

Saratoga RETIREMENT
COMMUNITY

Residents' Handbook

November, 2024

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Welcome to Saratoga Retirement Community

The Residents' 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 residents of Saratoga Retirement Community (or, "SRC").

Your Residence and Care or Residence and Services Agreement (or, "Agreement") sets forth our obligations to you. That Agreement also requires you to abide by the policies, rules, and regulations of SRC, including those set forth in this handbook and any revisions that may be made to it.

Although we presently have no plans to discontinue any of the programs or services offered at SRC, such programs and services are subject to change upon thirty (30) days' written notice, subject to applicable legal requirements.

Living in a retirement community is a significant adjustment for most people. 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 SRC services, policies, and procedures.

Mission Statement

Saratoga Retirement Community enriches the lives of seniors in a vibrant and supportive community.

Core Values

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.

Organizational Structure

IOOF – The Independent Order of the Odd Fellows and Rebekah’s of California (together, “IOOF”) is a non-profit organization that founded The Odd Fellows Home of California (“OFHC”), doing business as Saratoga Retirement Community. Saratoga Retirement Community has been serving seniors since 1912. Though Saratoga Retirement Community is owned by the OFHC, one does not need to be a member of the Order to live here. OFHC is an organization dedicated to serving others, and it welcomes everyone to enjoy the Saratoga lifestyle.

What is Odd Fellowship? – Odd Fellowship is a worldwide Fraternal Organization, based on a belief in the Fatherhood of God and the Brotherhood of Man. Through its teachings and ceremonies, it seeks to elevate the character of man, and thereby make this world a better place in which to live. It exemplifies this belief through active involvement in charitable work on various projects in our communities, states, nationally, and worldwide. It must be emphasized that Odd Fellowship is not a religion. Odd Fellowship does require that all members believe in a Supreme Being, the Creator and Preserver of the Universe, be of good moral character, and be loyal to their country.

PRS Management, Inc. (“PRSMI”)

The Relationship between SRC and PRSMI

PRSMI and OFHC have entered into a Management Agreement for PRSMI to manage SRC on behalf of OFHC. PRSMI is not listed on the continuing care Certificate of Authority and is not a party to this Residence and Care Agreement. PRSMI is listed on the RCFE license. PRSMI’s principal place of operation is located at 1 West Main St., Suite 303, Medford, Oregon 97501. By combining sound business practices and developing efficient methods to provide high-quality services and care, PRSMI has earned national acclaim for its consulting, development, operations management and marketing services.

Residents’ Council and Residents’ Association

The purpose of the Residents’ Council is to advise Administration of any resident concerns. The names of residents serving as Council Members and/or Committee Chairpersons can be found on the resident intranet site “MySaratoga”. Members of the Association shall elect Council members for staggered terms of two years to replace those Council members whose terms are expiring.

The Residents’ Association meetings provide a forum for presentation of reports by committee chairpersons, speakers, programs and discussion. Every resident of SRC is a member of the Association. The Association exists to:

- Enhance the quality of life for residents;
- Promote effective communication and understanding among residents, staff, and administration;
- Build and foster a sense of community among all residents;
- Provide an opportunity for and encourage participation in matters that affect the residents’ interests, well-being, and concerns; and
- Advocate for its members to the Administration

All Residents’ Council and Association meetings are posted on the resident intranet, “MySaratoga” and included in the daily and monthly calendars.

Residents' Association Committees

Association committees provide a service to residents and an opportunity for participation in community life by interested residents. The establishment and composition of these committees will depend on the degree of interest from members of the Association and their willingness to become involved.

Establishment and Dissolution: On behalf of the Association, the Council may establish and dissolve standing committees and ad hoc committees, including Advisory committees and Association committees as defined below.

Purpose: In addition to performing their respective tasks, committees serve as a link between the residents and the Administration to ensure that issues are addressed openly in a timely fashion and in a cooperative spirit.

Membership: All residents are eligible and will be encouraged to volunteer to serve as committee members. A list of the current committees and interest groups may be found on the resident intranet "MySaratoga" located under the "Groups" tab.

Family Council

Members of residents' families and resident representatives have the right to form a Family Council and to request that the Family Council be permitted to meet in a common room of SRC during mutually agreed upon hours. If a Family Council is in existence, we shall notify family members and resident representatives of its existence and provide information regarding the time and place of meetings and the name of the Family Council representative. If a Family Council does not exist, we shall provide, upon admission of a new resident, written information to the resident's family or resident representative of their right to form a Family Council. Meeting information will be provided to family members and resident representatives.

A designated staff person will post information on the Family Council and will assist in booking a room at SRC for meetings, as requested by the Council. We will respond in writing to any written requests that result from Family Council meeting.

Lobbying and Political Campaign Activities

As a section 501(c) (3) charitable organization, we have a policy to ensure compliance with all requirements under the Internal Revenue Code with respect to lobbying and political campaign activities. If your use of meeting space will entail lobbying (activities intended to influence foreign, national, state or local legislation by either influencing legislators or the general public) or political campaign activity (activities that support or oppose candidates for elective federal, state or local elective office), please check with Administration to ensure that such lobbying or political campaign activity is permitted under the Internal Revenue Code. Unless you check first with Administration, your signature reserving space constitutes a representation that use of such meeting space will not entail lobbying or political campaign activity.

Saratoga Retirement Community

Common Areas

The following common areas are available for your enjoyment at SRC. Some areas may require an advance reservation. Please see below for details.

Use of Facilities by Residents'

Many common areas throughout SRC are available for use for meetings, special events and presentations. Outside use and events may be initiated by residents, resident committees and management, and may be subject to approval by the Executive Director or other designee. Private meetings that use the Community space as a proper extension of a resident's home will be subject to the same approval. No approval will be granted if the event or gathering threatens the privacy of the residents in their home environment or is deemed inappropriate for the community. Please contact the Activities department to reserve community space or you can reserve by using the room reservation form on "MySaratoga". Since we have such high demand for private parties during the holidays, our dining group is unable to confirm a holiday request more than 6 months before the planned event.

The following requirements apply: Residents who reserve a space for a private function may be charged a catering and/or clean up fee in accordance with the Optional Services Fee List (located at the end of the handbook).

Administration Conference Room

This room is located on the Lower level of the Manor building. It seats approximately 12 people and has a large screen available for projector set up. Please contact Activities to reserve a room or fill out the room reservation form on "MySaratoga".

The Studio

Located on the lower level of the Manor, it is used for individual and group activities and classes. Limited storage is available for supplies on a "first come, first served" basis. No reservation is required for individual use.

Barnes Hall

Located on the first floor of the Manor building, this room hosts a variety of community activities and events. It has sound system, and a large screen for movies that are featured each week with viewing times listed in the monthly Activity Calendar. Please contact Activities to reserve a room or fill out the form on "MySaratoga".

Billiards Room

Located in the 5000 building on the first floor in the southwest corner. A table tennis surface is also available and may be placed over the table. For Billiards scheduled events, please see "Daily or Monthly Event calendar located on "MySaratoga".

Bocce Court

Located outside of the main building across from the Pool and Fitness center, the Bocce Courts are open year-round for residents. Outside groups or organizations must be hosted by residents, staff, or Board members, and be approved by Administration.

Elevators

For your convenience, there are elevators located in each wing of the pavilion and manor building. If an emergency occurs while you are in the elevator, press the alarm button located on the elevator panel to alert the staff. There is also a telephone in the elevator. The alarm button is for emergencies only. *IF THERE IS A FIRE, DO NOT USE THE ELEVATORS!!!* Should you be on the elevator in the event of a power failure, the car will automatically go to the first floor, the doors will open, and the elevator will become inoperable until the power failure is over.

Fitness Center/ Pool

The center has exercise machines, and exercise classes that are held daily. An indoor swimming pool and Jacuzzi are located adjacent to this area. Please contact Activities for a new resident orientation regarding safe use of the equipment and facilities. A schedule of fitness classes is published in the Wellness Weekly, Resident Intranet ("MySaratoga") and monthly calendar. You must first sign the "Wellness Center Consent and Release of Liability" form and return to the Activities Department.

Hair Salons

Hair Salons are located in the lower level of the Manor building and also the ground floor of the California Villa Assisted Living building #2000. Services by trained stylists, using high-quality products, are available by appointment for reasonable rates. Please call the salon to schedule your appointment.

Laundry Rooms

Laundry that is dropped off for service at the appropriate location by 11:30am will be ready for pick up the following day. Drop off/Pick-up locations:

- Cottages & Manor (Laundry is delivered)
- East Apartments (4000) 2nd Floor #4225 West Apartments
- (5000) 2nd Floor #5215 New Residents are provided one complimentary laundry bag at move-in.

A Resident should complete a "Laundry List" form to request laundry services, and include the white and yellow copies in the laundry bag when delivering it to laundry room. Residents should keep the pink copy for their reference.

Library

Our library, which is always open, has a wide selection of well-organized large and small print books, books on tape, reference books, magazines, newspapers, videos and sight machines. You may sit in the library and read or check something out to take with you. The library is on the lower level of the Manor building. A list of what is current each month can be found located on the resident intranet "MySaratoga" under Groups tab. "Library"

Lower- Level Pavilion

This room is located on the lower level of the pavilion building and leads directly outside to the Koi Pond. This room is used bridge, theatre, movies, committee and interest group meetings, etc. There is a large screen TV (86 inch) and audio equipment that are used for special events such as the Opera on Saturday afternoons. Please contact the Activities department for room reservations.

Mailroom

The USPS delivers your mail directly to your private mail box in the Mailroom located in the main lobby area of the Manor and Pavilion buildings. Cottage boxes are located in front of selected cottages.

Model Railroad Train Display Room

We are proud to feature a Model Train Display Room on the lower-level floor of the Manor building. Murals, painted by talented resident artists, surround the display.

This magnificent display has taken countless hours of patience, detailed work and love to create. You are welcome to enjoy its beauty, but please do not disturb. The model train room is open to any interested resident. Please contact the Model Railroad interest group for access to the room and any questions.

Residents' Business Center

The Residents' Business Center is solely for residents of Saratoga Retirement Community (SRC) and primarily for use on SRC projects. It is open 24/7. Access is available by using your key fob. The phone number is x7185. Please sign the log on the stool inside the door so that we can estimate the use of the room. We welcome all residents to use the business portion of the RBC. For safety reasons, we request that all residents be trained on the equipment that they might use. A resident from the interest group will assist you with a proper trainer for use of any of the equipment.

Seven Stars Tavern

Adjacent to the Manor Dining Room serves as a gathering place before lunch and dinner. It is also used for meetings and other various activities. Resident beverage lockers are available in this area, please contact Marketing for more information.

Three Links Lounge

Located in the lower level of the Manor; it is available for meetings and/or dining up to 18 individuals. Please contact Activities for room reservation.

Wood Shop

Located in the parking garage, the Wood Shop is equipped with various wood-working tools donated by residents. You are welcome to use the Wood Shop once you have signed a liability waiver.

Communication Tools

There are a variety of communication methods to keep residents informed of activities and events at SRC:

Resident Intranet – “MySaratoga”

Campus Bulletin Boards

Wellness Weekly Newsletter

Phone Alerts and Emergency Notification – *One Call Now*

Digital Signage – Manor Dining Room

TouchTown - In-House TV on channel 994

Internal Cubby Box

Resident Services

New Resident Orientation

Each new resident will have the opportunity to participate in a new resident orientation. The new resident orientation provides an overview of the services and amenities available to you by each department.

Resident Information

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

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

- Driver's License and Vehicle Registration and Insurance
- Medical Insurance
- Personal Property and Liability Insurance
- Personal Representative/Fiduciary
- Pet information (as applicable)
- Resident Photo - updated at least every 5 years or upon resident request.
- Advance Directive Information
- Financial Power of Attorney and Phone number
- Long term care insurance information
- Medical Power of Attorney and Phone number
- POLST

Front Desk

The Front Desk is the focal point for the community. **It is located in the California Villa assisted living #2000 and is staffed 24/7.** The desk monitors security cameras, doors and the guardant pendants that are provided to all residents. The AL desk (Dial 0 or 408-741-7100) should be contacted for relating to:

- Reservations for our Medical Shuttle
- Pendant checks
- Signing in and out of the campus
- General Questions

Lost and Found

If you have lost a personal item, please check at the dining room hostess desk. If you have found an item, please bring it to the Front Desk. Found items will be held for up to 30 days.

Fax Services

Fax services are available at the Manor Front Desk, located in building #1000. Details about charges for these services are available at the Front Desk. When a fax is expected, please ask the sender to address the item with the resident's name clearly shown, so that the staff will know who to notify when the fax arrives. Printers are also available in the Residents' Business Lounge.

Mail and Packages

Your United States Postal Service (USPS) mailbox is located in the mail room in the lobby area of the main building. It is your responsibility to complete a change of address card with USPS. Be sure to include your apartment number on all correspondence. Outgoing mail can be placed in the appropriate slots in the mail room or at the Front Desk. If you have packages going out, you are responsible for arranging for pick

up and payment with the carrier.

Outgoing Mail – There is a slot for outgoing mail in each Mail Room. If outgoing mail is too large to be inserted in the U.S. mail slot, it can be taken to the Front Desk, which will be picked up by a mailperson. Mail is delivered and picked up Monday through Saturday (excluding major holidays) by the U.S. Postal Service. Outgoing mail should be delivered to the Mail Room or the Front Desk before noon each day.

Resident Apartment

Keys

- Each resident will be provided with a key to their apartment, a fob to the entrance doors, and a key to the USPS mailbox.
- Residents may not alter their door locks without prior written consent from Administration. As a security precaution, you may not provide your apartment door keys, hallway key or mailbox keys to others (including family members, friends, caregivers, etc.) unless approved by Administration.
- Should you find yourself locked out of your apartment, or if you misplace your keys, facility services can assist you. Monday-Friday, x7234 or Weekends, Dial 0 for the front desk. Copies of apartment and mailbox keys can only be duplicated by community staff and a fee may apply.

Newspapers

Several national and local newspapers are available from local carriers and can be delivered to resident doors. Please call the newspaper of choice to initiate service. Residents are responsible for their own costs. Any difficulties or stop orders for vacation should be directed to the individual paper carrier or the newspapers Customer Service Center.

Utilities

Basic utilities such as water and garbage are included, however, electricity use by each apartment/cottage is paid for by the resident. Disruption of service is often beyond our control but we ask that residents report utility problems to the California Villa Reception desk or submit a work order. In the event of a community or neighborhood wide power outage, please await instructions before calling the Receptionist on duty. You may receive notification and updates through “One Call Now,” our telephone notification system.

Telephone Service

One specially equipped telephone will be provided for each apartment home at no cost. Voicemail, and automatic notification of a 911 call to the California Villa Reception desk are also available on this line. For an outside line, you must dial 8 -1 –followed by the phone number.

Television and Internet

Each apartment has cable television connections in the living area and bedroom(s) that provide cable television service which is included in your monthly fee. If you wish to receive expanded services including internet or DVR services, you may do so at your own expense. To establish service, please contact Xfinity or AT&T directly. You will be billed and responsible to pay for these additional services separately.

Garbage, Recycling and Compost

Trash and recycling rooms are provided for resident’s use and located on all apartment home floors in central locations. For safety reasons, no trash should be placed in the apartment hallways. Each cottage

has a designated trash collections closet off of the garage and is collected weekly by Facility Services. At the time of move-in, empty boxes may be placed in the hallway. Please call the Facility Services or the Work Order hotline (x7666) so that arrangements can be made for the disposal of these boxes.

- Garbage should be bagged securely and thrown in the large garbage bin in the appropriate refuse areas.
- Recycling is strongly encouraged. Residents may place aluminum, plastic, glass containers and paper in the Trash Room receptacle labeled recycling. Medicine containers, mirrors, and dinnerware are not recyclable. Please contact the Conservation Committee with specific questions. However, all expired medications should be given to the Director of Resident Services.
- Trash rooms have special containers for the collection of light bulbs, and batteries. Please use the appropriate container for the safety of other residents and staff.

Decorating and Maintenance

Your apartment must be kept clean, sanitary, and free from objectionable odor. You agree to maintain your apartment 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, courtyards and other public areas shall not be obstructed. Doormats are considered a tripping hazard and not allowed in the SRC hallways. No personal items may be placed in hallways about the building. However, you may put your own personal items on your personality shelf.

Upgrades

Structural and/or decorative (painting, wallpaper) alterations to your apartment are not allowed without prior approval. If you wish to make any non-structural changes to your apartment, please submit a written request to the Facilities Director for approval.

If your request is approved, you may work with the SRC approved contractor or an approved contractor of your choice. You will be responsible for the costs of all labor, materials, plans, permits, approvals, and incidental expenses necessary to make any alterations.

When you make an alteration, we will tell you whether we consider your alteration to be a standard upgrade. If your alteration is other than a standard upgrade, you will be responsible for the cost to restore your apartment to its original condition when you move out. We will charge you an amount equal to our estimate of the costs to complete the restoration.

Balconies, Patios, and Exteriors

A professional landscape maintenance contractor maintains the grounds of our community. The Building and Landscaping Committees work in an advisory capacity with management to provide quality controls and identify areas for improvements.

The following guidelines apply:

- Appropriate furniture and small plants are great options for balcony use. Items that deter from the appearance of the balcony, such as signs, laundry, antennas.... should be placed inside your apartment.
- Residents are responsible for items placed on their balcony or patio.
- Residents should be considerate of their neighbors below when watering plants or cleaning. Irrigation, drip systems and over watering of plants is highly discouraged due to the potential for

leaks and unnecessary water run-off. Residents should not water or hose off their decks out of consideration for those neighbors living on floors below them. Sweeping is the best way to clean off your balcony.

- Residents should limit their plants/pots to 4/balcony or patio. Please avoid heavy pots since these are rarely re-positioned and may cause some permanent staining of the tile decks. Plants should be placed in decorative pots/baskets with proper drainage. Planters/pots should have bases to hold water and not drip on the decks below.
- Please do not add any outside mats or rugs on your patio. This will limit the functionality of deck drainage. Any attachments, i.e., nails, hooks or any penetration into walls or ceilings is prohibited since this could damage the waterproofing function.
- Additional lighting is not permitted. Holiday lights must be removed in a timely fashion after the holidays are over.
- Tarps, storage units, sheds and shelving are not permitted on the outside decks as these can be an “eyesore” for the community
- Wind Chimes are not permitted. Please be aware that what might sound pleasant to you, might be auditory offensive to a neighbor.
- No cooking is allowed on balconies or patios, which would include gas, electric, charcoal or any type of cooking apparatus.
- Cottage front yards are maintained by SRC. General cottage back yard maintenance will be scheduled twice a year.

Community Living

We are proud of the family atmosphere at SRC. Saratoga Retirement Community currently offers Independent Living apartments, Assisted Living apartments, Memory Care, and Skilled Nursing and Rehabilitation.

Name Badges

All new residents are issued a complimentary name badge when moving in. All residents are urged to wear their name badge at all times. Wearing one’s name badge in the Dining Room, to committee meetings, and to group activities is helpful to everyone. Additional or replacement name badge may be ordered from the marketing department for a nominal fee.

Dress Code

Public Areas – Residents are required to dress appropriately when leaving their apartment. This applies to all Common Areas of SRC, including hallways and elevators.

Dining Room – Informal dress is acceptable for all meals. However, no shorts are permitted at dinner.

Swimming Pool – Swimmers are expected to wear suitable attire when going to and from the pool.

Bathing suits are to be worn in the pool area only. Changing rooms are located in the pool locker rooms.

Alcohol, Drugs and Weapons

The use of alcohol and legally prescribed drugs are considered a matter of personal choice when used within the resident’s apartment and with due consideration for the welfare and safety of others.

For the safety of everyone at SRC, weapons of any kind are NOT permitted on our premises. Weapons include any item designed to inflict bodily harm, including knives and firearms. This policy applies regardless of whether the person has a permit to possess the weapon or it is otherwise legal to possess

it. You may not keep any type of weapon in your apartment or on your person. The possession of a weapon by you or a guest is prohibited. This includes the public display of weapons or the display of “play” articles that look like weapons.

Firearms include guns, whether loaded or unloaded, that discharge a shot or a projectile by means of an explosive, a gas, or compressed air. Firearm ammunition is also prohibited on the premises. We reserve the right to search resident apartments, storage space, vehicles, and any other area on the premises for firearms if a person is suspected of storing a firearm in violation of this policy. If a firearm is found, it will be confiscated. Any noncompliance with this policy will result in prompt termination of your Agreement, as applicable. Law enforcement officers are exempt from this policy, so long as they are providing services within the scope of their employment.

Storage Units

Storage lockers are available in the parking garages. Storage units are for the sole use of residents. You may not store items in your unit that may pose a safety hazard, such as flammable materials. You are responsible for keeping your unit tidy. You must empty your unit and remove your lock and labels when you move. We assume no responsibility for loss or damage of any items stored in the unit and have the right to dispose of any remaining items after move out, in accordance with applicable law. Common areas, multi-purpose rooms, etc., are not to be used for any storage, personal or otherwise. Any items stored in these areas will be disposed of in accordance with applicable law.

General Liability

You accept full responsibility for any injury or damage caused to others, or suffered by you, as a result of your own acts or omissions, and those of your guests or invitees, and you agree to indemnify and hold harmless Odd Fellows and its directors, agents, and employees from any and all liability for such injury or damage. You agree to maintain general liability insurance in an amount and form satisfactory to us to cover such liability.

Property Loss/ Damage

We shall not be responsible for the loss of or damage to any property belonging to you due to theft, fire, or any cause beyond our control. You are required to obtain insurance protection to cover the full replacement value of all your personal property at SRC, and to furnish us with evidence of such protection upon request. You shall also be responsible for any loss or damage that you or your guests cause to our property that is not the result of ordinary wear and tear.

Property Removal and Storage

We shall have the right to remove promptly and store all property from your apartment, at your expense, when you vacate your apartment on a permanent basis (for example, upon termination of the Agreement, permanent medical transfer, or death).

Pest Control

Residents are expected to keep their apartments pest-free. If you discover insects or rodents in or near your apartment, please notify the Front Desk or call the Work Order Hotline and arrangements will be made to treat the affected area. To minimize the risk of infestation, bird feeders are not allowed on residents’ patios. If we determine that you are responsible for the persistent infestation of rodents or insects, it may be a potential ground for termination of your residency at SRC.

Night Hours/ Noise

In order to maintain an atmosphere conducive to peaceful community living, excessive noise should be limited, particularly between the hours of 10:00pm and 8:00am. Persons with a hearing impairment need to carefully control the volume of their television, stereo, and radio. Residents should be conscious of the volume of their televisions, radios, and other electronic devices.

Animals

Pets

We are a pet friendly community. All residents are required to complete a *Pet Application* 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

The community may accept dogs and cats. The Executive Director or designee determines pet residency. Residents are responsible for adhering to the "SRC Pet Policy" and providing the Administration with the following completed forms:

- Pet Application
- Veterinarian's Statement
- Affidavit of Pet Owner's Emergency Absence Agreement
- Pet Liability Insurance

Outside the apartment or cottage, we ask that pets be kept properly restrained and that their waste be properly disposed of. No pet should be left unattended on patios or balconies. Pets that become a nuisance should be reported to Resident Services.

Assistance Animals

We require that all Assistance Animals meet all local government requirements, including licensing and immunizations as well as rules identified in the 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. (Please refer to the *Pet Policy* for further information, available from Resident Services)

Motorized Devices

It is deemed necessary that a motorized device (often referred to as a scooter) is needed to assist a resident with ambulation, the following guidelines will apply:

- Please drive slowly
- Always yield to pedestrians
- Be sure you can see around the corner before beginning to turn
- Please do not park or leave any motorized devices unattended in common areas
- This includes entrances, foyers and all hallways

The dining services team provides a valet service for motorized devices during dining times. Residents are responsible for any injury or damage caused by motorized devices. Personal liability insurance is strongly recommended. Motorized devices are the responsibility of the resident; therefore, all repairs should be arranged between the resident and the vendor.

Guests

We welcome family and friends to visit with our residents at SRC. Guests must abide by all applicable rules contained in the Resident Handbook, including any limitations on the length of stay or frequency of visits. You will be responsible for assuring that your guests abide by these rules and are not disruptive.

Residents may invite guests to dine in the dining room with advance notice in accordance with the guest meal policy. Guests must be accompanied by a resident in the dining room as well as the fitness center and pool. Keys and fobs are not provided to guests. Children are welcome. However, guests under the age of 18 must be accompanied by an adult at all times when outside a resident's apartment.

Guest Vehicles – Guests should be reminded to drive at a safe, prudent speed at all times— the speed limit (15 mph) or slower, whichever is safer. Guests should park in designated visitor parking spaces, which are marked "Visitor Parking."

Overnight and Long-Term Stays –Before any guest stays in your apartment overnight, you must notify the Front Desk. Administration must approve any guest who stays with you in your apartment for more than fourteen (14) consecutive days. Charges for guest meals, services and accommodations are set forth in Appendix A. Guests may not stay in your apartment when you are not present, unless you obtain prior written approval from Administration. In no case shall any guest stay exceed forty-five (45) days in a calendar year.

Your private duty aides are not considered guests and are not entitled to the same privileges as guests.

Guests are not entitled to receive any services or amenities (aside from Guest Meals) during their stay. Guests with Children – We encourage visits from children. For their safety, as well as the safety and well-being of other residents, children under 16 must be accompanied and supervised by an adult at all times while visiting and should not be left unattended in the building or outside.

Service Providers – Service providers, other than private duty aides, are considered guests and are subject to guest policies.

Solicitation

Solicitations—by anyone, including residents—are not allowed at SRC without the approval of Administration. Solicitation by mail or phone is beyond our control. Door-to-door solicitations are not permitted. If a salesperson comes to the door, residents should inform the Front Desk immediately that there is a solicitor on the grounds. If they choose, residents can inform the solicitor that such activities are not permitted on the property without the consent of Administration.

Volunteering

Volunteering is an excellent way to meet new residents, have a rewarding experience, and have fun. Many residents work on one or more committees and interest groups helping with our diverse activities. Volunteers also participate in various programs for the Health Care Center and Assisted Living.

Facility Services

Maintenance Services, under the direction of the Director of Facilities, is responsible for the repair and maintenance of the interior of our buildings, as well as the oversight of the landscaping and grounds.

Maintenance services for the buildings, grounds, apartments, appliances, and other common area property are included. A preventive maintenance plan to keep grounds, buildings, systems and furnishings in good repair and free of hazards is followed.

Notice will be provided prior to any preventive maintenance requiring access to individual residences. Scheduled routine maintenance should be planned for Monday thru Friday. If an emergency issue arises, please call the Reception Desk (x7100) or "0" to relay all relevant information. Every effort will be made to respond to situations as soon as possible. Should a resident experience a routine problem, please submit a Work Order through the Work Order hotline by calling x7666 or by sending an email to srcworkorders@retirement.org. Routine problems are those that do not pose an immediate threat to personal safety or property damage such as minor air conditioning problems, dripping faucets, etc. These will normally be handled Monday- Friday.

Problems that pose a threat to safety, property or cause unreasonable discomfort should be reported immediately, regardless of the time of day or night. Emergency maintenance needs will be handled on a priority basis before all other requests. Please report all emergency maintenance problems to the California Villa reception desk by dialing "0" from a campus phone and 408-741-7100 from a non-campus phone.

We reserve the right to access each apartment home during reasonable hours for repair and regular preventative maintenance activities. In emergency situations, Facility Services staff will enter at our discretion. Any time maintenance staff enter an apartment or cottage when the resident is not home, a Maintenance Door Tag will be left advising the resident of the services provided. Any necessary repairs, maintenance or replacement of resident's personal property will be the residents' own responsibility. Should residents vacate the apartment, shelving or any other items permanently installed shall become the property of SRC.

Additional services are available to be scheduled; for rate information for maintenance services of this type, please refer to the Optional Services Fee Schedule.

Work Orders

Work orders are used to initiate repairs, maintenance, housekeeping, security, and other facility services requests.

To ensure your work order is received please submit a request by calling the Work Order Hotline (x7666) from your apartment. Be as detailed as possible when placing a work order. Regular maintenance and routine repairs of SRC property (including appliances in your apartment) is included in your Monthly Fee.

There will be an additional charge for any repairs or maintenance of your personal property. Our workload varies considerably, and there may be occasions when we will not be able to respond as promptly to your requests as we would like. Work Orders are addressed daily based on priority status with safety code issues addressed first, followed by work requests for routine assistance, addressed in the order in which they are received.

Staff will not enter your apartment to perform requested work unless you have a signed **Permission to Enter** form on file. However, we reserve the right to enter your apartment to perform emergency and/or other preventive maintenance functions in your absence. For non-emergent water or utility issues, we will notify you regarding any interruption in your water or utility services by posting a notice on your apartment door or by use of the One Call Now system.

SRC Public Spaces

If a SRC Resident would like to create, add, modify or otherwise make changes to the **SRC Public Spaces**, a **Property Modification Request Form** should be filled out and submitted to Facilities for approval. The request will be considered by Facilities and, when required, upper management to determine approval status. Please do not proceed with any changes or plans before the whole process has been completed. Please contact Facilities x7234 to request a form.

Emergency Repairs

If you discover something that requires immediate attention, please alert the Front Desk staff, who can assist you in notifying the Facility Services Department right away. Urgent items such as plumbing issues, heating or cooling problems, light bulb replacement, etc., are priorities.

Special Projects

Requests can be made for special projects (such as shelving assembly, moving furniture within apartment or minor changes to lighting fixtures, etc.), by contacting the Facility Services Department, *Work Order Hotline* (x7666) Facility Services will provide you with an estimate of the time and costs involved before completing requests.

Thermostat Control

Each apartment has its own individual thermostat control unit. At move-in, a Facility Services staff member will explain how to operate it. Residents should direct any questions or concerns regarding thermostat controls to Facility Services.

Landscape, Grounds, and Exterior Decorations

We strive to have grounds and exterior decorations that present a pleasing, attractive, and well-maintained appearance throughout the year. The Facility Services along with our Landscaping contractor maintain SRC's landscaping and exterior decorations, including sidewalks, and other improvements on a regular basis.

If you notice a plant or area that needs attention, please place a work order by calling the *Work Order Hot Line* (x7666).

Housekeeping and Laundry

The first apartment cleaning after will be scheduled at the resident's convenience. The Housekeeping Lead will visit the resident for an initial welcome and schedule bi-monthly housekeeping service.

Housekeeping service is scheduled Monday through Friday. Residents who restrict access to their residences for routine housekeeping must be present for service at the scheduled date and time. If a housekeeper is not granted access as scheduled, the missed appointment will not be rescheduled.

Pet owners are required to be present or to contain their pets during housekeeping service. While residents are permitted to restrict access to their apartments, SRC reserves the right to enter a residence to respond to any emergency situation, conduct scheduled preventative maintenance or to complete large-scale scheduled housekeeping or maintenance projects such as furnace filter replacement and exterior window washing, etc.

Residents may contact the Housekeeping Supervisor for changes in their schedule. If a resident's scheduled cleaning day falls on a recognized holiday, arrangements will be made to ensure the resident's apartment is cleaned shortly before or after the regular date, if possible.

During emergencies, housekeeping service may be delayed or cancelled. Every effort is made to reschedule cancelled visits; however, SRC reserves the right to miss a cycle under unusual conditions.

Housekeeping will provide a basic cleaning service, which includes:

- Basic Housekeeping Services Include:
- Clean bathroom
- Clean kitchen and appliance surfaces
- Vacuum all carpets and throwrugs
- Mop all tile and vinyl floors
- Dust

Exterior windows are cleaned intermittently by an outside vendor. Interior cleaning of appliances and garages are the resident's responsibility. The Housekeeping Department will provide added housekeeping services for an additional charge. **Housekeeping is not responsible for cleaning up after pets.**

Housekeepers will not enter your apartment if you are not home, unless you have a **Permission to Enter** form on file. Additional housekeeping and laundry services are available for an extra charge.

Exterior windows for all apartments are cleaned bi-annually and interior window cleaning is done annually. Cleaning personnel may require access to your home to perform this service.

Due to the size of SRC and scope of the work, this service may take several weeks to complete. You will be notified in advance of any scheduled service.

Laundry Service

As part of the monthly accommodation fee, Saratoga Retirement Community will launder one set of flat linens weekly for each resident.

A single resident may have up to ten (10) items, which can include two sheets and any combination of eight (8) flat linen pieces.

A couple may have eighteen (18) items-two sheets and any combination of sixteen (16) flat linen pieces. A charge is made for any additional items.

Please remember to deliver the laundry to the designated location. Laundry that is dropped off for service at the appropriate location by 11:30am will be ready for pick up the following day.

Drop off/Pick-up locations:

Manor & Cottages-Laundry is picked up by Housekeeping and delivered
East Apartments (4000) 2nd Floor #4225 West Apartments
(5000) 2nd Floor #5215 New Residents are provided one complimentary laundry bag at move-in.

If an additional bag is needed, it can be obtained for a nominal fee from the Facility Services Department at extension #7123. A Resident should complete a "Laundry List" form to request laundry services, and include the white and yellow copies in the laundry bag when delivering it to laundry room. Residents should keep the pink copy for their reference.

Security Services

SRC has comprehensive security program staffed M-F – 8:00pm-7:30am and S-S from 8:00pm – 8:00am. Responsibilities include management of building hours and access, acting as first responders for building alarms and emergency calls and monitoring the building perimeter and entrances for unusual activity. Confidence about your security will help you enjoy life to the fullest. You are always free to come and go as you wish but, for purposes of internal security, please inform the Front Desk when you plan to be away overnight.

We strongly suggest that you lock your apartment door at all times. When entering SRC through an exterior door, do not allow anyone you do not recognize into the building with you.

Right of Entry

We have the right to enter your apartment to perform the services described in your Agreement and as necessary for management purposes, enforcement of applicable laws and regulations, and in the event of an emergency. If emergency work, such as a water leak, needs to be repaired and a member of the Facility Services Department enters to check out your apartment, the staff member will leave a *Notification of Entry* card. If you will not be home and would like to authorize Housekeeping or Facility Services to enter your apartment for routine purposes, you may obtain a **Permission to Enter** form from "MySaratoga" or Resident Services to be placed in your file.

Transportation

We offer multiple transportation services designed to meet a broad variety of resident needs in the local area. Local transportation service is provided on a scheduled basis using SRC vehicles. A list of destinations, as well as departure and return times, are available.

Trips include: area medical centers, shopping centers, grocery stores, banks and other local destinations. SRC reserves the right to reschedule planned trips in the event of emergency, inclement weather or other unusual occurrences.

Transportation for Medical Purposes

Transportation is provided for medical appointments on a first come, first serve basis. Reservations must be made 48 "Business Hours" in advance. There is no charge for transportation to a medical appointment on designated days within a 15-mile radius. The transportation schedule is available from either the California Villa or the Manor reception desks. Reservations must be made with the AL front desk in advance of the requested trip according to policy and are limited to space availability.

The transportation schedule and contact numbers are also listed on the resident intranet "MySaratoga".

Parking

All resident vehicles must be registered with SRC. A current list is maintained by the Move-in Coordinator. Residents interested in a parking space may contact the Marketing department for information regarding cost, location and availability.

You shall be entitled to use up to one space if you reside alone or only one of you operates an automobile, and up to two spaces (one covered and one outdoor) if you jointly occupy your unit and each of you operates your own automobile.

The operator(s) of the vehicle(s) must also possess a valid Driver's License. An open-air parking space will be available in designated areas at no extra charge, subject to availability. Recreational vehicle parking will not be available. You may not use your parking space to garage automobile(s) that do not belong to you or are no longer in service. Assigned parking spaces are non-transferable to other residents, and subleasing parking spaces is not permitted.

Residents and their guests should observe all traffic and parking policies and procedures. If you no longer drive, you must notify administration and arrange to have your car removed from the SRC property. You may not retain parking spaces for your family or private duty aides to use when visiting.

Guest Parking

Except when picking up or dropping off residents, guests must park in spots marked "Visitor Parking." This includes a caregiver, personal assistant, interior decorator, contractor, etc. Guest parking is based on availability and may be limited or unavailable during peak times.

Computers and Other Technology

Our Facility Services department are available to assist with the setup of your cable television services during your move to SRC. We do not provide personal computer or cell phone services. Please contact a local provider for help or repairs with these devices.

Valuables

Please make us aware of any loss or disappearance by contacting Resident Services, who can assist the authorities with any investigations. We are not responsible for the loss of any property belonging to you due to your own negligence or carelessness, theft, fire, water damage, or any cause beyond our control.

Dining Services

The Dining Services Department is committed to providing you and your guests with an exceptional dining experience. A variety of services is offered, restaurant-style lunch, restaurant-style dinner and holiday meals.

The Manor dining room and Rebekah room are located on the main floor. Appropriate attire is required at all times. The outdoor patio is available for dinner from spring to fall, depending on weather.

Meal Plan

Dining Meal Points

We offer flexibility in dining options - The Point system offers our residents more flexibility and control over the dining experience.

Dining Plan Month

The dining plan month refers to the time frame for the residents to use their monthly point balance. Point balances are for a full month. balances will re-set on the 1st and some re-set on the 16th.

Three options for monthly point balance:

- Standard Meal Plan (500 points) – included as part of monthly fee
- Lite Meal Plan (400 points) - for a credit of \$50 on your monthly statement
- Plus, Meal Plan (675 points) - for a charge of \$87.50 to your monthly statement
- **All monthly balances are per person.**

Dining Room - Points can be used for the following:

- Individual food items and meals
- Guest Meals (up to four per resident)
- Each resident can charge up to 4 guest meals on their meal plan (during one sitting/meal period). Any remaining guest meals must be charged to their monthly statement. A guest can be anyone—including another resident, a spouse, family, friend, etc.
- Example 1: Mrs. Jones comes to the dining room for dinner with 6 guests. 4 of the 6 guests can go on the meal plan. The remaining 2 guests cannot go on the meal plan and must be charged to Mrs. Jones' monthly statement.
- Example 2: Mr. and Mrs. Smith came to the dining room for dinner with 8 guests. All of the guests can go on their meal plan, as each resident (Mr. and Mrs. Smith) can put 4 guests on each one of their meal plans.
- **The guest policy for residents ordering Take-Out. Each resident can order up to 4 guest meals on the meal plan.**
- Alcohol (wine by the bottle is offered while dining in the Manor/Rebekah/Tavern dining rooms and patio only)
- Holiday Events
- Some Special Dining Events

California Villa Deli Cafe – Points can be used for the following:

- For a single item (e.g., yogurt, a bagel, or a brownie)
- For a full meal
- For take-out
- For guests—another resident, spouse, family, friends (4 guests per resident per meal)
- Leftovers can be taken home

Points cannot be used for:

- Private catering events
- Room service delivery fees

How residents can check their point balance

- “Me Only” page on “MySaratoga” – resident intranet
- Ask a member of the Dining Services staff
- Printed receipts are available at meal service

Dining Hours and Venues

For information on dining venues and hours contact the Front Desk or see the resident intranet.

The following dining service times include holidays unless otherwise announced.

Lunch	11:30am to 1:30pm	open seating	Daily
Dinner	4:30pm to 6:30pm	Reservation only	Daily
Sunday Brunch	11:30am to 1:30pm	open seating	

California Villa Café

The California Villa Café (x7150) is located on the first floor near the main entrance into Building 2000 (Assisted Living). The Café is open Monday through Friday from 11:30am-1:30pm for lunch.

Offerings range from soups, sandwiches and salads. Cold beverages, tea and coffee are also available. The Café also offers a daily lunch special in addition to the items above. Meal points may be used or payment can be made in cash or charged to the resident’s account.

Guest Dining Policy

- Lunch reservations are not required. Dinner reservations can be made 3 days in advance by calling x7140 and using Open Table on the resident intranet site “MySaratoga”.
- All reservations and requested time slots are subject to the capacity of the dining room as determined by the Dining Room Manager.
- Guest meals will be charged to the resident's monthly statement unless otherwise indicated.
- Holiday guest meals will follow the same policy but are at an increased points due to the special quality of these food/beverage offerings

Guests do not include Caregivers and Private Duty Aides, who should make other arrangements for their meals.

Beer and Wine

- SRC has a permit to serve wine and beer with meals
- A variety of wines and beer are available by the glass or bottle
- Residents may bring their own wine to meals. SRC does not have corkage fee
- Wine and beer can be used with your points (**bottles of wine are for indoor dining only-not to go**)
- Liquor lockers are available for rent as a convenience to residents. For pricing, see Optional Services Fee Schedule
- Wine/beer glasses are available in the dining room

Reservations

Reservations can be made by contacting the dining room supervisor (x7140) or by registering on “OpenTable” located on “MySaratoga”. Reservations can be made 3 days in advance only.

Reservation deadlines for special holiday meals will be publicized. Please call the reservation line 24 hours in advance to cancel a reservation; however, a call even at the last minute is requested.

Dinner Seating

- Resident's may be assigned a specific seating time for dinner based upon reservations and availability.
- Residents will be seated as soon a table becomes available.
- Prompt arrival at scheduled time is important.
- Parties dining together will be seated when all are present.
- Cell Phones should be turned off as courtesy to other diners

Menus

Daily Lunch Specials, Daily Dinner Specials, Weekly Menus and Deli specials are located on the resident intranet "MySaratoga" or may be picked up at the Manor dining room desk.

Safety

To promote residents' comfort and safety during meals, residents must adhere to the following guide lines for dining at SRC:

- To allow for a safe and orderly passage through congested areas, diners are asked not to block access to Dining Room passageways by stopping to converse with others in these areas.
- Naturally crowded and busy, these passageways must be kept clear to avoid potential accidents and to allow others to easily serve themselves and pass through to their tables.
- Residents with children as guests in the Manor Dining rooms are responsible for supervising them so that they do not present a hazard to others, for example, by running about. This is essential to protect both children and adult diners from injury.
- Residents using canes need to be very cautious about where they are placed during meals. Canes should not be placed on the floor as they may become a tripping hazard for staff and residents.
- Residents using walkers or wheelchairs should maneuver carefully and seat themselves at tables that minimize impeding of the flow of dining room traffic. When walkers or wheel chairs are not in use, a wait staff or companion should park them in designated adjacent area.

Animals

Animals are not permitted in the Dining Room unless Administration has allowed the presence of a service animal (as defined under state and federal laws) as a reasonable accommodation for a disability. Residents with service animals must be considerate of others in the control and placement of their animals.

Dining Dress Code

All residents and guests are expected to dress appropriately at meal times in the dining venues at SRC. Informal dress is acceptable for all meals. However, shorts higher than one-inch above the knee, cut-offs, tank tops, robes, housecoats, pajamas, slippers, hair curlers, flip-flops and hats are inappropriate in the dining room.

Etiquette

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

Special Diets

Gluten free, vegetarian and vegan items will be identified on the menu when available. For additional special diets needs inquire with Dining Services. As a general rule, meals are prepared by observing the following special diet guidelines:

Little salt is added in the food preparation. If processed vegetables are packed in salt brine, they are washed and drained before being included as a meal ingredient. There may be traces of salt in finished products if ingredients have salt added during processing (i.e., olives, pickles, and corned beef). Fresh fruit is available as a substitute for dessert. Low-sugar or sugar-free desserts suitable for low-sugar diets are available at most meals. Sugar-free ice cream, frozen yogurt, and nondairy ice cream can be ordered from the wait staff.

Room Service

Room Service to apartments are an additional charge. During short-term illness, up to three (3) meals may be ordered with a waived delivery fee. Contact Resident Services (x7200)

Catering Services

Dining services may be available to cater private functions. Planning for the event and cost estimates are done on an individual basis. To schedule an appointment to discuss special catering needs, contact our hospitality manager x7190. Several rooms are available for catered events. These rooms can accommodate groups ranging from 8 to 50 people. Arrangements for special parties should be made at least four (4) weeks in advance.

Comments and Feedback

We welcome your feedback. There is a comment section located on the home page of “MySaratoga” All comments are sent to the appropriate department and are followed up by a Director.

Dining Services Committee

The purpose of the Dining Committee is to provide a forum for dining staff and residents to work together to suggest menu selections and give feedback so that our quality is maintained. Meetings are held monthly and are open to all residents.

Activities

We encourage all residents to take part in our activity programs. A variety of classes and activities are offered to meet all levels of resident needs. Feel free to stop by the Activities Department anytime for questions or additional information.

Activities Programming

The Activities Department plans and manages all activities including classes, lectures, performances, excursions and celebrations; developing the overall direction of the programs aided by resident’s suggestions and performs the hands-on work associated with organizing activities. They also facilitate the logistical details of programs by reserving rooms, creating sign-up sheets, publicizing the activities in resident communication mediums. The Program Manager, along with advisory input from the Day Trips committee, welcome suggestions for activities including classes, lectures, performers, events, and trips. Residents are encouraged to participate in developing a vibrant program that meets the needs of the

community. Residents wishing to establish a new club, teach or coordinate a program should meet with the Activities Director.

Fitness Center

The Fitness Center is located next to the Bocce Ball court and across from the pool. It includes an exercise room (with weights, fitness machines, and other equipment designed for health maintenance and improvement). The hours of operation are posted at the Fitness Center, which is open seven (7) days a week. We strongly recommend that you consult your physician before participating in any activity or using fitness equipment. We also recommend that you do not use the Fitness Center unaccompanied. Please contact the Activities Department for a new resident orientation regarding safe use of the equipment and facilities.

Once you have signed a "Fitness Center Consent and Release of Liability" form, you are welcome to full use of the Fitness Center, its equipment and classes. You are responsible for only using equipment with which you have demonstrated proper use and technique.

Swimming Pool

An indoor, heated pool is located across from the fitness center next to the bocce ball court. Pool hours are 6:00am – 10:00pm each day. At five (5) feet at its deepest point, it is ideal for water aerobics, water walking and lap swimming. Please check with the Activities Director or designee for details regarding water exercise classes. Changing rooms, and rest rooms are provided for your enjoyment. **There is no lifeguard on duty. The swimming pool is not monitored.**

Pool Rules: Residents and guests must abide by the Pool Rules, which are posted at the entrance to the pool.

The following rules also apply:

- All guests under 18 must be accompanied at all times by their parent or guardian.
- Please wear appropriate non-skid and soft-soled shoes to and from the pool area.
- The California Spa and Pool Rules are posted in the pool area. You are expected to abide by them.
- You must shower before entering the pool or spa. We provide soap in all shower rooms.
- Proper swimwear is required: Residents and guests must wear an appropriate covering over their swimsuit, (e.g., a robe) when travelling to and from the swimming pool and appropriate swimwear (e.g., a swimsuit) in the pool itself).
- Please be aware of wet surfaces around the pool and locker room and always use caution.
- You may not use the pool if you have a communicable disease or if you have experienced vomiting or diarrhea in the past two weeks.
- You may not use the pool if you are under the influence of alcohol or drugs.
- No food or drink is allowed in the pool. No glass is allowed in the pool area.

You should not use the pool or spa if you are prone to seizures or heart or circulatory problems.

Location of first aid kit: Swimming Pool Lobby

Location of closest phone for emergency use: on the walls of the pool deck

Guests must be accompanied by a resident, who shall be responsible for the guest's safety and behavior.

Guests may swim during any scheduled Resident swim time.

Programs and Events

We offer a wealth of cultural, social, educational, and recreational opportunities designed to meet the six dimensions of wellness based on your interests. Residents are encouraged to participate in activities at SRC and in the surrounding community. Many of these programs, such as lectures and artist performances, are initiated and developed by residents (sometimes in conjunction with the Activities Department).

A calendar of events and activities will be maintained and posted on the resident intranet “MySaratoga”. This calendar is a great way to keep up with all of the happenings at SRC.

Health Services

Saratoga Retirement Community is a continuing care retirement community (CCRC) offering a wide variety of health care options. Our goal at SRC is to coordinate health services that will enable residents to remain active and healthy. Care and services are tailored to the individual, creating an atmosphere where dignity is respected, privacy is honored, and self-sufficiency is supported and encouraged. SRC’s centralized health program is designed to provide dependable, coordinated health services within a well-equipped, well-staffed, well-managed facility. Nursing care is provided 24 hours a day in a controlled environment within the Health Care Center.

Policies and procedures are developed and implemented according to state and federal regulations. Emphasis is placed on residents' rights; all residents are provided with a *Resident's Bill of Rights* upon admission to the Health Care Center.

Health Care Center Philosophy of Care

The philosophy of the SRC Health Care Center is that each resident will be treated with dignity and respect. The staff recognizes that having choices helps enhance feelings of control and security. Therefore, opportunities are provided for residents to make choices and to live each day at their optimum level—medically, physically, socially, and emotionally.

The Health Care Center environment supports the resident's right to be autonomous and to have meaningful social interaction that promotes quality of life. The ultimate goal of the care is to return each resident to the least restrictive lifestyle possible.

Any admission to the Health Care Center, either temporary or long-term, must be accompanied by physician’s order. Long-term residency in the Health Care Center is determined according to the *Criteria for Evaluation of Residents for Proper Housing and Medical Placement*.

Health Care Center Services

The following is a summary of the services provided by the Health Care Center:

- Pre-admission Health Reviews for prospective Health Care Center residents
- Maintenance of relevant Medical Emergency Information for residents
- Licensed nurses available for health evaluation and physician referral. Health evaluation involves a general assessment (i.e., blood pressure, temperature, pulse, and respiration)
- Transportation arrangements for routine medical and dental appointments
- Physical Therapy, Occupational Therapy, and Speech Therapy
- Interdisciplinary team approach: Discharge Planning, Dietic Services & Menu Planning

Health Care Documents

We request copies of the following documents to maintain in our files. Please see the Resident Services Coordinator to obtain blank forms.

Advance Directive/POLST Form – An Advanced Directive and/or POLST form allows the resident to provide advance instructions regarding his/her medical care in the event the resident becomes unable to make those decisions. It is important that each resident have this document on file.

Living Will and Durable Power of Attorney for Health Care – We strongly encourage residents to consider executing a *Living Will and a Durable Power of Attorney for Health Care*. Residents are encouraged to contact an attorney (at their own expense) for legal advice.

- **Forms Required by RCFE Regulations**
 - Resident Appraisal Form (LIC 603A)
 - Physician's Report (LIC 602) upon move-in and after any change of condition.
 - Emergency Medical Information Form, including information on self-administration of medications

Private Duty Aides (PDAs)

We do not provide personal care and support services in Independent Living. Private duty aides are companions, and other individuals employed by a resident to provide a variety of services. You may arrange for outside PDA services in your apartment or cottage, provided that you and your PDA comply with the *PDA Policy*. Private duty aides may not provide services to residents at SRC unless all of our policy requirements have been met. For a copy of this policy and details about what is needed to get started, please contact Resident Services. (x7200)

Outpatient Therapy

Outpatient therapy services are provided at SRC in the AL building #2000. Services include physical, occupational, and speech therapies. Services must be ordered by a physician and scheduled in advance. Please contact Resident Services. (x7200)

Assisted Living

If you need assistance with activities of daily living such as bathing, dressing, and medication management, these services are available to residents that reside in California Villa Assisted Living.

Memory Support Services

SRC offers memory support for residents with Dementia or other cognitive conditions and is located in the California Living Assisted building.

Criteria for Transfer to a Higher Level of Care

In accordance with applicable laws and regulations and your admission agreement, we have the right to transfer you to a higher level of care or outside facility under certain circumstances, including when it has been determined that we cannot appropriately meet your needs. In that event, a transfer to Assisted Living, the Health Care Center, or an outside facility may be in your best interest.

We shall determine—based on a recommendation by the Transfer Committee and in consultation with you, your family, guardian, or physician and health services staff—if a transfer is appropriate and whether it is temporary or permanent. Consideration will be given to each resident's individual situation when determining how and where a resident's needs are best met. If it is determined that a move to a higher level of care or an outside facility is necessary, the staff will facilitate a smooth adjustment to the new living environment as possible.

According to CA Health and Safety Code, SRC may also transfer you if you become non-ambulatory, if you are unable to leave your unit without the assistance of another person during an emergency and your unit is not approved by the State Fire Marshal for use by non-ambulatory residents (that is, residents who depend on mechanical aids such as crutches, walkers or wheelchairs, and residents who are unable, or likely to be unable, to respond physically or mentally to oral instructions relating to a fire danger). For a more in-depth description of the Criteria for Evaluation of Residents for Transfer & Proper Housing and Medical Placement, please speak with the Resident Services Coordinator and/or Executive Director.

End of Life Option Act ("EOLOA")

The End-of-Life Option Act authorizes adults who meet certain qualifications, and who have been determined by their attending physician to be suffering from a terminal disease, to make a request for a drug prescribed pursuant to certain requirements set forth by statute for the purpose of ending their life. Residents may exercise their rights under EOLOA at SRC. Inquiries from residents about obtaining a drug for the purpose of ending their life should be directed to their physician.

General Safety Information

Saratoga Retirement Community is equipped with a fire alarm system, emergency call system, access control, cameras, and campus security.

Emergency Preparedness – “Red Folder”

Residents should receive a red folder “Emergency Preparedness” upon move-in. 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. All documents that are located in the folder can also be found on the resident intranet “MySaratoga” under the tab “Services” – Emergency Preparedness.

Emergency Response System

Resident Emergencies

In case of a medical emergency, please dial 911. Residents can also call for help using our Wireless Call System. The system is activated by pressing a button on a pendant carried on the resident's person or by pressing a call button located in the bathroom.

What happens when you push Your Pendant?

If you have a 911 emergency, you should immediately push your pendant. The alarm will be activated by our Wireless Nurse Call system and your name and apartment number will come up on a computer screen that is located at the front desk in Assisted Living.

The front desk will call you to see if in fact you are experiencing an emergency or just hit your pendant by mistake on the kitchen counter. If we reach you by phone, you will be asked what your symptoms are. We ask as many questions as possible since we are asked questions as well by the 911 operator. How old

is this person, are they bleeding, did they fall, did they hit their head etc. If we do not reach you, we automatically call 911. Facilities or Security will be radioed to go to the entrance of the campus to direct the trucks to your apartment. In the meantime, during work hours, staff will be contacted to pick up your emergency paperwork and meet the 911 team. If it is after normal business hours, security will have your emergency paperwork. Your emergency contact person will be notified by the front desk if you have gone out by 911 and to what hospital.

If you push your pendant and not in your apartment; the screen will give us the vicinity of an area that **you are close to – it does not give an exact location.** While the front desk is calling your apartment, just as a double check and also your roommate might know of the exact location where you are; a team has been dispatched to cover all of the areas indicated by the pendant.

The IL pendants are tested every 3 months to ensure they are working properly and to replace any batteries if needed at that time. You may also check your pendant at any time by calling the front desk and asking to test your pendant.

Daily Check-In

We require all Independent Living Residents to check in daily by simply pushing the Black Reset button one (1) time on check-in button that is located in each bathroom. Please check in between the hours of 5:00am and 10:00am. If you fail to check in, the Front Desk will call your apartment to check on you.

If you do not answer the call from the Front Desk, Facility Services will be notified to check your apartment. This is a safety procedure for all residents.

If you plan to be away from SRC, please notify the Front Desk by dialing “0” from your SRC phone or 408-741-7100. An “Away Form” can also be found on the resident intranet “MySaratoga”. However, you must call the front desk.

Emergency Intervention for Visitors

In the event a visitor at SRC has a life-threatening emergency, please call 911 directly.

Fire Safety

Equipment:

Smoke Detectors

Smoke Detectors are located on the ceiling in the living room and bedroom areas of each residence. If activated, this alarm will alert residents in the apartment and will send an alarm signal to the California Villa reception desk and to our monitoring company. If the alarm is activated due to known, minor cause (i.e., burnt toast), please alert staff by dialing “0” or 408-741-7100.

Please evacuate the apartment immediately if there is heavy smoke, and activate the nearest Pull-Station in the public hallway by pulling down the handle as indicated on the Pull-Station.

Please call the Front Desk by dialing (0) if smoke alarm is activated but no smoke is present. Staff will respond and appropriate action will be taken.

At no time should the apartment home smoke detector be disabled. If a Resident has any problems with their apartment smoke detector, please contact Facility Services.

Sprinklers

Sprinklers are located on the ceiling in each apartment, corridor, and common space. Fire sprinklers are designed to activate with the heat generated from a fire and to 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 Alarm Pull Station

Pull stations are the red boxes that are located in the corridors by the exits of each building. Pull stations provide manual activation of the fire alarm system. If a resident sees a fire or smells smoke, day or night, activate the pull station immediately. To operate the pull station, simply pull down the handle as instructed on the box.

Fire Horns/Strobe Lights

Fire Horns and strobe lights provide notification that the building fire alarm has been activated. Remain calm and remain in your apartment or cottage (unless that is the origin of the fire). If an evacuation is necessary, staff will alert residents. Do not call the California Villa Reception Desk, as this will overload the staff with numerous calls hampering efforts by staff to respond quickly and effectively to the emergency.

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.

Inspections, Drills, and Testing

Inspection and testing of the fire alarm system, including each alarm device, will be conducted on an annual basis. We also conduct routine fire and earthquake drills to practice emergency procedures for your protection.

SRC is designed to meet current applicable fire prevention code standards. Smoke detectors and alarms are tested regularly as required by the state.

In the Event of Fire or Smoke Alarm:

If an alarm sounds, please avoid calls to Front Desk, this may tie up critical phone lines. If your smoke alarm goes off in your apartment *and there is no fire*, refrain from opening your **front** door to air out the apartment. Doing so may activate the general building fire alarm. Instead, open your patio slider door and any other windows to vent smoke out of the apartment and away from the interior of the building.

In the case of an actual fire alarm, the Fire Department will arrive to put out the fire and investigate the cause of the alarm.

If the fire alarm goes off, **shelter in place** and wait for further instructions. If your electricity is out, you will be informed of what to do by SRC staff or the Fire Department.

Fire Prevention Practices:

- Smoking is **not** allowed inside the building, including inside your apartment, or in outdoor common areas
- Never barricade yourself in your apartment
- Keep flammable items away from heat sources, such as your stove, toaster or heater
- Please **do not** burn candles in your apartment. Doing so puts you and your neighbors at risk!
- Do not leave pots and pans cooking on the stove if you leave your apartment
- Make sure all stove controls are in the “off” position when not in use
- Do not overload electrical outlets. There should be no more than two plugs or two small appliances per outlet
- Do not dry your clothes in your microwave or use your microwave for storage
- Do not use your stove as a method of heating your apartment or for storage
- Do not place items other than cookware on your stove top
- Have frayed or old electrical cords replaced. Electrical appliances should be UL approved
- Know the location of the closest emergency exit near your apartment. Study the emergency exit plan that is posted in the hallway near the elevator
- Know where to find alarm pull-boxes in the main building, and emergency pull cords in your apartment

If You Discover Fire or Smoke:

Remain calm. Do NOT shout “Fire.”

Evacuate the area (apartment or common area) and pull the fire alarm in your immediate area.

If possible, call the Front Desk (408-741-7100 or dial 0). Give the person at the Front Desk your name and the location of the fire or smoke. Do not hang up until the Front Desk operator instructs you to do so.

Fighting a fire should be done by professionals. Do not attempt to put out a fire yourself.

The safest place is in your apartment unless the fire is there. If so, move to safety behind the nearest fire door away from the fire or out the nearest fire exit (*see escape plan for your floor located near the floor elevators*).

- Walk quickly, but do not run, to the nearest fire exit
- Touch any door and feel for heat before opening it. Never open a hot door
- If you decide to open a door, stand on the hinged side of the door and open it slowly to avoid being hit by a blast of hot air should there be flames on the other side
- If you are trapped, keep low to the floor to avoid smoke and wait for the Fire Department. The apartment entrance door is designed to hold back flames for one hour. Be sure to close windows and turn off any fans

NEVER use the elevator in the event of a fire! An elevator shaft will serve as a chimney for smoke. In the event of a fire, a general alarm will sound and elevators will automatically go to the ground floor and will not be available for use until released by the Fire Department.

Kitchen Safety

The kitchen in your apartment is a potential danger zone for fire. We caution you to be careful when cooking in the kitchen. We ask residents to adhere to the following safety guidelines:

- If you leave the kitchen while you are cooking, burners should be turned off. Most kitchen fires occur because food is left unattended on the stovetop
- Residents find it helpful to take a potholder or cooking spoon with them when they leave the

kitchen to remind themselves that there is work to be finished there

- Never cook with loose, dangling sleeves. Robes and other loose-fitting garments can ignite easily
- Grease from cooking surfaces should be cleaned regularly so that it does not accumulate and provide fuel for a fire. Small pans should not be used on large burners as the coils are then exposed around the pan causing a fire hazard
- Oils should be heated gradually to avoid spattering
- Panhandles should be turned toward the side of the range
- Take special care if there are small children visiting. Turn off the burner before removing the pot
- If fire breaks out in a pan while cooking, a lid should be put on the pan
- Keep baking soda handy for small fires. Flour should never be used on a fire, it explodes. Water should never be used on a grease fire; it causes a grease fire to spread
- If a small fire cannot be extinguished immediately, leave your apartment and pull the fire alarm

Electrical Appliances

Electrical cords should be inspected regularly to make sure they are not frayed or have exposed wires. If using a surge protecting outlet strip, avoid plugging appliances such as toasters, vacuums, blow dryers, and any other high wattage appliances.

Trash

Trash can be a serious fire hazard, particularly if it contains flammable materials such as oil, gas, kerosene, cleaning fluids, etc. All flammable trash, such as newspapers and magazines, must be disposed of in your trash or recycling containers before their accumulation presents a hazard. Do not store trash or flammables in the oven.

Disaster Plan

Major weather conditions that result in flooding, winds, etc., are generally accompanied by sufficient warning via radio or television. You should prepare for these events by having adequate food, medication, and working flashlights in your apartment.

Communication concerning major disasters will be done via SRC staff, the One Call Now system and/or emergency services personnel. In the event of an emergency, you are asked to remain in or return to your apartment (if possible) to wait for instructions. This will assist emergency teams in quickly accounting for you.

If you have medical-related equipment that depends on electricity, you are responsible for obtaining auxiliary power sources. *Oxygen tanks do not rely on electricity to operate.*

Emergency Preparedness

There is common agreement that everyone should have a personal survival plan in the event of an emergency, whether it be earthquake, fire or other disaster. Information regarding your preparation for an emergency can be found in your "Red Emergency Preparedness" folder. If you need a replacement, please contact the Marketing (x7193)

KEEP EMERGENCY SUPPLIES HANDY- you should have a working flashlight in addition to a light source plugged into the electrical socket that will provide a light source if the power goes off, extra batteries, drinking water, dehydrated food or snacks, 3–5-day supply of medication and hard-soled shoes that are

close to your bed (most of earthquake injuries are caused by bare feet stepping on broken glass).

STAY CALM AND SHELTER IN PLACE- unlock your door, but stay in your apartment if it is safe to do so. We are a shelter in place building.

DO NOT USE YOUR PHONE AND REFRAIN FROM CALLING THE FRONT DESK. The receptionist will be busy coordinating emergency efforts and extra calls are not helpful. You can text message your family that you are okay but avoid jamming phone lines.

DO NOT USE AN ELEVATOR IN ANY EMERGENCY. Use the stairwells. If you are unable to walk down the stairs, remain in the area of rescue in the stairwell until help arrives.

ONE CALL NOW- when the problem has been diagnosed and there is clarity about our next step, residents will be notified via their phones through our ONE CALL NOW system. "One Call Now" messaging will start (landlines & Cell phones) delivering the message while your voice mail message is still running, so try to have a short receiving message

Fire within the Resident's Apartment or Cottage

- REMAIN CALM
- Immediately EVACUATE from the apartment or cottage
- Close the door to the apartment
- DO NOT take time to assemble personal belongings
- ACTIVATE the building fire alarm system using the FIRE ALARM PULL BOXES located next to the exits in the corridor
- DO NOT use the elevators to exit the building

Medical Emergencies

A medical emergency may be considered as a health care issue or concern which you deem to be significant enough to require immediate medical attention or intervention.

In the event of a medical emergency, always call 911 first if possible. You do not have to dial "8" and then 911. When 911 is called from any landline at SRC, staff is automatically notified.

If you use a cell phone, please also notify staff by calling or using the emergency call system. SRC does not have urgent care capabilities on site. Please do not go to the Health Center if you are experiencing an emergency.

In the event that a resident is transported to a local hospital for treatment, staff will attempt to contact the party listed on file as the residents' emergency contact.

In an emergency, the responding outside emergency medical personnel will make all acute-care decisions and arrange to transport you to the nearest and most appropriate care setting.

Emergency Call System

Apartments are equipped with an emergency alert button in the bathrooms, designed to alert staff to an emergency 24 hours a day. Residents are also provided a pendant alarm device.

One Call Now

We subscribe to a group messaging service called “**One Call Now**” that will allow us to deliver information and provide timely updates to our residents via phone call; Landline and Wireless. “One Call Now” enhances our current communication and makes sure that our residents are kept in the loop in a timely and effective way.

We will be able to use the service for a variety of communications:

- Notify residents of scheduled maintenance activities
- Notify residents of service interruptions or outages
- Send emergency announcements/Issue weather alerts

Please understand while this is an excellent way of communicating, however it is **not ever going to reach 100% of phone numbers**. The average is approximately 90%-93%. What are the reasons why you may not receive the phone call?

- Your phone line is busy
- Voice mail is full
- You unknowingly opted out
- There is excessive noise on your line
- You are one of the 7-10% that it will not reach
- **You could possibly receive a cell phone call and not a landline or vice a versa.**

It is highly recommended that all residents have both their landline and mobile numbers listed in our database.

LIST OF ASSEMBLY AREA

Assembly Area #1

Manor Building and Lower West Cottages

Cottages# 6102, 6104, 6106, 6108, 6110, 6112, 6114, 6116

Assembly Area#2

Assisted Living and Memory Care

North Side of the Assisted Living Building

Assembly Area #3

A. 5000 Building -Fitness Center Yard

B. 4000 Building - Bocce Ball Court

C. West Cottages- Putting Green

Cottages # 6118, 6120, 6122, 6124, 6126, 6128, 6130

Assembly Area#4

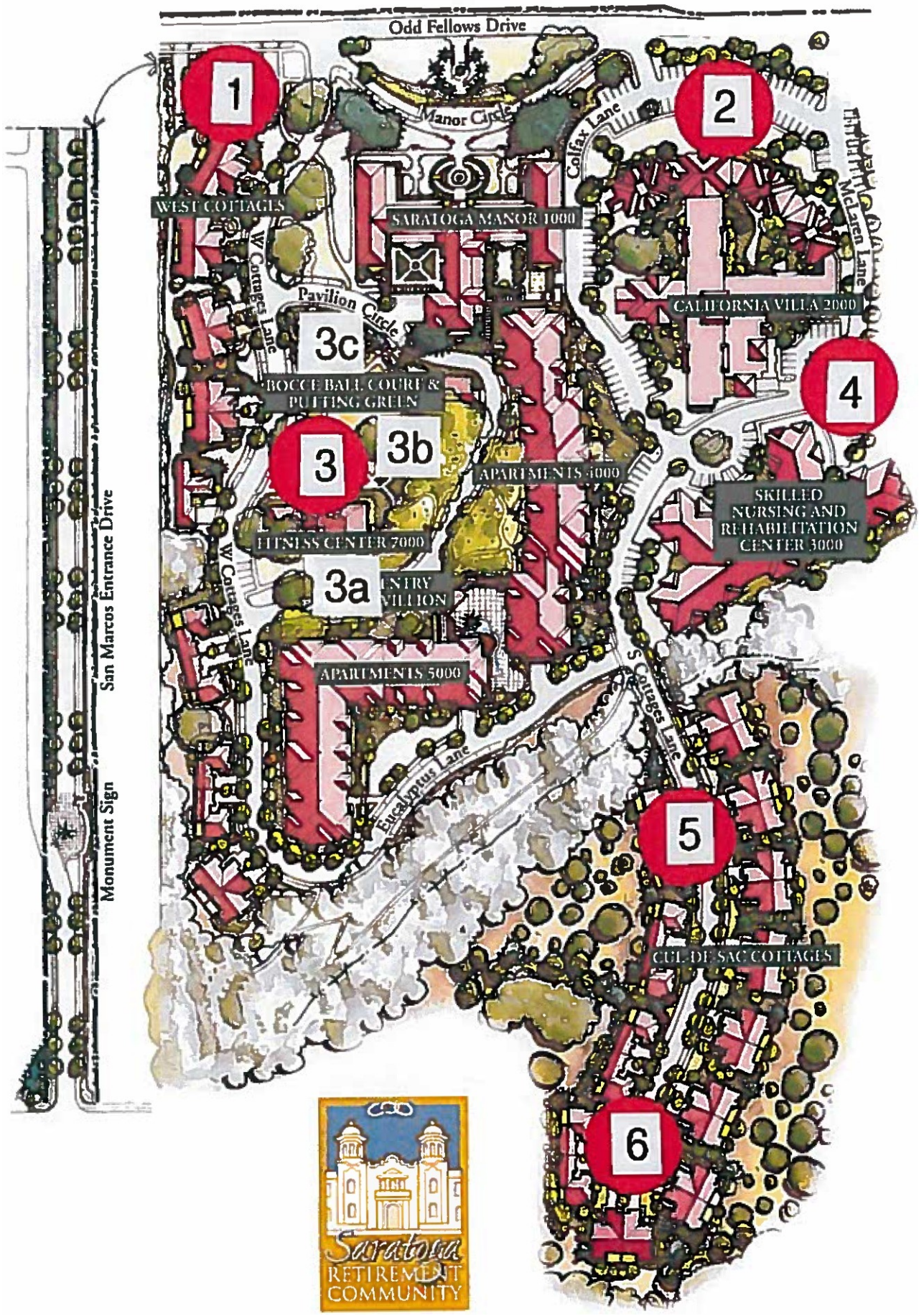
Health Care Center and South Side of Assisted Living

Assembly Area #5 (driveway 6132 & 6134)

Lower end of the Cul-de-Sac

Assembly Area #6

Upper Cul-de-Sac Area



General Information

The Front Desk can provide general assistance and answers to your questions. Dial (0) from your apartment or cottage or 408-741-7100 from an outside line. You can also contact Resident Services x7800.

Absences from Saratoga Retirement Community

Residents must inform the Front Desk if they will be leaving SRC for any period of time, even if it is only overnight. We also encourage residents to ensure their emergency contact information is up to date. 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. In order to constitute a consecutive absence of more than 15 days, the resident cannot return to SRC at any time during the absence, including for one meal or one overnight stay. The credit amount will be determined by Odd Fellows in its sole discretion. You may receive a credit toward no more than 6 months' Monthly Fees in any 12-month period.

Fifteen (15) days' advance notice of absence is required in order to qualify for credit. Please obtain an "Away Form" from the Business Office or "MySaratoga" and return the completed form to the Manor Front Desk prior to departure.

Billing

Your monthly statement is delivered to your in-house mailbox (cubby box) on or before the 5th day of each month. 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 and accrued interest on the delinquent amount. A fee will be assessed for returned checks. Disputes regarding 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 Front Desk
- Drop Off box located in the Pavilion building in the mail room
- Drop Off box located in the Manor lobby next to the Manor desk

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 *Feedback Form*, which can be found online on the Resident Intranet in the *Forms* area or from Human Resources.

The relationship between residents and staff should remain professional at all times. Employees must not be delayed or deterred by residents in the performance of their duties. The supervision of employees comes from our supervisors and not from residents. Any complaints about employees or requests for special assistance must be made to the appropriate supervisor or to Administration.

When residents sign their Residence and Care or Residence and Services Agreements, they agree not to solicit employees to resign from SRC to work for them without written consent from Administration. Any former employee wishing to visit SRC 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 Employees 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 SRC.

Flyers and Posters

All flyers, posters, and memos displayed on SRC's bulletin boards or placed in in-house mailboxes must be submitted to the Manor Front Desk for review and approval by Administration prior to distribution and/or display. Unapproved flyers and posters will be immediately removed.

Liability 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.

Solicitation

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.

Smoking

SRC is a non-smoking community. All forms of smoking are prohibited, including e-cigarettes, vaping, and marijuana (recreational and medical). Smoking is not allowed anywhere on the Meadows grounds (except in specifically designated areas). Smoking is not allowed inside apartments, guest rooms, patios and common use outdoor spaces. Guests must abide by the SRC non-smoking policy.

Suggestions and Problem Solving (Resident's Communications Policy)

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

When a Resident has a concern or suggestion, the goal of this process is to try to resolve the issue with the staff closest to the operations first - that being the Department Directors and EDs at the community. However, if there is a resident matter that has policy implications, the resident can ask the Resident Council to get involved by working with the Resident Services Board Committee.

- **Step 1 - Resident should raise the issue to Management:** Initially, the Resident will notify their community's Department Director whose department is responsible for the issue of concern. If it is not resolved at that level, the Director or the Resident may escalate it to the ED.
- **Step 2 - Resident can ask Resident Council for support:** If the issue is not resolved to the Resident's satisfaction after working through Management, then the Resident should appeal to the Resident Council for support in the resolution. The Resident Council will either take a position to raise the issue, as a matter of policy to be reviewed, or not take any action. For those issues not raised by the Resident Council, the issue is considered closed.
- **Step 3 - Resident Council meets with Management with their policy recommendation:** If in Step 2, the Resident Council decides to raise the policy issue, their recommendation should be presented to Management to determine whether it can be resolved there. If Management wishes to approve the recommendation, they will recommend to the Resident Services Committee a policy change. The Resident Services Committee will then consider the request and make their recommendation to the Board of Directors for approval. If Management declines the Resident Council recommendation, the Resident Council would need to determine whether to proceed to Step 4.

- **Step 4 - If appropriate, Resident Services Committee & Board Considers**

Request: The Resident Council's request to the Board should be presented to the Resident Services Committee, with assistance from the Resident board member to make certain it has gone through the proper channels before presenting it to the Resident Services Committee. Any action to be taken on such resident-initiated requests will be reviewed by the Board prior to finalizing a response to the resident and Resident Council. This step is required to understand the operational implications and related financial impacts, if any.

Note that any Resident-specific request of a confidential nature may be raised directly to the Board of Directors, through the Resident Services Board Committee, after attempt at resolution through Management.

Courtesy

We understand that residents may have concerns, complaints or disagreements with us, other residents, guests, or staff members. Nonetheless, we expect residents and their guests to be courteous and civil towards fellow residents, guests and staff and to respect the privacy of residents and their right to live peaceably in their homes.

Differences of opinion shall be expressed cordially, with courtesy and respect, and in a productive and collegial spirit. Conduct by residents or guests that constitutes a disturbance to residents' peaceful enjoyment at SRC or impairs our ability to reasonably manage SRC is prohibited, including the following:

- Insults, ridicule, disparagement, defamation
- False claims, exaggerated and unsubstantiated allegations
- Threats to harm another, intimidation
- Malicious gossip
- Harassment or discrimination because of physical or mental disability, medical condition, sex, race, color, religion, national origin, marital status, or registered domestic partner status
- Bullying, abuse, or harassment, on the basis of actual or perceived sexual orientation, gender identity, gender expression, or HIV status, or based on association with another individual on account of that individual's actual or perceived sexual orientation, gender identity, gender expression, or HIV status
- Delaying, deterring or otherwise interfering with the ability of staff to carry out their duties
- Verbal abuse, shouting, yelling, angry outbursts, epithets, derogatory jokes, comments or slurs
- Conduct adversely affecting the health or safety of any person

Resident Referrals

Residents can earn a referral credit by referring prospective residents to SRC. The credit will be applied on the resident's monthly statement. Residents are encouraged to contact the Marketing office for more information about this program.

Tours of Saratoga Retirement Community

A representative from the Marketing Department will be happy to conduct tours of SRC. These tours are designed for guests of residents or prospective residents and are conducted by appointment. Please contact the Marketing Department to have a marketing brochure mailed out to a family member or friend.

Residents' Council 2024-2025

Position	Name	Telephone#	Email
President	Anne Cummins	408-828-9033	akwcummins@gmail.com
Vice President	Tom Austin -Temp	X7228	tomaustin726@gmail.com
Secretary	Ray Sullivan	x7261	grsullivan1019@gmail.com
Treasurer	Bill Monroe	x7546	bill.monroe7@icloud.com
Councilor	Marilyn Manies	x7553	marilynmanies@gmail.com
Scribe	Jeanne Redig	x7448	redigjeanne@gmail.com
RC Members	Dick Caputo	x7610	rpcaputo@aol.com
	Jan Panell	x7607	jannekep123@yahoo.com
Rep-OFHC	Betsy Carroll	x7525	mary.carroll@sjsu.edu

“My Saratoga” Resident Intranet

This site has been designed to be user friendly, informative and available on all of your different devices, iPads, PC's, Mobile and Apple computers. You will find information regarding a number of topics and different services, i.e. Transportation, Resident Services, Recreation Activities, Resident Council, Dining, Maintenance and many others. One simple click and you can view your daily menus for lunch and dinner. One simple click and you are able to view the monthly calendar and events of the week or view campus announcements. So where do you find this new intranet?

<https://src.prsresident.org>

Do not use google search, you must enter this URL into your internet browser. In the upper right hand corner – you will need to log in for the first time.

User: this is your first initial and last name – lower case. Example: Candace Hamilton would be chamilton

Password: Your password for the first time only will be **welcome**. You will then be prompted to set up your own password. Please make sure you write it down in a safe place as no one else will have access to your password. When setting up your new password: it must be **12 characters; one upper case, one lower case and one number**. You should always every couple of months log out and back so that your content is consistently being refreshed.

Any information that you would like to view, only requires you to click on the icon. Please note that you must close the page after viewing in order to open other documents, especially if you are using an iPad.

There are different tabs at the top: Home, Dining, Services, Library, Directories, Calendars, About Us. By clicking on **Services** – there will be separate categories listed by individual tabs: Transportation, Maintenance, Resident Services, Recreation Services and Emergency Preparedness.

SRC- IL Resident Status Report

Optional Service Charge

April 1st, 2024 – March 31,
2025

Name: _____
Spouse: _____

Date: _____
Unit#: _____
Ph#: _____

Monthly Service(s)	Charge	Start Date
Plus Meal Plan (+175 points monthly, 675 total balance)	\$87.50/month	
Lite Meal Plan (-100 points monthly , 400 total balance)	-\$50.00/month *CREDIT	
Bottle Locker	\$70.00/year	
Garage	\$60.00/month	
Electric Car Charging Station	\$75.00/month	
Individual Services	Charge	Start Date
Away Credits	Contact business office	
Transfer Fee		
From one residential living apartment to another apartment	\$7,500/per apartment	
Pet Fee	\$500.00	
Housekeeping & Laundry Services		
Laundry bag replacement	\$20.00	
Personal laundry (standard load)	\$35.00/load	
Housekeeping service (One Hour Minimum)	\$50.00/hour	
Maintenance Services		
Maintenance services (One Hour Minimum)	\$50.00/hour	
Technology Services (One Hour Minimum)	\$35.00/hour	
Garage door opener replacement	\$45.00 each	
Key duplication	\$15.00/each	
Name tag replacement	\$12.00/each	QTY:
Access Electronic Key replacement (FOB)	\$30.00/each	
Guardian Pendant replacement	\$150.00/each	
Upgrade to Pendant Wrist Band	\$20.00/per pendant	
Transportation – Bus Trips (outside of scheduled transportation)	\$30.00/per person/one way	

Resident Signature: _____

Date: _____

Staff Use Only

Date: _____

Staff Signature

ODD FELLOWS HOME of CALIFORNIA dba Saratoga Retirement Community,
a California nonprofit corporation:

RESIDENT(S):

Apartment #