



Assisted Living at The Woodlands

Client Handbook

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Access to Apartments

Our staff may enter your apartment at reasonable times and for reasonable purposes, including inspection, maintenance and other services described in this handbook. Every effort will be made to notify you that an employee will enter or has entered your apartment for non-routine events.

Accidents - Residents

Accidents or incidents that occur on our campus should be directed to our Wellness Nurse for assistance.

Attire

The Woodlands is your home and we want you to be comfortable. Our everyday dress is casual but there may be occasions when you wish to dress up. We request that sleepwear not be worn to the dining room or common areas. For your safety and health, we ask you to please wear appropriate footwear outside your apartment.

Banking

The Cantata bus stops at banks in the local area on scheduled trips. We also offer check cashing on campus every other Tuesday from 10:00 a.m. to 11:00 a.m. Dates will be listed on the life enrichment calendar.

Beauty/Barber Shop

An independently operated salon located at The Woodlands offers hair and cosmetic services to men and women. The Woodlands has no liability or responsibility for the acts or omissions of the operator. You can make your appointments directly with the salon during business hours. The number is **(708) 485-2520** or ext. **5412** and hours are posted on the door.

Calendar of Events

The Life Enrichment Director publishes a monthly life enrichment calendar that highlights the many planned events, activities, and outings. You can also find a posted life enrichment calendar in the front lobby. Extra copies of the calendar are available at the Client Service Desk.

Cleaning Schedule

Weekly cleaning is scheduled by the Housekeeping Manager for each apartment. Clients are notified in advance when their apartments are to be cleaned. Apartment cleaning will only be conducted when you are present in your apartment, unless you sign a waiver permitting housekeeping to enter your apartment for cleaning in your absence.

Dining Services

We provide dining services seven days a week year round. Our dining schedule is as follows:

Breakfast is from 7:00 a.m. – 9:00 a.m.

Lunch is from 11:00 a.m. – 1:00 p.m.

Dinner is from 4:30 p.m. – 6:00 p.m.

If you are ill or unable to come to the dining room and you need your meal delivered to your room, call the **Wellness Nurse** at extension **6300** or **(708) 485-2295**, if calling from outside The Woodlands. We will be happy to provide tray service to you free of charge for the first three days of your illness. After three days, we require a Physician's Statement of Need to continue, and we will charge a tray service fee, which will appear on your monthly statement.

Electric Wheelchair or Cart

If you desire to operate an electric motor-driven wheelchair or cart during your residency at The Woodlands, you are responsible for...

your operation of this vehicle. Any damage or injury you cause while operating this vehicle will be your sole responsibility.

the maintenance and upkeep of your vehicle to ensure it can be operated safely. The community is not responsible for any theft or damage to your vehicle, unless such theft or damage is a result of the community's negligence or willful misconduct.

If you fail to comply with these terms, we have the right to prohibit your further operation of the vehicle at The Woodlands. You agree to indemnify and defend Cantata Adult Life Services against any and all claims and liabilities resulting from your use of the vehicle, except for claims or liabilities resulting from the negligence or willful misconduct of Cantata.

Emergency Assistance

An emergency call system pendant or wrist bracelet is yours to wear so that if you fall, have chest pain, or are unable to call the Wellness Nurse directly for help, someone will assist you. Please use this system for emergencies only.

We also have emergency pull cords available in your apartment bathroom for your use. As with the emergency call system pendant, this should be used only for emergencies. We strongly recommend wearing the bracelet or pendant.

When you move out, you will return all pendants assigned to you. If any pendant is lost or damaged, you will be charged \$200.00 to replace it.

Emergency Information

You will have a plastic packet on the inside of your kitchenette cabinet door (upper left) to keep your emergency information such as: medications, name of hospital and doctor, and advance directives. We will fill out an emergency information form for you when you move in to put in the plastic packet.

Financial Responsibilities

Business Office: All payments for the Woodlands may be made at The Woodlands Client Service Desk or sent to the business office, by check and made out to Cantata Adult Life Services. Checks will be accepted at the desk 9:00 a.m. to 4:00 p.m. Monday through Friday.

Initial Monthly Service Fees: The initial monthly service fee will be assessed from the date assigned for occupancy on a pro-rated basis.

Returned Checks: Checks written to Cantata Adult Life Services that are returned for insufficient funds will incur a fee of \$25.00 for each occurrence.

Fire Drills

For the safety of all clients, fire drills are held on a monthly basis. You will be required to participate by moving from one area of the community to another or by exiting the building altogether. Woodlands staff will provide you with the details. Please cooperate completely with their requests.

Fitness Center

Our focus is on wellness, and you are encouraged to join our exercise classes and/or use the exercise equipment in our fitness center. The number for the Cantata Fitness Center is extension 5227.

Garbage

Garbage Collection: Your Resident Assistant will ensure that refuse, including newspapers, bottles and cans, are **properly bagged and tied** and placed in the garbage chute. If you put garbage down the chute please have it wrapped and tied.

Disposal of Hazardous Wastes: Any resident using syringes, lancets, materials containing blood, etc. are to use the following precautions when disposing of hazardous materials:

Syringes must be disposed of in a separate, covered container.

Lancets and used alcohol swabs are also to be disposed of in this manner.

Materials containing blood are to be red bagged and disposed of in the hazardous waste containers.

All containers and red bags are to be placed into the hazardous waste boxes located in the utility rooms on your floor.

Contact the Wellness Nurse for specific directions. Appropriate containers are available through the Wellness Nurse.

Grievance Procedures

The Woodlands Manager, whose extension is 5402, will handle grievances and complaints promptly. If you feel that your concern has not been appropriately handled, please contact the **Chief Executive Officer**.

Guest Services

You and your guests are welcome to enjoy the many amenities offered here. Guests can purchase meal tickets, as well as special occasion brunches and dinner tickets at the Client Service Desk. You can invite friends or family to any of our activities. Occasionally a minimal fee to attend outside events is required.

We will always be happy to assist you with “special occasion” arrangements with reasonable notice. Our Oak or Maple room may be requested. Please contact our **Director of Life Enrichment** at extension 5240 to inquire about reservation information.

Guests are always welcome, but in order to maintain a safe and friendly environment, we reserve the right to ask any guest to leave if they do not abide by community rules. During the evening hours, we lock all the doors of the building. Please instruct your after-hours visitors that after 5:00 p.m. the front door will be locked. Use the button and wait for personnel to open the door. Children are always welcome, but should be under supervision when in the common areas and should always respect the privacy of your neighbors.

Overnight guests are welcome in your apartment for periods up to 14 days free of charge except for meals. Should the stay need to be extended, please contact The **Woodlands Manager** at extension 5402 to discuss

associated charges. Also, please register all overnight guests with the Client Service Desk.

Health Records

We maintain a separate health record on each of our clients, which may contain medical and other personal information. All your information and records are confidential and we will not release them without your written consent or the consent of your legal representative. However, our state-licensing agency has the authority to examine these records as a part of their evaluation of The Woodlands.

You also have the right to review your records, or authorize your representative or family members to review them.

Heating and Air Conditioning

Each apartment has its own heating and air conditioning unit. You can regulate the temperature yourself. In the studio and one bedroom the thermostat is located in the living room and in the two-bedroom the thermostat is located in one of the bedrooms and there is also a unit in the living room that you can control right from the unit. If you need assistance you may ask your Resident Assistant anytime.

Housekeeping

Our staff will clean your apartment each week, which includes dusting, vacuuming, bed linen and bath towel changes, emptying trash, and sanitizing your bathroom and kitchenette. However, we have instructed our staff members not to handle your breakable possessions. Please prepare your shelves, tables, or counters for cleaning by removing these items. Otherwise, we will clean around them.

If more frequent housekeeping is desired, contact the **Woodlands Manager** at ext. 5402 for details and costs.

Keys

One key will be issued to each resident at the time of move-in. Should your key be lost or misplaced there will be a charge of \$25.00 for a new key. When you move out, all keys will be returned to the community. If they are not returned, you will be charged \$25.00 for each key on your final billing.

Laundry

Washers and dryers are available to you free of charge in the resident laundry room on each floor from 10:00 a.m. – 7:00 p.m. In the event you choose to wash your own personal clothing in the resident laundry machines, the community will not be responsible for any damage or loss. Otherwise, the Resident Assistant will do a weekly laundering of linens and one load of personal clothes.

Mail

The Woodlands mailboxes are located in the front lobby at the Client Service Desk. Packages that are too large for the box will be placed at the service desk. A receptionist will call you to alert you of your parcel.

**Your mailing address is: Name
3000 McCormick Ave.
Apt. #
Brookfield, IL 60513**

Maintenance

We can help you with general maintenance needs such as heating, cooling, plumbing, overhead light bulbs or any other problems that arise with your apartment. Please contact the Client Service Desk regarding any other maintenance questions or needs you may have. Additional maintenance services are available for additional fees.

Maintenance Tips

Energy conservation results in lower utility bills, which benefits both you and the Woodlands, regardless of who directly pays the utilities. Energy conservation is also consistent with the nation's goals. The following are some simple steps you can take to conserve energy:

Notify Maintenance when you notice a leaky faucet or running commode. A leaky water faucet dripping a drop per second can waste as much as 650 gallons of water in one year.

Decide on a desired temperature and leave the thermostat there rather than constantly adjusting. Maintain thermostat controls at not more than 72 during the heating season (but not less than 55) To prevent freeze-ups in the winter, thermostats are never to be turned off.

Maintain thermostat controls at not less than 72 during the air conditioning season

Adjusting blinds or shades can act as insulation. For example, during the winter, keep them open and let sunlight warm the air and cut the heating system's load. On summer days, close the blinds on the sunny side to cut incoming heat.

When no one is watching TV or listening to the radio or stereo for a period of time, turn them off to conserve electricity.

Turn off lights when not needed.

Miscellaneous

Donations: Cantata accepts contributions either as a general donation or a memorial donation. Gifts may be made to the general fund or for a designated purpose or item. To ensure that a designated gift is useful and does not conflict with any future plans, gifts must be approved by the Woodlands Manager at ext. 5402 or the Chief Development Officer at ext. 5295. As Cantata is a not-for-profit organization, all donations accepted will be acknowledged with a receipt from Cantata for income tax purposes. Checks should be made payable to Cantata Adult Life Services.

Negotiated Risk Program

A negotiated risk agreement allows you to make choices and live as independently as possible while receiving an appropriate level of protection for you, other residents and the staff. The goal is to identify risks before a

negative event can occur. A Negotiated Risk Agreement occurs when...

the client or his/her legal representative is capable of making the decision and understanding the consequences of the decision.

mutually agreeable action is negotiated

the negotiated risks are tolerable to the client, the client's family or legal representative and the Woodlands.

Outings

Our life enrichment program offers scenic drives and trips to local restaurants, shops, and cultural events. You can find the dates and times of these events in the life enrichment calendar. When interested in attending an outing, you can sign-up at the Client Service Desk.

Parking

Client Parking: Clients or visitors may park cars in the parking lots located adjacent to this building. During winter months, you are asked to be available to move your car when snow removal is taking place or to turn a set of keys into the office so that maintenance can move your car.

Handicapped Parking: Handicapped parking spaces will be marked and available on the campus. A valid handicapped permit or license plate must be displayed at all times. Handicapped license plates and handicapped permit cards are available from the State of Illinois for those who require them.

Guest & Visitor Parking: Overnight guests are welcome in the apartments in accordance with The Woodlands policies. Visitor cars that remain on campus overnight should be parked in the parking lot adjacent to this building.

Personal Laundry

Assistance with personal laundry beyond what is in your service plan is available for an extra fee as outlined in the fee schedule.

Pets in the Community

Pets: The Woodlands maintains a no-pet policy within client apartments. Upon the approval of The Woodlands Manager, family pets may come for a visit.

Animal Feeding: In order to maintain the natural environment, we ask that residents refrain from feeding the birds, ducks, geese, squirrels, deer and any other animals on the Cantata campus.

Power Failure

If there is an electrical power failure contact the client service desk to inform them, they will reach the correct company for repair. Each client should keep a flashlight in his or her apartment for this type of power failure.

DO NOT USE CANDLES.

Property of the Client

While Cantata Adult Life Services is responsible for any loss or damage to your personal property due to Cantata's negligence, you are encouraged to maintain insurance on your personal property for circumstances where Cantata is not at fault.

Religious Services

A variety of church services are available on and off of the campus. See the life enrichment calendar for specific services. Services on campus will be held in the living room of our main building at Cantata.

Resident Council

We have a committee that represents you as a resident. Our Resident Council is made up of a group of interested residents who want to have a say in what takes place at The Woodlands. The meetings are open to all resident living here and may include families. The meetings do not include staff unless they are invited to attend. The Resident Council acts as a voice for the residents and their concerns. The Resident Council meets monthly, dates and times will be posted on the life enrichment calendar. We encourage you to attend the meetings, become involved in the community, and to meet new

people, have input to dining services and recreation in the Woodlands.

Resident Rights

A copy of your rights as a resident of The Woodlands is attached as Addendum B and made part of your contract.

Safety

For your safety and the safety of others, you may not keep the following items in your apartment:

- Firearms, ammunition, or other weapons
- Dangerous flammable items, such as gasoline or kerosene, or explosives of any kind
- Snakes, insects, or other exotic or dangerous animals, or any pet
- Illegal drugs
- Space heaters
- Hotplates, toasters and toaster ovens
- other potentially hazardous substances or objects not specified but that could cause harm to you or others

Security

We lock all outside doors every evening at 5:00 p.m. and they remain secured until morning. If you are out after the doors are locked, press the button in the vestibule and staff will let you in. There is security staff on the premises 24 hours per day.

Signing In and Out

For your own protection we ask that all clients sign in and out when leaving and returning to the building. The reason for this is so that we can account for who is in the building in an emergency situation. A sign-out book is located at the front reception desk of The Woodlands.

State of Illinois Annual Survey

An annual inspection from the Illinois Department of Public Health is expected. After providing proper identification and stating the purpose of his/her visit, the inspector may enter and inspect the entire community,

including your apartment with your permission. There is usually no advance notice.

Telephone Service

There is a \$30.00 fee to initiate phone service and a monthly charge of \$18.00. Your phone line will be activated when you move in. Your phone number and extension will be given to you then so you can tell your family and friends how to reach you.

The Telephone System serves the entire Cantata campus. You need to supply your own touch-tone telephone.

If your phone stops working, DO NOT call the phone company – call the Client Service Desk.

How to use your telephone: When calling anyone within Cantata campus, such as your neighbor or a person in The Wye Valley apartment building, a client in the Rehab Center, or a staff member, beauty shop, etc., JUST DIAL THE FOUR DIGIT extension. There is no charge when using the extension number.

Any calls made outside the Cantata campus requires you to dial “8” prior to dialing the telephone number.

Remember, in order to secure an outside line, you must dial “8-1-plus the area code” first. (Example – for Chicago call dial 8-1-312 and number.

Your telephone bill will appear on your Woodlands monthly statement. The charge of \$18.00 per month provides for the basic monthly line charge and allows unlimited “no cost” calling to anyone on our campus. In addition, there will be a line on your bill to cover any local and long distance phone calls made by you. If you want unlimited local calling the monthly charge will be \$30.00.

Tipping

It is a privilege to serve you. It is our strict policy that employees not accept tips or gifts from our clients. Instead, please show your appreciation through your kind words, and let us know when a staff member’s

kindness or extra effort particularly pleases you. You can share your compliments with The Woodlands Manager, or you may use the “We’re here to Help” comment cards located at the Client Service Desk.

Tornado Warning

The recommended area for shelter in the event of a tornado warning is the hallway or your bathroom, moving away from glass enclosed area. Resident Assistants will assist in evacuating to safety if that becomes necessary.

Transportation

We offer scheduled local transportation to stores and local shopping centers. You can also find the transportation times by checking the life enrichment calendar or asking a staff member.

We can help you make arrangements if for some reason you need transportation during a time in which we do not have transportation scheduled. The client service desk will help make arrangements, such as cab etc. There may be a charge for these outside services.

Tuberculosis Testing

To be in compliance with state laws, all new assisted living clients must have a two-step mantoux test for Tuberculosis within three (3) days of admission unless one was completed within six (6) months prior to admission to this residence. All clients must be retested annually with a one-step test. The charge for this test will be added to the client’s bill as an ancillary charge.

Visitors

Guests & Visitors: The Woodlands residents may entertain visitors in their apartments at any time. Overnight guests are welcome in the apartments in accordance with The Woodlands policies. Guests are requested to sign in and out at the Client Service Desk.

All guests must register at the Client Service Desk and are welcome to dine in our dining room. Guest fees for dinner will be added to your monthly bill.

Only the persons named as clients on your lease are allowed to occupy your apartment. Anyone who resides with you for more than two weeks will be considered to be an occupant and not a guest.

No Soliciting Policy: Clients are always notified of any programs or services sponsored or endorsed by Cantata Adult Life Services. If you are approached by an uninvited or unwelcome solicitor or visitor and wish the assistance of the Woodlands in removing the individual from the premises, please contact the Client Service Desk.

Wellness Office

Blood pressure and weight checks will be available in the third floor Wellness Office, Room 383, on a regular schedule that will be indicated on your monthly life enrichment calendar.

Your Opinions Count

It is important that we know your opinions about all the services offered here so that we can continually serve you better. There are several ways in which you can communicate your thoughts, questions, compliments or concerns with us.

You can speak with The Woodlands Manager or any other staff member. The extension of your **Woodlands Manager** is ext. **5402**.

If you would prefer to provide your feedback in writing, you can find "How Can We Help?" cards located at the Client Service Desk. After completing the card, leave it with The Woodlands Manager or at the Client Service Desk. Another way for you to share your feedback is to attend a Resident Council meeting.

Regardless of how you choose to communicate, we seriously review and consider every thought, concern, and compliment with great interest. We look forward to hearing from you.