



Independent Living at Wye Valley

Client Handbook



Dear New Wye Valley Resident:

On behalf of our board of directors, staff, and other clients, it is my pleasure to welcome you to Wye Valley Apartments on the campus of Cantata Adult Life Services. We are pleased and honored that you have chosen to join us. If at any time we can be of further assistance to you, please ask. We are here to serve you.

On the following pages, we will outline some general information about Wye Valley. We understand that getting adjusted to moving to a new place takes some time. Over the next few days and weeks, you will meet many new people. Don't worry if you forget some names. All new clients do! And although the Wye Valley apartment building is not a large place, finding your way around at first can be difficult. Please don't be shy about asking how to get to a certain location if you need help.

Thank you for choosing Wye Valley Apartments. We truly hope that your residency here on Cantata campus is pleasant and that we can make you feel "at home" in a short period of time.

Sincerely,

Diane Eddy
Manager of Independent Living
Wye Valley Apartments
Phone: (708) 387-7799

Administrative Staff Directory

The following is a list of administrative staff that can help if you have questions. Please feel free to call any of these individuals by dialing their 4-digit extension:

<u>Title</u>	<u>Phone Extension</u>
Manager at Wye Valley	5258
Office Assistant at Wye Valley	5259
Hair Salon at Wye Valley	5260
Fitness Center (main building)	5227
Security Staff, 24-hours/day	6000
Billing Office	5246
Life Enrichment/Activities	5240
Customer Relations	2222
Wellness Center/Clinic	5471

No Smoking Policy

In accordance with local and state fire ordinances, smoking is **not allowed** in any client apartment or in any public area of any building on the campus of Cantata, including Wye Valley and adjacent patios, walkways and grounds.

Client Parking

If you own and operate an automobile, the Wye Valley manager will issue you a parking sticker and assign you a designated, outdoor parking space.

Visitor Parking

Please ask your visitors to park at the end of the row nearest the forest preserve. They should not park in handicapped or numbered spaces, as these are considered reserved.

Greeting Visitors

After coming in the front doors of the Wye Valley building, visitors should pick up the phone located in the lobby vestibule, and press the button with your apartment number. You can respond by pressing the **TALK** button on your intercom panel to ask the caller to identify his or her self. Then press the **LISTEN** button to hear your visitor's reply. Please only press one button at a time. Once you have established your visitor's identity, you should ask your visitor to grab the door. Then you need to press the **DOOR** button on your intercom panel. This will unlock the lobby door to let them into the building. (**Please note: the button on the entrance panel in the lobby vestibule is for signal only. There is no need for your visitor to keep pressing the button to talk or listen to you.**)

Channel 6

You can also see who is ringing you by turning on Channel 6 of your television.

Telephone Service

You do not need to set up telephone service for your Wye Valley apartment. Prior to your move to Wye Valley, we will assign you a new 708 area code telephone number for your apartment. All that you are responsible for is to discontinue your phone service at your last address. We will give you two basic monthly telephone service plans to choose from. Telephone monthly service charges and calls are not included in your monthly fee for your apartment.

How to Use Your Telephone

To make an outside call, first dial "8" to obtain an outside line. You will hear a dial tone. Then dial the area code and telephone number of the person you wish to call. If you are making a call within the 708 area code, you do not need to dial 708 first. In an emergency situation you can use your telephone to dial **911** after dialing **8** to get an outside line. If you are unable to reach your telephone, press the black button on your emergency pendant or bracelet.

Mail Service

You will be assigned a locked United States Postal Box located in our Café. We will give you a key to your mailbox. If you lose your mailbox key, there will be a charge to replace it. Mail is delivered daily with the exception of Sundays and federal holidays, usually between 10 and 11 a.m. There is a slot for "Outgoing Mail" located on the wall next to the mailboxes. There is also a mailbox on the bottom row, right hand side, for residents to deposit their monthly rent checks or other office correspondence if the Manager's Office is closed.

Mailbox "Orange Flags"

On a daily basis we ask residents to slide the lever or "flag" on their mailbox to cover the bright orange area. We ask that you do so no later than 2 p.m. every day. This indicates that you are okay. If a lever has not been moved someone will come to your apartment to check on you. If you plan to be gone over night or for an extended period of time, please notify the Manager so that we are aware of your absence.

Newspaper Delivery

If you are interested in receiving a daily or weekly newspaper, you should contact the publication yourself to order this service. Newspapers will be delivered to the Café, just adjacent to the lobby, for you to pick up at your convenience during the day.

Dining Service

A restaurant-style dining experience is offered seven days/week in the Wye Valley Dining Room from 11:30 a.m. to 1 p.m. This meal is included with your monthly fee. If you are unable to attend, your meal can be saved for you. Additional delivered meals can be ordered, room service style, upon request for an additional charge.

Banking Service

Representatives from the First National Bank of Brookfield are located in the Dining/Commons Room every other Tuesday of each month at 10 a.m. to make change, cash checks (\$300 limit) and receive deposits. Please take a number.

Hair Salon Services

A Hair Salon is located on the ground floor of Wye Valley. Appointments can be made by calling the hair salon at extension **5260** or the manager at **5258**.

Library

The Library is located on the third floor, just off the elevators. Items in the library are for resident use and enjoyment. Books, videos, games and puzzles are available on the honor system. Please return them when you are finished.

Life Enrichment

The Life Enrichment Department offers a diverse range of social programs to meet the wide variety of interests of our clients. A monthly calendar of events is distributed to residents. Programs offered at Cantata are always open to clients and their families and guests. If you would like to suggest an idea for a new program or activity, please contact the Director of Life Enrichment at extension **5240**.

Medical Services

There are many types of professional who provide healthcare services on our campus including podiatry, dentistry, audiology, vision services, psychiatry, massage, and more. If you would like to arrange one of these services please contact the Wellness Center/Clinic at extension **5471** or Customer Relations at extension **2222**.

Shopping Bus Service

The Cantata Bus provides free transportation service to designated shopping destinations most Wednesdays, Thursdays and Fridays. The schedule of days, times and destinations is located on a sign-up sheet that is posted on the bulletin board near the Café, and is also listed on your monthly Life Enrichment calendar.

Other Transportation Services

If you are a client who does not drive, Cantata's "Cantata At Home" Service can provide scheduled transportation for you for such trips as visits to the doctor or to the hospital for medical tests or procedures, running errands, shopping to destinations not on the regular bus schedule, etc. There is a fee for this service, and the service must be pre-arranged. If you would like more information about this service and prices, please contact the Manager of Wye Valley at ext. **5258**.

Additional Transportation Options:

Brookfield Cab Company 708-485-2500

LaGrange Cab Company 708-354-2500

Wow Taxi Service 708-606-2800 (20% discount for Wye Valley residents)

Lucas Medicar 708-442-7533

Housekeeping Services

Housekeeping, twice per month, is included in your monthly fee and is provided by housekeeping staff employed by Cantata.

Laundry Room Use

The Laundry Room is located on the main floor of the building and is open 24 hours per day, seven days per week. Washers and driers are for client use only. (If you witness a non-client using a washer or drier, please leave a message on extension 5258. You do not need to leave your name.) Machines are not coin-operated. Please do not leave anything in the laundry room or it will be discarded. Please be thoughtful of others by wiping the machine when done and cleaning out the lint traps. Laundry carts should be returned to their designated location when not in use.

Disposal of Garbage

All items of trash must be placed in plastic bags and tied. This includes newspapers. Bags can be obtained from the Management Office. In respect for other clients, please use the garbage chutes between 9 a.m. and 9 p.m. only.

Storage Units

There are designated storage areas on each floor with individual storage “cages” for each Wye Valley apartment. One key and lock will be provided for each apartment. Visit the Management Office for details and to obtain your key and lock.

Maintenance of Apartments

Each client is encouraged to bring his or her own personal possessions to decorate his or her apartment, subject to the approval of the Manager and in compliance with fire regulations. If you would like to hang a picture or pictures on the wall, please ask the Management Office to put in a Maintenance Request for you. Cantata will provide basic maintenance, replacement and repair to each client’s apartment required by normal wear and tear. Please report any problems with appliances, plumbing or other apartment functions immediately to the Management Office so that we can assist you.

Cantata reserves the right to have access to each client’s apartment as needed for routine maintenance as well as regular health and safety inspection. At the time the client moves in, the resident and Cantata shall agree to the specific apartment to be occupied by the client. However, if required to do so by law or for efficient management, Cantata reserves the right to transfer any resident to another suitable accommodation.

Fire Alarm Procedure

There are fire alarms located throughout the building. Please look to see where the alarms and fire exits are located on your floor and in the common areas of the building. If you see or smell smoke, pull a nearby fire alarm. Fire sirens will sound. Close your apartment door and remain in your apartment until you are advised otherwise by management or until the siren stops. Staff members are trained to

assist you in evacuating the building if necessary. Fire exits located at the end of each hall are to be used only if staff or fire department officials direct you to do so.

Tornado Alarm Procedure

In the case of a tornado sighting, your Floor Representative will knock on the door of your apartment and advise you to either go into the hallway outside of your apartment so that you will not be near any windows, or to go into your apartment bathroom and stay there until the danger subsides.

Wye Valley Resident Council

The purpose of this organization is:

- To give clients greater participation in affairs within their own home;
- To make suggestions for improvements to assist administration and management in providing better services and programs;
- To promote friendship, charity and understanding;
- To provide and receive necessary information for the benefit of all clients;
- Post any notice important to all tenants, in the Library and Information Center, so that all members are informed.

Every client of Wye Valley becomes a member of this organization immediately upon moving into his or her apartment. No one shall be restricted from voting for any reason. Officers of this organization include a president, secretary and treasurer. The president presides over all meetings. The secretary records the minutes of each meeting and maintains a permanent record of all minutes. The treasurer collects and takes charge of any money collected. The petty cash fund is acquired by asking each member to pay a nominal fee at all regular meetings. This helps to defray the expense of refreshments served at meetings. Entertainment is also provided when committees decide there is money in the treasury to bear the expense involved.

The Wye Valley Clients' Council can raise money by selling craft items, baked good, raffle tickets, or by accepting donations, etc. This money is added to the treasury when funds are low. No solicitations may be made or any donations accepted at any time from political parties or active political candidates.

Elections of the Council

The Floor Representatives and the Executive Board recommend nominees for officer positions of the Council. Nominees are presented at the April meeting. Elections take place in May, with installation in June.

Floor Representatives

Each floor has two client representatives (elected or volunteered) whose duty it is to give assistance to clients in their corridor when needed, to form written constructive suggestions on matters such as complaints, nominations, etc. The representative takes charge of collections on their floor upon the death of a client, and sends cards to hospitalized clients. They also welcome new clients in their sections and acquaint them with information on Wye Valley policies, services, programs, etc.

Suggestion Box

A box is located in the Library/Information Center for the deposit of all constructive suggestions and complaints. These should be informal without animosity with an effort to foster good will. All written contents of the box, with approval of the Executive Board and Management, will be discussed at the meetings, except in an emergency.

Confidentiality and Privacy

Cantata respects the confidentiality of each client's records, and shall release such records only to the following:

- Persons or agencies who are or may be liable for any payment of fees or charges on behalf of the client
- Parties in any judicial proceedings
- Any government agency in proceeding relating to any license, permit or other government authorization
- Any specified relative or legal guardian; and
- The client or the client's representative, if one is appointed.

Very Important -- Please Note:

Cantata **does not** participate in the public aid (Medicaid) program for **any** of its accommodations or services. It is not possible for Cantata to apply for state financial supplements on behalf of its individual clients. You are responsible for prompt payment of your monthly rent and service charges.