s first responder personnel.

When “911” is called from any landline on the RVM Campus, the Security Room is automatically notified. While the Jackson County emergency medical services personnel are in route, Security will also dispatch RVM’s first response personnel to the location on Campus. All RVM Staff are considered “first responders.” Once on scene, RVM’s 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 the event that a resident is transported off campus to a local hospital for treatment, Resident Services 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 the Business Office at x7672.

Emergency Call System

All residences are equipped with a call station/emergency alert button in the bathrooms that are monitored 24 hours a day. Each resident may also be provided a pendant alarm device.

Many community areas are equipped with call station emergency alert buttons. These areas include the common area restrooms, fitness rooms, dining areas, library, and conference rooms.

Emergency Information Specific to Where You Live

For Fire Safety information that is specific to where you live (Main 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 RVM's living options (Main Manor, Manor Terrace, Skyline Plaza, and Cottages).

THE SECURITY CONTROL ROOM CAN BE REACHED BY DIALING "0" ON ANY MANOR PHONE TO REPORT AN EMERGENCY. PLEASE REFRAIN FROM DIALING "0" TO SOLICIT INFORMATION DURING AN EMERGENCY.

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 requires documentation please contact Resident Services at x7359.

Main Manor, Manor Terrace, and Skyline Plaza Apartments

All Main Manor, Manor Terrace, and Skyline Plaza 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 will be offered 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 upon the vacating of your apartment.

If you move to another residence within the campus, you may be issued a new "pendant." Emergency touch-pads are also conveniently located in many of the Main 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. RVM's 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, wireless emergency alert "pendants," and push-button alarm panels that alerts Security of an intruder or event.

Note: All locks on cottage screen doors are disabled so that responding 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 any room they are installed. The pendant alarm system components are the property of RVM and must be

returned upon the vacating of your home. If you move to another residence within the campus, you may 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, RVM Security personnel will simultaneously dispatch someone to your cottage and phone your cottage.

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

Main Manor, Manor Terrace, and Skyline Plaza Apartments

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

RVM Security personnel routinely check all exterior doors, stairwells, and common areas. A Security car is on patrol of all campus grounds as needed 24/7.

RVM 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

Cottages

The Alarm System can be “armed” several ways depending on the type of system that is in your cottage. Once armed, the system will sound an alarm any time an entry door is opened. The alarm will simultaneously annunciate in the Security Control Room (SCR). In addition, when the police/burglar alarm button on the entry panel, the Security Control Room (SCR) will be notified. RVM Security staff will call your home.

If there is no answer, Emergency Responders from RVM and other agencies (such as Police and Fire) may respond to your residence. 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.

RVM 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.

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.

Other Information

Right of Entry

RVM staff will always try to enter your residence when you are present. This may not be possible in the event of an emergency. Upon leaving, staff members will leave a Notification of Entry informing you of the need to enter.

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, please contact the Main Manor Front Desk and they will let the departments know.

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

RVM 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.

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 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. 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 MyRVM for additional resources.

RESIDENTS' COUNCIL OF ROGUE VALLEY MANOR

Every resident of the Community is a member of the Residents' Council. The purpose of the Council is to:

- Enhance the quality of life of residents.
- Promote effective communication and understanding among residents, staff, administration, the Board of Directors, and appropriate neighborhood organizations.
- Build and foster a sense of community among all residents.
- Provide opportunity for and encourage participation in matters that affect the residents' interests, well-being, and concerns.
- Advocate for its members to the Administration, the Board of Directors, and the Foundation Board.

Residents' Council Executive Board

The governing body of the Council is the Residents' Council Executive Board, a representative group elected by the residents. The Executive Board shall act for the Council between meetings of the Council, with the authority to deal with any matters other than those reserved to the Council in accordance with their Bylaws. The Executive Board shall have the authority to recommend to the Executive Director and/or the Board of Directors any rules, regulations, changes in policies or services, and additional policies or procedures that may further the purpose of the Council and the community.

Resident Committees

Advisory Committees. Advisory committees shall be established to act as liaison between the Administration and the residents. These committees will convey concerns of residents, work with the Administration to find resolutions to these concerns, and may advise the Administration of the committee's suggestions for the improvement or enhancement of services and quality of life. An advisory committee shall also be established to act as liaison between the residents and the staff. The Executive Director and his/her designee shall serve as non-voting members of the Advisory committees.

Ad Hoc Committees. The President may appoint one or more committees to address issues or situations not within the purview of any existing committee with the Residents Council. The committee's composition, term, chair, scope of responsibility, and reporting obligations will be as determined by the President, with the approval and consent of the Executive Board, and recorded in the minutes of the Executive Board. Ad hoc committees include the Nominating Committee.

Standing Committees. Standing Committees operate autonomously but within the Residents Council organization, including being eligible for financial support.

- **Establishment and Dissolution.** On behalf of the Council, the Executive Board may establish and dissolve advisory committees, standing committees and ad hoc committees.
- **Membership.** All residents are eligible and will be encouraged to volunteer to serve as committee members.

To see a complete list of committees please visit **MyRVM>Resident Information>Residents Council Governing Documents and Meeting Minutes** then scroll down to Residents Council Organization Documents.

Other Groups

An interest group consists of residents who have a common interest and wish to share their interest in activities open to all residents. Participants in interest group activities are expected to pay their own costs. An interest group may ask the Council to provide a limited amount of funding to publicize interest groups activities to all residents.

GENERAL INFORMATION

The Reception Desk can provide general assistance and answers to your questions. You can also contact Resident Services.

Absences from the Community

We strongly encourage residents to inform the Reception Desk if they will be leaving RVM for a period of time, even if it is only overnight. We also encourage residents to ensure their emergency contact information is up to date with the Resident Services office.

If residents are away for a period exceeding 15 consecutive days, they will be eligible to receive a credit on their monthly fee beginning on the 16th day until their return. Consecutive days are broken when a resident returns to the Community, even for an overnight stay or a meal.

Advance notice of absence is required in order to qualify for credit. Please obtain an *Absence Slip* from the Business Office and return the completed form to the Front Desk prior to departure. Forms can also be completed online by accessing the MyRVM.

Pets

We are a pet-friendly community, but all new pets must be approved by Administration and meet the criteria outlined in the *Pet Policy* (available from Marketing or Resident Services). All residents are required to complete a *Pet Registration* and keep all information updated as changes occur. Each pet owner is responsible for identifying a party that will take responsibility for the pet in the event of an emergency. Residents and guests should review the *Pet Policy* for specific information.

Assistance Animals

The Community requires that all Assistance Animals meet all local government requirements, including licensing and immunizations as well as rules identified in the Community Pet Policy, unless there is a specific disability-related need that does not make this possible. Assistance Animals include Service Animals and Companion Animals. They are animals that work, provide assistance, or perform tasks for the benefit of a person with a disability, or animals that provide emotional support that alleviate one or more identified symptoms or effects of a person's disability. There must be a relationship between the person's disability and his or her need for the animal. In order for an Assistance Animal to be recognized as a Service or Companion Animal, an individual must provide the proper documentation of the disability assessment as outlined on the *Reasonable Accommodation Request* form available in the Resident Services office.

Billing

Your monthly statement is delivered to your in-house mailbox on or near the 5th day of each month. To access your monthly statement on MyRVM, complete an authorization form

through the Business Office. The statement includes your monthly fee and other charges you and/or your guests may have incurred. Please remember that the monthly fee is billed in advance, while all ancillary charges are billed after they occur.

All payments are due by the 15th of the month. Payments not received by the 16th of the month will be assessed a late payment fee which may include interest. A fee will be assessed for returned checks. Disputes over monthly charges should be brought to the attention of the Business Office Manager.

Monthly statements may be paid in one of the following ways:

- Automatic withdrawal by completing the *Authorization for Direct Pay* form
- In person at the Business Office

Employee Relations

We expect our employees to be friendly and helpful at all times. Please direct any concerns about an individual employee to the appropriate supervisor, department director, or to the Executive Director, rather than to the employee directly. This helps us to maintain consistent levels of service. Always feel free to extend compliments on behalf of any employee for appreciated service.

If an employee has done an exceptional job, residents can complete a *Merit Gram* form, which can be found at the Reception Desk, or on MyRVM.

When residents sign their *Residence and Care Agreement*, they agree not to hire RVM employees or solicit employees to resign from RVM to work for them without written consent from Administration. Additionally, residents agree not to hire former employees without written consent from Administration. Any former employee wishing to visit the Community for any reason requires written approval prior to their arrival.

Gratuities

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 by making offers to them. Residents may recognize employees by contributing to the Employee Appreciation Fund.

Employee Appreciation Fund

The Employee Appreciation Fund is maintained by the Resident Council and provides a way for residents to share their appreciation of staff. Contributions to the fund are strictly voluntary. If you like, you may contribute to the fund on a monthly basis by contacting the Resident Council to make this arrangement.

Estate/Garage Sales

Estate or garage sales are not permitted at the community. However, you may reach out to the Foundation if you would like to donate unwanted items.

Firearms

For the safety of everyone, firearms are **NOT** permitted on the premises. This policy applies regardless of whether the person has a permit to possess the firearm or whether it is otherwise legal to possess the firearm. Any resident possessing a firearm must store it offsite. Any non-compliance with this policy may result in termination of residency.

Flyers and Posters

All flyers, posters, and memos displayed on bulletin boards or placed in in-house mailboxes must be submitted to Resident Services for review and approval by Administration prior to distribution and/or display. Unapproved flyers and posters will be immediately removed.

Guests

Residents are responsible and liable for the conduct of their guests. All guests are required to sign in at the Reception Desk. A responsible adult should always accompany minor children throughout the RVM.

A guest may stay in your home for up to 14 consecutive days, not to exceed 45 days in any 12-month period. Exceptions to this policy can only be granted by Administration.

Service providers are considered guests and are subject to guest rules. Private Duty Aides are subject to the additional rules included in RVM's Private Duty Aide Policy.

Insurance

Our property and liability insurance does not cover the loss of any of your personal belongings or any unit upgrades. We require you to maintain insurance for all of your personal belongings and automobiles. We also require that you carry comprehensive general liability insurance for bodily injury or property damage to others caused by you, your guests, or employees. We suggest that you consult with your insurance advisor to determine the best coverage for your particular needs, and that you carry special insurance to cover any high-value items such as jewelry and art collections.

Motorized Mobility Devices

Residents needing the use of a motorized cart or wheelchair must submit a written request to the Resident Services Director. A copy of the *Motorized Mobility Devices Policy* will be given to the resident for review and signature.

Name Badges

Residents are encouraged to wear name badges. Please be aware that there is a charge for lost or additional name badges.

Night Hours/Noise

In order to maintain an atmosphere conducive to peaceful community living, excessive noise should be limited, particularly between the hours of 10:00 p.m. and 8:00 a.m.

Residents should be conscious of the volume of their televisions, radios, and other electronic devices.

Private Duty Aides (PDAs)

Private Duty Aides are caregivers, companions, and other individuals employed by a resident to provide a variety of services. You may arrange for outside PDA services in your residence, provided that you and your PDA comply with the *PDA Policy*. For a copy of this policy and details on what is needed to get started, please contact Resident Services.

Solicitation and Political Activities

Solicitation or sales of any kind is strictly prohibited on the property without prior permission from Administration. If you would like to solicit for any cause, charitable or otherwise, please consult with the Administration. Political activities require prior approval from Administration.

Smoking

RVM is essentially a smoke-free campus. Smoking is permitted in designated outdoor areas only. No smoking is permitted within any buildings.

Suggestions and Problem Solving (Communications Policy)

The Executive Director represents the Board of Directors in operating and managing RVM. While residents are encouraged to submit suggestions regarding services 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 RVM operations, policies, or procedures.

The following steps have been established to address these issues:

1. **Contact Department Director.** The vast majority of matters can be resolved by talking directly to the appropriate department director. As a courtesy to the directors, and

because they are usually in the best position to help residents, they should always be the first person with whom you speak. Please refer to the RVM Directory for the names and phone extensions of the department directors.

2. **Contact the Executive Director.** When you cannot determine which department director is responsible or if the department director is unable to resolve the matter, the Executive Director should be consulted. They will then determine the next course of action. If you are still not satisfied with the response or action, you may ask the Region Vice President or Chief Operations Officer of Pacific Retirement Services, Inc. (PRS) to make a decision on the matter.
3. **Contact the Residents' Council Executive Board.** If you are not satisfied with the response or actions of PRS, you may make an appeal of officially communicated policies of the community to the Board of Directors, in writing, through the Residents' Council. 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 only after the issue has been discussed with PRS or the Residents' Council has requested the Board of Directors discuss an issue.

The Residents' Council will:

- Work with the resident to try to resolve the concern;
- Endorse a position and authorize the Executive Committee of the Residents' Council to take the matter to the Board of Directors.
- Take no position on the matter and authorize the Executive Committee to take this issue to the Board with no Residents' Council action.

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

Suggestion Boxes are located near the lobbies of all high-rise buildings. Suggestions are reviewed by the Executive Committee of the Residents' Council.

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