



HILLCREST

Resident  
Handbook

*A Remarkable Retirement  
Community*

**June 1, 2022**



# Welcome to Hillcrest!

Moving to a new community can be a wonderful and exciting experience that can also be a bit stressful. We hope you will be made more comfortable and familiar with your new surroundings by participating in the **New Resident Welcome** program.

Shortly after your move to Hillcrest, you will be welcomed to your “Neighborhood” by your Neighborhood Chair. Our goal is for you to feel like a valued and recognized member of our Hillcrest community as quickly as possible. Connecting you with your Neighborhood Chair is a wonderful way to start the orientation process as it helps create relationships and connections with other residents who live in your Neighborhood.

Your Neighborhood Chair has the specific responsibility of being there for you when you have questions and giving you guidance as you need it during your initial settling in phase. The New Resident Welcome program is carried out by your Neighborhood Chair as a way of ensuring that you feel welcome and empowered as a new Hillcrest resident.

Over your first few weeks at Hillcrest, your Neighborhood Chair will help acquaint you with Hillcrest’s campus and programs when it is convenient for you, by following a prescribed list of actions that will help you settle in, feel at home, and find out where you can get answers to questions as they arise.

Topics that will be covered during your New Resident Welcome include:

- Delivery of a Welcome gift
- Several personal check-ins
- Introduction to the *Daily Announcements*, *Hillcrest Happenings*, the *Resident & Associate Directory*, and the *Resident Handbook*
- Invitations to a meal, program, or social event
- Your formal introduction at a Resident Forum
- Opportunities for you to connect with staff members who can answer specific questions you may have

Additionally, you will be interviewed by a member of the Resident Life & Wellness department and a short biography will be printed in the *Hillcrest Happenings* to introduce you to the community.

Sincerely,



Matthew Neeley  
President and Chief Executive Officer

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## **ADMINISTRATION, RESIDENTS ASSOCIATION, & STAFF SERVICES**

### **INTRODUCTION**

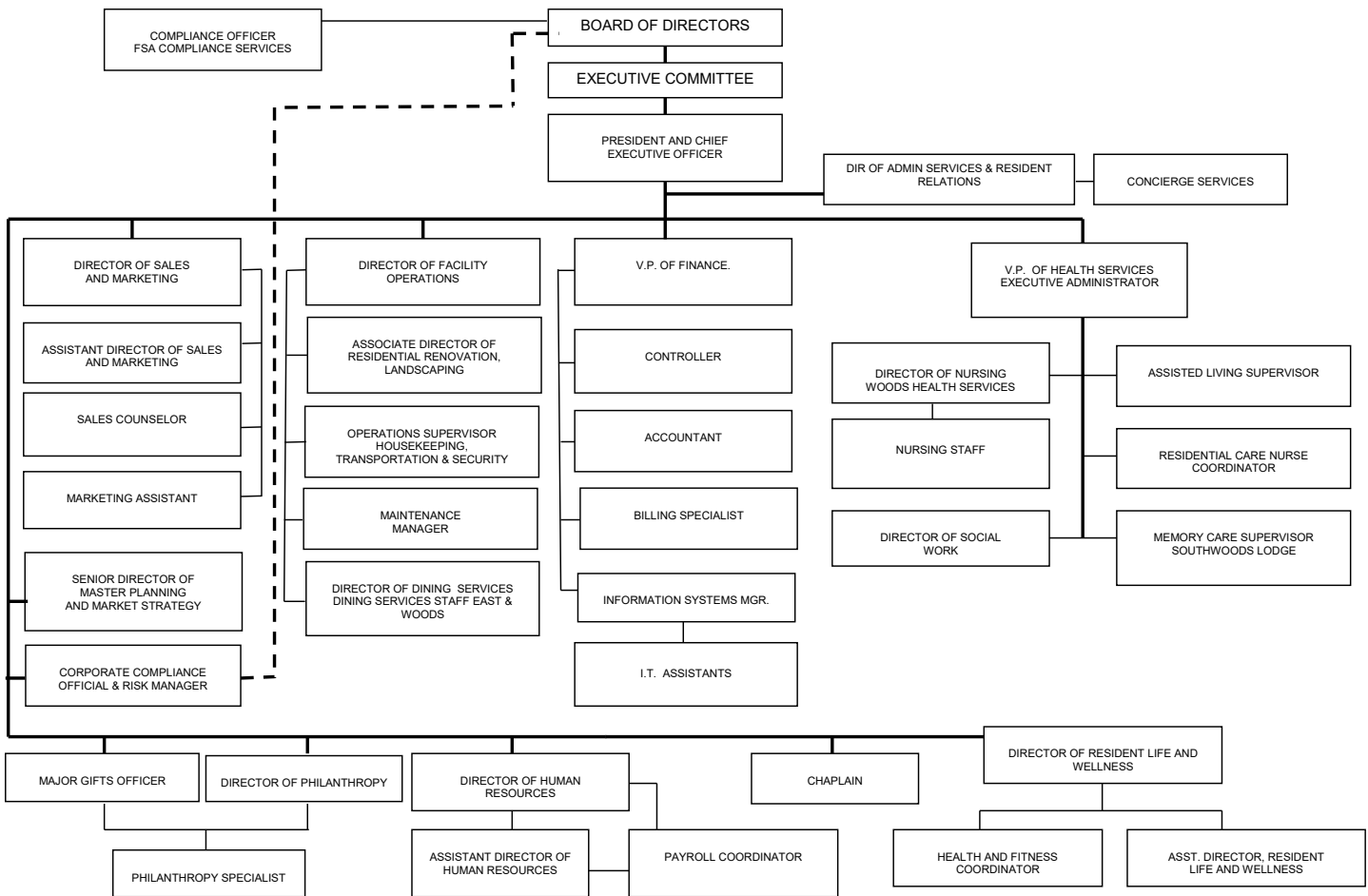
The Resident Handbook is a guide to community life at Hillcrest and includes information that is useful to residents and associates. The handbook is intended to be informative and to serve as a guide to customs, practices, and policies observed by Hillcrest residents and associates.

The policies and procedures outlined here may be changed from time to time as the needs of the community require.

To maintain standards of excellence, the mutual understanding and cooperation of each resident and associate is needed. The staff is prepared to assist residents in matters relating to accommodations, services and individual needs.

Hillcrest is governed by the Board of Directors. The Board determines direction, authorizes action and sets policy. The Board considers Hillcrest's mission, its goals, resources and objectives, which are spelled out in the Strategic Plan. Through the planning process, staff and Board members, with the participation of residents, plan strategies to accomplish the goals to fulfill its mission and its vision. The Board of Directors is an active Board of at least eleven (11) but not more than nineteen (19) members including the Ex-officio Directors. The Board membership includes members from the Church of the Brethren, members from the community, and three Hillcrest residents. They are dedicated to perpetuating the great community of Hillcrest in the service of residents today and tomorrow.

# ORGANIZATIONAL CHART



Administrative problems should be brought to Administration and not directly to the Board. The Resident Problem-Solving Resolution provides a procedure for hearing suggestions and resolving resident concerns. If you would like to review the procedure, please contact the President's Office at 4362.

## ABSENCE FROM HILLCREST

Hillcrest accommodations are Residents homes, and residents are free to come and go as they wish. However, when residents leave for an overnight stay away from Hillcrest or an extended period of time stay away from Hillcrest, they are asked to notify the Concierge at the Administration Office: Dial 0 [or 909-392-4000 for Non-Hillcrest Telephone System (HTS) subscribers] and your Neighborhood Chair. Upon returning to Hillcrest, please inform the Concierge and your Neighborhood Chair that you have returned.

## BEAUTY SHOPS

There are two Beauty Shops on campus: one located on first floor of Birch Court and the other at Woods Health Services. The Birch Court Beauty Shop is open Tuesday through Thursday, 9 a.m. to 5 p.m. The Beauty Shop at Woods Health Services is open Thursday, 8:30 a.m. to 3 p.m. Charges for services are posted in the Beauty Shops. Contact the operators directly for appointments. Birch Court: 4559 (or 909-392-4000, ext. 4559 for Non-HTS subscribers.) Woods Health Services Shop: 4550 (or 909-392-4000, ex.4550 for Non-HTS subscribers.)

## COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

Hillcrest's Community Emergency Response Team (CERT) is an independent team of residents who are certified to assist residents prior to the arrival of first responders when an emergency/disaster occurs. The CERT motto

is: "Doing the Greatest Good for the Greatest Number." The CERT program educates volunteers about disaster preparedness for the hazards that may impact our area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Training is provided by subject experts at no charge to residents. CERT offers a consistent, nationwide approach to volunteer training and organization that professional responders can rely on during disaster situations, allowing them to focus on more complex tasks. Contact the Chair, Hillcrest Residents Association for more information.

## **CORPORATE COMPLIANCE**

Hillcrest is committed to maintaining the highest standards of ethical conduct and to adhering to the policies, guidelines, laws and regulations that govern its business practices, thereby helping to mitigate financial, reputational, regulatory and legal risks. The mission of the Compliance Department is to develop, manage, and promote an organizational culture that encourages compliance with applicable policies, guidelines, laws and regulations in achieving Hillcrest's financial, operational and strategic goals. There is particular emphasis on the identification and management of matters related to regulatory, financial, operational, and reputational risk.

## **DOOR-TO-DOOR SOLICITATION**

Hillcrest has a no-solicitation policy. Contact Security (dial 50 or 909-392-4383 for Non-HTS subscribers) if people are observed making solicitations on Hillcrest grounds.

## **ELECTRONIC GIFT CARD PROGRAM**

Hillcrest offers a gift card program that can be used in the Dining Room, Beauty Shop, and Integrative Therapy Room. This is an optional program and the funds are maintained online by resident account. You may add funds to your resident account with the Finance Department.

## **FIREARMS AND WEAPONS**

The storage of firearms, ammunition, explosives (including fireworks) or weapons (such as swords, bayonets, or crossbows, etc.) are prohibited on Hillcrest campus. Residents may keep historic weapon memorabilia that is disabled and appropriately secured. In the event that any resident perceives the need for increased security measures, they are encouraged to bring such concerns to the attention of Hillcrest Administration.

## **GIFT SHOP**

Personal items, greeting cards, and a variety of gift items, including items handmade by residents, such as quilts, jewelry, pottery and wooden crafts, are available in the Gift Shop, located near the Village Center Cafe. The shop is staffed by volunteers and proceeds go to one or more of the funds which benefit Hillcrest residents. Residents and associates are encouraged to invite family and friends to shop during the Gift Shop hours: Monday - Saturday, 11:00 a.m. – 1:30 p.m.

## **GIFTS TO ASSOCIATES**

Hillcrest associates may not receive tips, gifts, or gratuities from residents and are subject to dismissal for such infractions. Residents may show their appreciation to Hillcrest associates through donations to the Associates' Holiday Fund. The Residents Association coordinates this function. Any contributions during the year should go directly to the Treasurer of the Residents Association earmarked "Associates Holiday Fund" or may be given to the Concierge in the Administration Office, the Receptionist at Woods Health Services, or placed in marked boxes in the Meeting House and the Mountain View Dining Room.

## **HILLCREST AUXILIARY**

The Hillcrest Auxiliary was organized in December 1969 as an outgrowth of its predecessor, the Nurses' Auxiliary. Its purpose is to provide special services for all Hillcrest residents, but especially for those who live at Woods Health Services.

Membership is open to all residents, community patrons, members of related churches and family members of past, current or future residents. There is a small annual membership fee per person and a lifetime membership offered as well. From the fees collected for annual and lifetime memberships, and any additional donations, much-needed equipment is purchased and many extra services are provided which add to the quality of life and

comfort of the residents. Membership forms are available with the Concierge.

## **HILLCREST RESIDENTS ASSOCIATION**

The Hillcrest Residents Association was started in the spring of 1988 for the purpose of providing a two-way channel of communication between residents and Administration.

All residents of Hillcrest are members of the Association and are invited to attend and participate in its general meetings, held at least twice a year. The Association Council includes the Executive Committee (Chair, Vice Chair, Secretary, Treasurer and Assistant Treasurer), the chair of each Standing Committee, the Neighborhood Chair Coordinator, and the Auxiliary President.

The Residents Association includes the following Standing Committees: Facilities, Programs and Activities, Decorating, Wellness, Fundraising, Library, and Nominating. Each committee is focused on one major area of concern and/or interest to the residents. Because the concept of communication is two-way, the Association provides a sounding board for Administration and the Board of Directors on matters in which resident input can be useful. Administration provides a liaison for each committee.

The meetings of the Association Council and the Standing Committees are also open to all residents. For a copy of the Residents Association Bylaws, please contact the President's Office at 4362 (or 909-392-4362 for non-HTS subscribers).

## **HIPAA PRIVACY**

HIPAA is Federal legislation that was made law by Congress in 1996. HIPAA stands for the Health Insurance Portability and Accountability Act. With all the advancements in electronic technology, Congress recognized the need for Federal privacy protections of individually identifiable health information and therefore has mandated privacy protections. The HIPAA Privacy Rule, effective April 14, 2003, is aimed at safeguarding the privacy of residents through increased accountability in the areas of privacy and security. The Privacy Rule establishes for the first time, a foundation for Federal protections for the privacy of Protected Health Information (PHI). The HIPAA Security Rule, effective April 20, 2005, became more specific and calls for protection of PHI in electronic formats.

Compliance with the HIPAA Privacy Rule is required at Hillcrest because we transmit resident health information electronically related to health care claims and payment or coordination of benefits. Hillcrest residents are asked to complete a Privacy Preference Form upon admission to Hillcrest. The information from this form is collected by and kept in the President's office.

## **MAIL SERVICE**

Mail is delivered to the homes of residents residing in Residential Living. Residents residing in Birch Court, Maple Court, Pinecrest, and the Village Suites have their mail delivered by the U.S. Postal Service into personal mailboxes located in the buildings where they live. Residents residing in Woods Health Services, Cedar Court, and Southwoods Lodge have their mail delivered to their rooms by staff. Outgoing mail may be left at the office in Woods Health Services, the Concierge in the Administration Office or deposited into the U.S. Mail box located at Mountain View Drive and 7<sup>th</sup> Street, outside of Birch Court. Stamps may be purchased from the Finance Office or from the Concierge in the Administration Office. For residents in Residential Living, mail and packages are delivered to individual doorsteps, except for residents who live in Pinecrest or Maple Court, those packages are delivered to the Administration Building at 2705 Mountain View Drive.

## **MEDIA SPOKESPERSON**

It is essential to have a policy regarding the handling of media requests for information in times of crisis. In order to help avoid confusion, the following suggestion is given:

Handling Calls from the Media: All media calls between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, should be directed to the Director of Sales and Marketing, at 4389 (or 909-392-4389 for Non-HTS subscribers), or the President of Hillcrest at 4321 (909-392-4321 for Non-HTS subscribers). After 5:00 p.m. and on weekends and holidays, calls should be referred to Security: dial 50 (or 909-392-

4383 for Non-HTS subscribers). Security will contact the Manager-on-Duty, the Director of Sales and Marketing or the President/CEO of Hillcrest. (Media are defined as television stations, radio stations, wire services [such as United Press International or Associated Press] and newspapers).

## **NEIGHBORHOOD CHAIRS**

Hillcrest residences are divided up into 17 neighborhoods. Each neighborhood has an elected Neighborhood Chair. The Neighborhood Chairs are a vital link in the communication and carrying out of the various programs for residents. The Neighborhood Chairs' Coordinator assists them in their responsibilities as a part of the Residents Association. The Director of Resident Life & Wellness also serves as a staff liaison for the Residents Association. Neighborhood Chairs are listed in the Hillcrest Resident and Staff Telephone Directory.

## **NEWSPAPER DELIVERY**

Residential Living Residents: Newspapers are delivered to each subscriber's residence by the respective newspaper delivery personnel. Newspapers delivered to the residents at Pinecrest and the Village Center Suites are left in the Village Center Lobby to be picked up at the resident's convenience.

Birch Court, Woods Assisted Living, and Woods Health Services Residents: Newspapers will be delivered to the offices in each of these areas. Staff members provide room delivery.

Maple Court: Newspapers are delivered on the table north of the stairway.

Hillcrest Library: The *Los Angeles Times* and *Inland Valley Daily Bulletin* are delivered to the library for the convenience of residents and library visitors.

## **ONE-WAY STREETS**

Hillcrest Drive is a one-way street. Residents are required to follow the rules of the road as required by law when traveling on this Hillcrest-owned street.

## **PARKING/ASSIGNED PARKING**

Some accommodations have assigned parking in the form of a garage, carport or a parking space. In these cases there is no additional monthly charge for parking. An assigned garage or carport which was not provided in the residential contract has an associated monthly charge. If Hillcrest does not have adequate covered parking places to meet the current demand, the Sales & Marketing Office maintains a waiting list for those residents who wish to have assigned parking. Residents are requested to advise the Sales & Marketing Office if they have assigned parking spaces they no longer need. Other residents would benefit from the release of available carports. Residents may not sublet a carport or garage.

## **PARKING (RECREATIONAL VEHICLES)**

Hillcrest maintains a recreational vehicle parking lot on campus. Space is available and can be assigned for a monthly charge. These lots are subject to change and relocation as the Master Plan is implemented. Recreational vehicle parking is not allowed in driveways except for brief periods of time (loading/unloading). Out-of-town visitors may park overnight at the Citrus Parking Lot at no charge. Contact the Administrative Assistant Support Services at 4014, (or 909-392-4014 for Non-HTS subscribers).

## **PARKING/STREET PARKING**

All of the streets on campus that are adjacent to Hillcrest residences and public buildings except Park Avenue and B Street are private streets. Hillcrest's policy is to abide by city ordinances which do not allow overnight parking. The Mountain View Drive parking lot, located at 2705 Mountain View Drive, has angled parking on both sides; it is not a public street and has limited available parking for daily visitors. The majority of the parking spaces are assigned parking for the residents living at Pinecrest, Village Suites, and for visitors staying in guest rooms. The Citrus Parking Lot, located at 2751 A Street, is a parking lot available daily to Hillcrest residents, associates, vendors, and family and friends for daily or temporary parking. The parking lot can accommodate approximately 80 cars. A campus map is included in the Resident Telephone Directory. Temporary overnight parking permits may be obtained from the City of La Verne's Public Safety Building located at 2061 3rd St., La Verne, phone: 909-596-1913.

## PARKING GUIDELINES

- Vehicle access areas must be kept clear and unencumbered at all times. Vehicle access areas include driveways, guest parking, and the lane on the north side of Hawthorne. Vehicles are permitted to be stopped or parked only on driveways of sufficient size, in garages, and on the city street where permitted.
- Guest parking spaces are limited to guests on a first-come, first-served basis. Time limitations may be imposed on guest parking use, if deemed necessary by Hillcrest or the City. Per the City, guest parking is not permitted to be used as adjunct parking for residents.
- RV, motorhome, trailer, dismantled camper unit, and boat parking/storage is not permitted on driveways, in guest parking or in the lane. Garage parking for the foregoing is permitted, if the garage door can be closed. RV, et al. parking is available for a fee on a space available basis in the RV lot.
- Automatic, roll-up garage doors are required by city regulation.

## **PETS**

Hillcrest's Pet Policy allows residents in Residential Living areas, upon payment of a pet fee, to have either one small dog or cat. These animals must remain in the house or, when outside, must either be held or on a leash. Any stray animal caught outside in animal traps will be turned over to the Humane Society. Prospective pet owners should obtain and abide by Hillcrest's Pet Policy Regulations, For exceptions to the Pet Policy and for the Information Form and Agreement, please contact the Director of Administrative Services & Resident Relations at 4362 (or 909-392-4362 for Non-HTS subscribers).

## **PHILOSOPHY STATEMENTS**

<i>Hillcrest's Mission:</i>	To serve and enrich the lives of older persons
<i>Hillcrest's Vision:</i>	To be the premier destination for vibrant community living.
<i>Hillcrest's Core Values:</i>	Service, Teamwork, Integrity, Respect, Stewardship

## **POLITICAL CAMPAIGN MEETINGS/SOLICITATIONS**

Any political activities sponsored by Hillcrest and/or using Hillcrest's facilities (including personal residences) must be non-partisan. If you would like to review the Policy on Political Campaign Meetings/Solicitations, please contact the President's Office at 4362 (or 909-392-4362 for Non-HTS subscribers).

## **PRIVATE EMPLOYMENT OF HILLCREST ASSOCIATES**

Personal employment of Hillcrest associates by residents is not permitted. Most in-home services are available through Hillcrest. Please call Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers) for further information.

## **RESIDENT CHECK-IN SYSTEM**

The California Department of Social Services (DSS) instituted a requirement for all Residential Care Facilities for the Elderly (RCFE) to perform a physical check of every resident's wellbeing on a daily basis. Hillcrest's check-in system is conducted by an automated phone dialer. Each resident receives a call that says, "Good morning, please press 1 to check in." After pressing 1, the voice responds, "thank you for your response." If you are still on the call, the voice will direct you to, "press # to repeat message." The system notifies Hillcrest staff of residents who do not complete this process, the Concierge will try one time to contact the residents who have not checked in. If the Concierge does not receive an answer, then the Concierge will send someone to the resident's home to check on their wellbeing. Calls are made at 7:00 a.m., 8:30 a.m. or 10:00 a.m. In order to use associates' time efficiently, it is important to notify the concierge whenever you will be away from Hillcrest.

## **RESIDENT PORTAL (WEBSITE)**

Hillcrest's website will include a Resident Portal. The Resident Portal should be available to residents by late June of 2022. Information, including username and password, will be provided when this feature of our website is implemented.

## **RESIDENT PROBLEM-SOLVING**

To facilitate the hearing of suggestions and the resolving of concerns of residents, levels of staff responsibility have been established. This policy also makes possible open communication among residents, Administration and the Board of Directors. To receive a copy of the Resident Problem-Solving Resolution, please contact the President's Office at 4362 (or 909-392-4362 for Non-HTS subscribers).

## **RESIDENTS AND THE BOARD OF DIRECTORS**

Three residents serve on the Board of Directors. Resident Directors are recommended by the Residents Association Council, nominated by the Board's Nominating Committee, and elected by the Board of Directors. Board advisory committee members are volunteers and are appointed by the Board Chair. In addition, the Chair of the Residents Association and the President of the Auxiliary are invited guests at the Board meetings. Residents also are encouraged to serve on Board advisory committees.

Resident attendance at Board meetings is welcomed. If you would like to attend a Board meeting, contact the President's Office at 4362 (909-392-4362 for Non-HTS subscribers). Resident participation in governance ensures a significant voice on issues and decisions facing Hillcrest.

## **RIGHT OF ENTRY**

On occasion and under the direction of Hillcrest, it may be necessary for associates or family members to enter resident homes to protect life or maintain property. The general rule is for associates to ask in advance for permission to enter.

## **SMOKE-FREE ENVIRONMENT**

Hillcrest is dedicated to the concept of prevention of disease and the promotion of good health. It accepts responsibility as a health care provider to be a leader in the community in practicing healthy lifestyle behaviors. There is indisputable evidence that smoking is detrimental to good health. Smoking is specifically prohibited in Residential Living with Services buildings, Assisted Living, Southwoods Lodge, and Woods Health Services. Residents in Residential Living are encouraged to maintain a smoke-free environment within their homes.

## **STORAGE**

Storage for personal belongings has been provided within your home and carport cabinet if you have one. Hillcrest has no other on-site storage space available. Several public storage facilities are located nearby in the La Verne community. Consult the concierge for more information.

## **SUBLETTING**

Subletting of an accommodation or carport/garage is not allowed. If you would like to consider a roommate to share an accommodation that is suitable for two, contact the Sales & Marketing Director at 4389 (or 909-392-4389 for Non-HTS subscribers). Persons age-eligible and financially, physically, and socially qualified may be able to obtain residency and share a home with another resident.

Close family members and friends are welcome to visit in a resident's home or to stay, for brief periods of time, to watch over a resident's home if the resident is away. Guests of a resident may stay for a period of time that is reasonable and as long as such a stay is not permanent or problematic with other residents or Administration. Children are welcome. Good judgment and common courtesy should prevail when guests are invited to stay in a home.

Guest rooms are available, on a space-available basis, for those levels of living where it is not appropriate for guests to stay with the resident or in the resident's home. For pricing information, please see the latest copy of the Additional and Optional Charges located on the Hillcrest website in the Resident Portal.

## **THEFT AND LOSS**

Should a resident lose a personal belonging or suspect it has been stolen, contact Security: dial 50 (or 909-392-4383 for Non-HTS subscribers). A report will be completed at that time. If you would like to review a copy of the Theft and Loss Policy, please call the President's Office at 4362. Found items should be turned into the

Concierge at the Administration Office: dial 0 (or 909-392-4000 for Non-HTS subscribers). Inquire with the Concierge for lost items, as well.

## **VACATING A HOME**

It is the policy of Hillcrest to require residents to pay a monthly fee for a residence until their home is vacated, as defined in the contract. All personal items, with the following exemptions, must be removed from a home for that space to be considered vacated.

Exemptions: Hazardous materials whose improper disposal may be a risk; attached items, especially those that might cause damage upon removal (i.e., ceiling fan, window blinds/shutters, etc.); all provided appliances (i.e., refrigerator, stove/range, microwave, dishwasher, etc.); cable TV or Internet modems, remote control, and Hillcrest phones.

Alternately, if a resident or resident representative is unable or unwilling to vacate the home before release, they may also do so upon agreeing to compensate Hillcrest for all costs associated with vacating the home, including paying the monthly fee until vacating can be arranged. For questions regarding vacating your home, contact the Director of Social Work at 4148 (or 909-392-4148 for Non-HTS subscribers).

## **VOTING**

A nearby polling place is designated for Hillcrest residents for all public elections.

## **WEBSITE**

Hillcrest's website address is: [www.LivingAtHillcrest.org](http://www.LivingAtHillcrest.org). The website includes specific information about Hillcrest campus, services, lifestyle, living options, and special events. Future plans for Hillcrest's website include a resident portal, associate portal, and a calendar of daily events.



## **COMMUNICATION**

### **BULLETIN BOARDS**

Bulletin boards are intended to provide information and items of interest to the general resident population. A resident may also post a personal notice (e.g., items for sale). A bulletin board is located in Birch Court downstairs, outside the Director of Resident Life's office, and in the Aquatic & Fitness Center. There is a bulletin board across from the nurses' office in Maple Court. Bulletin boards may be installed in other common areas.

### **CABLE TELEVISION SYSTEM**

Hillcrest provides Spectrum cable and internet services. Residents have the option to order upgraded services directly from Spectrum. You may obtain a Channel Guide at the Concierge Desk.

### **COMMUNITY ANNOUNCEMENT BOARD**

There is a community announcement board in the Village Center Café. Included on that board are community events that Hillcrest residents may be interested in attending. Residents who would like an event posted on the Community Announcement Board should contact 4358 (or 909-392-4358 for Non-HTS subscribers).

### **CONCIERGE SERVICES**

The Concierge in the Administration Office facilitates communications among the residents and staff. Generally, when you have a question about Hillcrest or services, call the Concierge. If the Concierge does not know the answer, you will be referred to the appropriate person or department.

To contact the Concierge at the Administration Office, **Hillcrest Telephone System** (HTS) subscribers may dial 0; for Non-HTS subscribers, Monday – Friday, 8:00 a.m. – 4:30 p.m., dial 909-392-4000 and then 0. You may also visit the Concierge in the lobby of the Administration Office.

The Concierge Desk is staffed Monday through Friday between the hours of 7:30 a.m. and 4:30 p.m.; and, Saturday and Sunday from 9:00 a.m. to 3:00 p.m. For assistance after 4:30 p.m. and weekends and holidays, call Security at 50 (or 909-392-4383 for Non-HTS subscribers).

Concierge Services include:

- Checks cashed: Check cashing up to \$35 is available through the Concierge at the Administration Office. Check cashing for more than \$35 and up to \$200 is available with the Finance Department at 2705 Mountain View Drive.
- Copies of publications: (Menus, Hillcrest Happenings, Transportation information, etc.)
- Dry Cleaning / Laundry: Early Friday morning (except holidays) the Hillcrest bus delivers dry cleaning to a local dry cleaning service for return the following Friday. Bring your items to the Concierge no later than noon on Thursday. The Concierge will notify residents when dry cleaning is ready for pick-up. Payment is made at the time of pick up.
- Fax: 909-392-4390.
- Guest Room Reservations
- Lost and Found: Found items should be turned in to the Concierge in the Administration Office: dial 0 (or 909-392-4000 for Non-HTS subscribers). Inquire with the Concierge at the Administration Office for lost items, as well.
- Notary Service: Please check with the Concierge at the Administration Office for available notaries.
- Online Purchase Assistance
- Photocopy
- Postage Stamps: Stamps are available for purchase from the Concierge or the Accounting Office in the Administration Office.
- Recycling Drop-Off: for batteries, ink cartridges, and fluorescent bulbs.
- UPS and FedEx: pick-up point for pre-printed labels, weigh packages, etc.
- USPS Flat Rate Boxes

## **DAILY ANNOUNCEMENTS**

Daily Announcements are posted in various locations around campus. In addition, Daily Announcements are shared through email for interested residents. If you would like to be included in this email communication, please contact the Director of Resident Life at 4358 (909-392-4358 for Non-HTS subscribers).

## **HILLCREST HAPPENINGS**

The *Hillcrest Happenings* is the monthly newsletter for residents. It is distributed around the first of each month. It consists of articles, interviews and information submitted by residents and resident committees describing activities, flyers, and opportunities for involvement. The Director of Resident Life compiles these materials, and formats the newsletter, and has it printed and distributed. Monthly contributions include reports from the Chair of the Residents Association, the Chaplain's message, and "New Residents Introductions." A calendar of the month's events and activities is included in the *Hillcrest Happenings*.

## **NEIGHBORHOOD CHAIRS**

Hillcrest residences are divided up into 17 neighborhoods. Each neighborhood has an elected Neighborhood Chair. The Neighborhood Chairs are a vital link in the communication and carrying out of the various programs for residents. The Neighborhood Chairs' Coordinator assists them in their responsibilities as a part of the Residents Association. The Director of Resident Life & Wellness also serves as a staff liaison for the Residents Association. Neighborhood Chairs are listed in the Hillcrest Resident and Staff Telephone Directory.

## **RESIDENT FORUM**

A monthly Resident Forum, moderated by the chair of the Residents Association, provides updates on development and opportunities for staff to respond to Resident's questions. Questions should be submitted one week prior to the Resident Forum. You may put questions in the Suggestion Box by the elevator at Birch Court or in the Village Center Lobby.

## TELEPHONE SYSTEM (HTS)

Telephone services are accessible through the Hillcrest Telephone System (HTS)

## VOICEMAIL

All staff offices are equipped with voicemail. Please leave a message for a return call. For immediate response, press 0. During regular business hours, the Concierge at the Administration Office will respond.

## TELEPHONE USER GUIDE FOR NON-HTS SUBSCRIBERS

### NON-HTS SUBSCRIBERS: DIALING 911

If you need the assistance of the police, fire department and/or paramedics, and if able to do so, please call the 9-1-1 emergency response network directly. The 9-1-1 operators are not able to identify the house address. If you are calling from a Non-HTS phone or a cell phone, caller will need to identify the address.

### NON-HTS SUBSCRIBERS: URGENT RESPONSE/STAFF SUMMONING

1. Dial 909-392-4000, then dial 50, or
2. Pull one of the wall switches in your unit.

### FOR NON-HTS SUBSCRIBERS: ROUTINE RESPONSE/COMMUNICATIONS

1. Emergency Information: Dial 909-392-4004.
2. Hillcrest Operator: Dial 909-392-4000, then dial: 0 during business hours.  
Weekdays after 4:30 P.M., Weekends and Holidays, Dial 909-392-4334.
3. Work Orders: Dial 909-392-4336 (8:00 A.M. - 5:00 P.M., Monday - Friday).  
(DIAL 909-392-4383 (Weekdays after 4:30 P.M., Weekends and Holidays) or use WorxHub on the Hillcrest website to initiate a work order.
4. Staff Departments: Dial 909-392- (Then respective extension found in Resident Telephone Directory). PLEASE NOTE: Extensions beginning with 45xx are not Direct Inward Dial (DID) numbers.  
To reach those numbers you must dial 909-392-4000 and then the extension.
5. HTS Households: Non-Hillcrest Telephone Subscribers, you will need to dial Hillcrest residents in the same way you would dial an outside number.
6. Outside of Hillcrest: You will need to do the following: Dial 8 + 1 + area code + phone number.

## TELEPHONE USER GUIDE FOR HTS SUBSCRIBERS

### DIALING PROCEDURE

- To dial a call outside of Hillcrest, you will need to do the following: Dial 8+1+area code + phone number.
- To dial someone inside of Hillcrest, who is a Hillcrest Telephone Subscriber, you may dial the last four digits of their phone number.

### EMERGENCY RESPONSE

For Emergency assistance from the POLICE, FIRE, and/or PARAMEDICS, dial 9-1-1. **Please note:** When you dial 9-1-1, the HTS system notifies the 9-1-1 emergency assistance network for fire, paramedics, and/or police of your address. Once your call to 9-1-1 is complete, staff will be alerted by HTS that 9-1-1 was dialed from your address. Staff will respond and assist. Do not hang up until the 9-1-1 operator terminates the conversation.

If you need the assistance of the police, fire department and/or paramedics, and if able to do so, please call the 9-1-1 emergency response network directly. You do not need to dial 8; for HTS subscribers, the 9-1-1 operators are able to identify the house address. If you are calling from a cell phone or from a non-HTS phone, caller will need to identify address.

## URGENT RESPONSE/STAFF SUMMONING

1. Dial 50 for Security, or
2. Take the phone off the hook, or
3. Pull one of the wall switches in your unit.

## ROUTINE RESPONSE/COMMUNICATIONS

1. Emergency Information: Dial 4004.
2. Hillcrest Operator: Dial 0 (8:00 A.M. - 4:30 P.M., Monday - Friday)
3. Weekdays after 4:30 P.M., weekends and holidays, Dial 50 or 4383.
4. Work Orders: Dial 4336 (8:00 A.M. - 5:00 P.M., Monday - Friday) call 50 during non-business hours.
5. Staff Departments: Dial respective extension.
6. Other HTS households: Dial last four digits: Example: 909-392-4322, Dial 4322

## BASIC SERVICE

Your telephone number is a unique Direct Inward Dialing (DID) number. Your phone may be used for off-campus calling and to receive incoming direct dial calls.

Your DID number has a two-fold function. First, it acts as an on-campus extension number uniquely assigned to you. Other HTS subscribers may call you by dialing only the last four digits of your DID phone number. The second function allows people from off-campus to call you by dialing your full seven-digit number. Thus, off-campus callers reach you directly, by-passing the Concierge.

- To dial a call outside of Hillcrest, you will need to do the following: Dial 8+1+area code + phone number.
- To dial someone inside of Hillcrest, who is a Hillcrest Telephone Subscriber and you are a Hillcrest Telephone Subscriber, you may continue to dial the last four digits of their phone number.
- If you are not a Hillcrest Telephone Subscriber, you will need to dial Hillcrest residents in the same way you would dial an outside number.

## TELEPHONE REPAIRS

Call Support Services at 4336 (909-392-4336 for Non-HTS subscribers) to create a work order for your request or you may submit a work order on WorxHub.

## COSTS

Please refer to the Additional and Optional Charges chart which can be obtained from the Concierge at the Village Center or the Receptionist at Woods Health Services.

## LONG DISTANCE CARRIER

All long distance calls are billed at the prevailing rate of the carrier that has been selected by Hillcrest based upon overall service and price.

## EMERGENCY REPORTING (9-1-1)

Dial 9-1-1. This will put you in touch with the 9-1-1 emergency assistance network for fire, paramedics, and/or police. **Please note:** When you dial 9-1-1, the HTS system notifies the 9-1-1 emergency assistance network for fire, paramedics, and/or police of your address. Once your call to 9-1-1 is complete, staff will be alerted by HTS that 9-1-1 was dialed from your address. Staff will respond and assist. Do not hang up until the 9-1-1 operator terminates the conversation.

## CALLING FOR HELP—HTS SUBSCRIBERS

Security staff monitors HTS continuously and will receive an audio signal when any summoning method is initiated. Summoning methods are:

1. **Dial 50:** Security staff will respond.
2. **Off Hook Alarm:** Taking the telephone off the hook, and keeping it off for 30 seconds or longer, directly summons security staff who will respond to your home. If you discover your phone was off the hook accidentally, dial 50 and explain that a personal response is not needed.

3. **Emergency Pull Cord/Wall Switch:** By pulling the cord of a wall switch, a specific resident address or other location will be automatically identified by security staff, but no voice communication is possible. Security staff will come to your home. **Please remember that** if any pull cord/wall switch is activated in a location, none of the other pull cords/wall switches in that location will work. That is why it is important for security to check all pull cords/wall switches after one has been pulled to make sure the system is active again.

**LOCAL CALL:** Dial 8 (for an outside line) then the phone number. This Includes calls to Non-HTS subscribers on campus.

**LONG DISTANCE:** Dial 8 (for an outside line) then 1 + area code + phone number. Misdials occasionally occur that result in accidentally engaging the 911 emergency system. If this happens, please remain on the line and notify the emergency dispatcher that a misdial has occurred. This will save Security staff from unnecessary response.

**INTERNATIONAL:** Dial 8 (for an outside line) then 1 + country code + city code + phone number.

**DIRECTORY ASSISTANCE:** Effective November 1, 2021, 411 wireless service was discontinued but remains available at a pay-per-use rate via landline. If you need a telephone number for a business telephone, please call the Concierge for assistance.

### **CALLING FOR HELP—NON-HTS SUBSCRIBERS**

1. **Dial 909-392-4383:** Security staff will respond.
2. **Emergency Pull cords/wall switches:** By pulling the cord of a wall switch, a specific resident address will be automatically identified by security staff, but no voice communication is possible. Security staff will come to your home.
3. **Dial 911. SECURITY STAFF DOES NOT MONITOR NON-HTS TELPHONE SUBSCRIBERS. SECURITY IS NOT NOTIFIED WHEN A NON-HTS SUBSCRIBER DIALS 911.**



## EMERGENCY/DISASTER PREPAREDNESS

### EARTHQUAKE

During an earthquake, protect yourself from falling objects. It is best to kneel down in a hunched position next to an interior wall. Hold on tightly to something secure, if available, or place your hands over your head for protection. Do not run outdoors as there may be danger from flying glass, debris or electrical wires. After the shaking stops, put on shoes. Grab your Grab-bag (see Grab-bag, page 20). Remain calm. Look for potential problems such as: injured persons, fires, gas leaks, weakness of walls.

Report to your Neighborhood Chair or Assistant Neighborhood Chair, at the pre-determined assembly area. Work as a unit to help others remain calm, establish area command post, and assist staff by accounting for residents in your neighborhood. If a structure appears unsafe, evacuate residents. Contain fires where possible and advise residents of unsafe areas.

### EMERGENCY SERVICES – POLICE, FIRE, PARAMEDICS

If you have a need for assistance from the police, fire department and/or paramedics, and are able to do so, call the 9-1-1 emergency response network. The 9-1-1 operator may not know a specific house address. It is always best to give the house address (or the address of the residence from which the call is being made). Several minutes after the 9-1-1 call is completed, staff will be notified automatically through the **Hillcrest Telephone System**, but only for residents who are part of the system. If you have an emergency and you are not able to dial 9-1-1, pull the nearest staff-summoning pull cord/wall switch or, for **Hillcrest Telephone System** subscribers, knock the phone receiver off its hook.

### EMERGENCY PULL CORDS/WALL SWITCHES

By pulling the cord of a wall switch, a specific resident address will be automatically identified by Security staff, but no voice communication is possible. Security staff will come to your home.

### FIRE PROTECTION

For your safety, all accommodations come equipped with smoke detectors. These devices are either battery operated or wired directly into the electrical service system. All battery-operated smoke detectors are tested

semiannually to ensure proper working order. When the battery becomes low, the smoke detector will sound an intermittent chirp, similar to the sound of a loud cricket. If a cricket-like chirp is heard, contact Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers) or Security, by dialing 50 (or 909-392-4000, extension 50 for Non-HTS subscribers) and report this. Staff will respond to replace the spent battery with a new one.

#### In Residential Living Areas

Remain calm. Evacuate the fire area. Close doors to confine the fire. Activate the nearest fire alarm pull station. Call 9-1-1. Summon staff. Do not attempt to rescue items in apartment or residence.

#### In Birch Court, Maple Court, Pinecrest, Meeting House, and Administration Office Areas

If the fire alarm sounds or if you are aware of the odor of smoke and are uncertain as to the location of the fire, be cautious. Before opening your door to the hallway, feel near the top of the door with the back of your hand. If the door is hot, do not open the door. A wet blanket or towel should be placed at the bottom of the door to prevent entry of smoke. Alerting the office to the above condition may be accomplished either through the use of the telephone or staff summoning pull cord/wall switch system. At the window, use a flashlight or sheet (or bright-colored cloth) to alert the fire department or nearby persons. Remain in your room until you receive instructions from the fire department or other authorized persons, or exit through a rear door or window and proceed to your assembly area.

### **GRAB-BAG**

The Grab-bag is a sturdy cloth bag that is given to every resident within the first month of residency by the Sales and Marketing Department. The Grab-bag should contain supplies that might be needed during a disaster. A written list of recommended supplies will be provided. If you did not receive a Grab-bag, please contact the Sales & Marketing Department at 4111 (or 909-392-4111 for Non-HTS subscribers).

### **NATURAL GAS LEAK**

When you discover a natural gas leak, do not operate switches, radios, telephones, fire alarm systems, or anything that could produce either a spark or static electricity. Ventilate the space immediately. Open all windows and doors. Leave your home. Contact the Concierge at the Administration Office or Security.

### **WINDSTORM**

Move inside to a safe location. Interior corridors and bathrooms are the safest. Listen for weather advisories. Use battery-operated radio or TV. Collect your flashlight and spare batteries, emergency kit, and "Grab Bag." If time permits, secure all outdoor furniture and close blinds and/or curtains.



## **FINANCE**

### **ELECTRONIC GIFT CARD PROGRAM**

Hillcrest offers a gift card program that can be used in the Dining Room, Beauty Shop, and Integrative Therapy Room. This is an optional program and the funds are maintained online by resident account. You may add funds to your resident account with the Finance Department.

### **FINANCIAL ASSISTANCE**

Hillcrest will make every effort to prevent financial hardship. It cannot, however, preclude adjustments in individual budgets or alterations in lifestyle from occurring due to increasing costs. Fiscal soundness will only be maintained if rates are set where necessary to provide for the maintenance and improvement of housing and common facilities. All rates will be set at a realistic level. Confidential financial statements are required of all incoming residents to promote fiscal soundness. Current residents are encouraged to update their statements, if desired, by contacting the Sales & Marketing Department at 4111 (or 909-392-4111 for Non-HTS subscribers). Great care is exercised to maintain confidentiality of financial information.

### **FINANCIAL POSITION**

Copies of the prior year's complete financial audit are kept in the library. The Vice President and Chief Financial Officer are also available to answer questions by calling 4322 (or 909-392-4322 for Non-HTS subscribers).

### **INSURANCE (AUTOMOBILE)**

Residents are responsible for maintaining adequate personal automobile insurance. Please refer questions regarding the adequacy of your automobile insurance to your insurance agent.

### **INSURANCE (PERSONAL PROPERTY)**

Hillcrest's general insurance does not cover the loss of any personal property. It is recommended that residents obtain personal property insurance to protect the value of their possessions.

### **MONTHLY STATEMENTS/BILLING INQUIRIES**

Monthly statements are mailed or delivered no later than the 5th of each month. Inquiries on individual bills, including Hillcrest Telephone Service, should be directed to the accounting staff at 4333 (or 909-392-4333 for Non-HTS subscribers).

Statement Payment Payments are made monthly by automatic withdrawal, electronic transfer, by mail or in person at the Accounting Office, the Concierge Desk or the Woods Health Services office. In the event of an extended absence, please make arrangements with the Accounting Office. A late charge may apply to accounts 30 days and older unless other arrangements have been made.



## PHILANTHROPY

### HILLCREST IS A NONPROFIT

As a nonprofit, Hillcrest raises funds to help accomplish its mission *to serve and enrich the lives of older persons*. Some of the ways Hillcrest uses donated funds to support its mission are:

1. *to provide assistance to those Hillcrest residents who outlive their financial resources;*
2. *to provide quality nursing care for persons on Medi-Cal;*
3. *to assist some prospective residents with lower entrance and/or monthly fees who could not otherwise afford to move into Hillcrest; and*
4. *to reach beyond Hillcrest's campus to provide needed services for older adults in the community.*

The following sources exist for financial assistance: The Benevolent Fund, The Christian Service Fund, The Good Samaritan Fund and The Church of the Brethren Ministers and Missionaries Endowment Fund. These funds sustain Hillcrest residents who outlive their resources through no fault of their own.

### CHARITABLE GIVING OPPORTUNITIES

#### Good Samaritan Endowment and Good Samaritan Fund

The Good Samaritan Endowment and Fund were established to allow Hillcrest to provide care for non-resident older adults whose resources are insufficient to cover the costs of treatment at Woods Health Services; typically filling the gap which Medi-Cal does not cover. Each year Hillcrest provides hundreds of thousands of dollars in charity care. Money raised offsets some of these costs and relieves the financial burden on Hillcrest's General Fund.

#### Benevolent Endowment and Benevolent Fund

Hillcrest's Benevolent Fund helps Hillcrest residents if they outlive their financial resources through no fault of their own.

#### Capital Improvements

From time to time there are capital improvement projects at Hillcrest. These projects are partially or entirely funded through fundraising efforts or budgeted capital expenditures.

### General Fund

Gifts to the General Fund or undesignated gifts go to Hillcrest's greatest needs as determined by Hillcrest's Board of Directors and/or Executive Leadership.

For more information about any of the Hillcrest's giving opportunities, about planned giving, or any other part of our program, please contact the Philanthropy Office at 4309 (or 909-392-4309 for Non-HTS subscribers). We look forward to helping you create your own philanthropy.

### Special Purposes

Donor designated gifts to support Hillcrest's various funds or projects.

## **WAYS TO SUPPORT THE MISSION OF HILLCREST**

### Outright Gifts

As a nonprofit, Hillcrest appreciates and accepts outright gifts of cash, stocks and bonds, and real estate.

### Planned Giving

Through the Office of Philanthropy, Hillcrest provides donors with several planned giving options. Examples include:

### Bequests

A charitable bequest is one of the easiest gifts to make. With the help of an attorney, you can include language in your will or trust specifying a gift to be made to family, friends or Hillcrest as part of your estate plan, or you can make a bequest using a beneficiary designation form.

If you have any questions about leaving a bequest to Hillcrest, please contact the Office of Philanthropy and we would be happy to assist you. If you have been so generous to include a bequest to Hillcrest as part of your estate plan, please let us know. We would like to recognize you and your family for your generosity.

### IRA Charitable Rollover

An IRA charitable rollover is a way you can help Hillcrest's good work. If you are 70½ or older you may also be interested in a way to lower the income and taxes from your IRA withdrawals and satisfy your required minimum distribution for the year.

### Beneficiary Designation Gifts

A beneficiary designation gift is a simple and affordable way to make a gift to support Hillcrest. You can designate Hillcrest as a beneficiary of a retirement, investment or bank account or your life insurance policy.

### Charitable Gift Annuity

A Charitable Gift Annuity is a gift made to Hillcrest that can provide you with a secure source of fixed payments for life. If you decide to fund your gift annuity with cash, a significant portion of the annuity payment may be tax-free. You may also make a gift of appreciated securities to fund a gift annuity and potentially avoid a portion of the capital gains tax.

### Charitable Remainder Unitrust

A Charitable Remainder Unitrust (CRUT) is funded when you transfer cash or assets to the CRUT. If funded with appreciated assets, the trust will then sell the assets tax-free. The trust is invested to pay income to you or a beneficiary for a designed term. Hillcrest benefits from what remains in the trust after all payments have been made.

## **TREE OF LIFE**

The "Tree of Life," is a beautiful teak and brass sculpture located between the lobby and Galen Walker Board Room, created by artist Sanford Werfel. His interpretation of the Tree is patterned on the Aleppo Pine, Hillcrest's Logo, a symbol of our security and strength. This unique work of art is permanent tribute to the

generosity of the many donors who have shown their concern and devotion to Hillcrest's mission by making deferred gifts in their estate plans and/or tribute gifts of \$1,000 or more.

The Tree of Life provides an exquisite opportunity to pay tribute to someone. A tribute that captures the importance, the value and the depth of the relationship you have had with the person you honor or memorialize. Gifts are fully tax deductible.

If you would like more information, call the Office of Philanthropy, at (909) 392-4309.

### **HILLCREST HERITAGE SOCIETY**

Individuals who include Hillcrest in their estate plans are members of the Hillcrest Heritage Society. Members of the Heritage Society serve as pathfinders to strengthen Hillcrest for the many residents, associates and families it serves for generations to come.

Members enjoy:

- Invitations to selected donor recognition events
- Listing in Annual Reports and other print materials
- A recognition icon on the Tree of Life wall
- Ambassador opportunities and gatherings for the Tree of Life

Simply call **909-392-4309** and let us know you have named Hillcrest as a beneficiary in your estate plan.

***The Office of Philanthropy, 909-392-4309, will be happy to answer any questions and help you find the best planned giving options to meet your philanthropic goals and financial needs.***



## HEALTH AND MEDICAL

### ADMISSION TO WOODS HEALTH SERVICES

If your physician determines that skilled or custodial care is appropriate, you are entitled to receive twenty-four (24) hour continuous skilled nursing or custodial care, on a space-available basis at Woods Health Services, Hillcrest's on-campus nursing facility, in a semi-private room. You will be required to sign the Woods Health Services Admission Agreement that is in effect at that time. You, or your insurance carrier, with appropriate authorization, will be responsible for paying the skilled nursing rate for such care.

If you desire additional special duty nursing care, you must obtain the prior approval of the Administrator, or his/her designee, and pay an additional charge. You may stay in a private room or a suite if one is available. However, you will be charged the rate for a private room or suite. If you require nursing care and space is unavailable in Hillcrest's nursing facility, Hillcrest will arrange for your care at an appropriate alternate facility until space becomes available. You and/or your insurance carrier will be responsible for the rate charged at the alternate facility.

### ADDITIONAL/OPTIONAL SERVICES & PROGRAMS

Home Health Care Home Health Care agencies provide short-term assistance with bathing, companionship, shopping, preparation of light meals and respite care. They may also provide therapy services. Home Health Care services are typically ordered by a licensed physician and paid for in whole or in part by insurance companies, including Medicare, and HMOs when pre-authorized. For a list of Home Health Care agencies that have come to Hillcrest and are familiar with Hillcrest protocols, please contact the Clinic.

Home Care The Hillcrest Clinic maintains a list of approved Home Care Agencies for residents who may require additional support. Home care assistance is paid for privately by residents and typically includes:

- Assistance with personal care
- Companionship and social support
- Transportation and assistance with medical appointments or errands, and
- Light housekeeping services

**Please note:** For the safety of all residents, Hillcrest retains the right to oversee Home Care (also known as private duty companion services or privately hired caregivers) provided to residents on its property, whether such Home Care is done by Hillcrest associates, an individual, or through an outside Agency. There are certain limitations and requirements associated with Home Care services. When a resident/family hires an individual caregiver, they become an employer in the state of California and are bound to maintain all employment laws, including maintaining accurate records, calculation of overtime pay, and workers compensation insurance, to name a few. Without the proper insurance and record keeping, residents can put themselves at great financial risk should an injury occur or if labor laws are not kept. The Private-Duty Caregiver policy is established to protect both residents and Hillcrest from physical and financial risk. For further information, please contact the Hillcrest Clinic at ext. 4284 (or 909-392-4284 for Non-HTS subscribers).

Hospice Care Hillcrest may retain in its Residential Care Facility for the Elderly terminally ill persons who will receive hospice care from a hospice agency. The Department of Social Services has approved a waiver for this service. Hospice services are available at Hillcrest through a number of hospice agencies. Referrals can be provided by contacting the Hillcrest Clinic.

## **ADVANCE HEALTH CARE DIRECTIVES**

The Patient Self-Determination Act (PSDA) was passed by the U.S. Congress in 1990 as a part of the Omnibus Reconciliation (OBRA '90). The PSDA requires that health care providers inform patients of their rights to make health care decisions and to execute advance directives. It also requires health care providers to educate their staff and community regarding these rights.

Woods Health Services will provide to each resident, at the time of admission, written information describing the resident's right to accept or refuse medical or surgical treatment and to formulate advance directives, as well as Woods Health Services' policies regarding these rights and the way such decisions and directives will be implemented at Woods Health Services. Residents at all levels of care are encouraged to review these options with their physicians. After a directive has been signed, copies should be provided to your family, attorney, physician and the Hillcrest nurse responsible for your level of care.

## **CONTRACT/CONSULTANT SERVICES**

Hillcrest will assist you in obtaining access to the following services: physical therapy, occupational therapy, speech therapy, podiatry, dentistry, optometry, and pharmacy. All contract/consultant services are available to residents of the nursing facility. For residents with standard Medicare coverage (no HMO involvement) outpatient services are available upon the order of your physician at the Nursing facility. .

## **CONTRACTUAL ARRANGEMENT FOR HEALTH SERVICES**

Inclusions: Health Services included in the Hillcrest monthly fee charge are: intermittent observation, emergency response, social/recreational activities, and general health supervision. (Refer to Hillcrest Continuing Care Contract or Monthly Care Agreement).

Exclusions: Medical, surgical, hospital, acute, and private duty nursing are excluded. (Refer to Hillcrest Continuing Care Contract or Monthly Care Agreement.)

## **EMERGENCY INFORMATION**

The Administration attempts to keep emergency information up-to-date for each resident. This information, supplied upon admission, includes the name and telephone number of the personal physician, medical allergies and the name and number of a responsible person to be contacted in case of emergency. Changes can be made with the Receptionist at Woods Health Services or with the Concierge at the Village Center. The

emergency sheets are updated as needed and distributed to the offices of staff members responsible for emergency response. Please assist staff by providing updated information promptly. Information is updated annually during resident's birthday month.

## **EMERGENCY ROOM COMPANION PROGRAM**

When nursing staff determine that a resident needs to go to the Emergency Room, family is notified first, followed by the person who has volunteered to be the resident's ER Companion. The ER Companion goes to the Emergency Room and stays with the resident for companionship and support. They are not there to offer medical advice, request medical tests, or provide treatment. If you would like to be or have an ER Companion, please complete an ER Companion Interest Form available at the Clinic and return the completed form to the Clinic. Please remember that this is a volunteer program and both parties must agree to be part of the program.

## **HEALTH SERVICES STAFF**

The following departments and positions are included in Health Services:

<u>Department</u>	<u>Position</u>
Resident Life & Wellness	Life Enrichment Coordinator
Assisted Living	Clinic Nurse
Nursing--Woods Health Services	Director of Nursing
Resident/Clinic Services	Clinic Nurse
Social Services	Social Services Designee
Southwoods Lodge	Clinic Nurse

The **Medical Director**, a contracted physician, evaluates the medical care provided in the nursing facility and is available to the Health Services staff for consultation with medical concerns identified in other levels of living. Residents are each expected to have made arrangements with a personal **Primary Physician**. Hillcrest does not provide physician services. Admission to Woods Health Services is dependent upon request of the resident's primary physician. The primary physician must be available to direct the course of treatment during the entire admission.

A list of physicians who provide service to Woods Health Services is available from that office. Call 4367 (or 909-392-4367 for Non-HTS subscribers) for more information.

## **HOSPITALIZATION**

If you are hospitalized, please notify the clinic nurse at 4284 (or 909-392-4284 for Non-HTS subscribers) or the Concierge at the Village Center at 0 (or 909-392-4000, ext. 0 for Non-HTS subscribers). This is of extreme importance if your physician orders a higher level of care for your convalescence. Transportation home is left to the direction/consultation of your physician and/or hospital case manager. During regular business hours, and based on availability, the Hillcrest bus can be contacted directly or a private non-emergency transport service can be utilized if family or friends are not available, at the resident's cost.

## **INSURANCE**

Claims and Reimbursements: Woods Health Services gives no assurance that your admission will be covered by Medicare or private insurance. Notify the Health Services billing office at 4367 (or 909-392-4367 for Non-HTS subscribers) of membership in any HMO or supplementary insurance to insure maximum reimbursement.

Medicare Coverage: Medicare may cover an admissions to Woods. Under its current rules, Medicare covers skilled nursing care only if the patient is receiving follow-up care following an acute hospitalization and certain other conditions are met. Hillcrest can provide information about Medicare coverage and staff will do their best to verify Medicare coverage. For detailed information on Medicare, visit [www.medicare.gov](http://www.medicare.gov).

Newly admitted residents are notified as to staff's judgment regarding the possibility of Medicare coverage. At this time the resident may request that a bill be submitted to Medicare anyway. The resident will not be billed until Medicare makes a final determination.

If you have a Medicare Supplemental or Long-Term Care Insurance policy you may review coverage available at Hillcrest with your insurance agent or the **Admissions Coordinator** located in Woods Health Services.

HMO Coverage At the time of this printing, Hillcrest has an active contract with InterValley Senior Plus, a Medicare HMO. "Return to Home" legislation went into effect January 2002. It essentially directs Medicare HMOs that have members who are residents of Continuing Care Retirement Communities (CCRCs) to access their communities' 24-hour nursing facilities if the resident needs that level of care. Each case is handled on an individual basis by the HMO, and staff will do all it can to advocate for the resident to come back to Hillcrest for any 24-hour nursing or rehabilitation. Direct any questions you may have in this area to Woods Administration at 4367 (or 909-392-4367 for Non-HTS subscribers).

Required Insurance It is in your best interest to procure and maintain the maximum coverage available under any applicable program of federal Social Security and the Medicare programs. Also, you should examine the need for supplemental insurance coverage based on your own health needs. Hillcrest can recommend a Medicare insurance broker who can help you make the best choice for you.

## **MEDICAL EMERGENCY RESPONSE**

Reporting a Medical Emergency If a medical emergency is seen and a staff member is nearby, call for assistance. Otherwise, go to the nearest telephone and dial 9-1-1. If you become suddenly or violently ill or injured and can possibly reach a telephone, call 9-1-1 for emergency assistance. During business hours, if you are ill or have a minor injury, you may request a "house call" by dialing the Concierge at the Administration Office: dial 0 (or 909-392-4000 for Non-HTS subscribers). Assigned staff will respond.

If you need emergency assistance and cannot reach a telephone, or cannot speak, or if the telephone is not working, use one of the staff-summoning pull cord/wall switches that are provided in each unit. For **Hillcrest Telephone System** subscribers, if the phone is working and it can be reached, knock the receiver off its hook. Staff responds to a medical emergency as soon as possible.

Staff responding to a medical emergency will administer appropriate first-aid treatment including implementation of the emergency response system (calling 9-1-1). We will attempt to make your wishes known to emergency personnel but cannot be responsible for measures undertaken by outside medical professionals.

## **NURSING SERVICES**

Hillcrest provides 24-hour skilled care and rehabilitation services at Woods Health Services. The Woods' team works together with residents and family members to determine treatment plans. Comprehensive clinical disciplines include:

Coordinated Physician and Nurse Collaboration	IV Therapy
Diabetic Management and Education	Nutrition and Hydration Programs
Pain Management	Restorative Nursing
Stroke and Cardiac Rehabilitation	Wound Care

## **OUTPATIENT THERAPY AND AQUATIC THERAPY**

Outpatient therapy at Woods Health Services offers a personalized approach with clinically-proven strategies that promote overall better health. By combining highly-trained and compassionate therapists with the latest technologies, our outpatient clinic offers programs to fit your needs. In coordination with your physician, the best, most personalized care for you is always our highest priority.

Aquatic Therapy is just one unique offering available at Hillcrest at our Aquatic & Fitness Center. The indoor pool is kept at a temperature of 86 F degrees, as recommended by the National Arthritis Association. Certified therapists work closely with each individual to establish a program based on personal needs.

## **PHYSICIAN ORDERS FOR LIFE-SUSTAINING TREATMENT (POLST)**

Your health care professional may use the POLST form to write orders that indicate what types of life-sustaining treatment you do or do not want if you become seriously ill. The POLST form asks for information about preferences for resuscitation, medical conditions, use of antibiotics, and artificially administered fluids and

nutrition. The POLST form complements your Advance Directive; it is not intended to replace that document. The POLST form remains in your file and moves with you between levels of care, regardless of whether you are in the hospital, at home, or at Woods Health Services. You may obtain POLST forms from the Concierge at the Village Center, the Receptionist at Woods Health Services, and the Hillcrest Clinic.

## **THERAPY SERVICES**

Woods Health Services' experienced therapy team is committed to providing superior physical, occupational, and speech therapy in an environment conducive to healing. Our on-site therapy team will design a comprehensive and individualized rapid recovery program whereby patients are empowered to work toward restoring maximum functionality, independence, and ability following a hospitalization. Therapy services include:

Balance and Coordination  
Injury and Fall Prevention  
Post-Surgical Recovery  
Sepsis Management  
Stroke Recovery

Chronic Pain Management  
Orthopedic and Neurological Rehabilitation  
Safety Awareness  
Strength Training and Conditioning

## **CLINIC SERVICES PROGRAM**

The Clinic Services program provides supportive health care and services to residents in Residential Living and Residential Living with Services. The goal of this program is to assist the resident in maintaining the highest level of independence possible. Clinic Services includes making house calls as needed to assess resident condition, providing treatment as prescribed by physicians, responding to first aid and/or emergency situations, assisting in nursing care in Residents homes and being available for resident visits in the Clinic. Services also provided are the free blood pressure clinic, yearly flu vaccine, and consultations as needed.

You may contact the clinic at 4284 (or 909-392-4284 for Non-HTS subscribers).

Clinic Hours: Monday – Friday, 7:00 a.m. to 6:00 p.m. Emergency nurse support after hours including Saturday and Sunday is provided by Woods Health Services Nursing Team along with Security personnel.

### **Clinic Services**

- Blood Pressure Monitoring
- Assessment and Evaluation of Various Illnesses
- First Aid (minor cuts, burns, or abrasions)
- Wound Care and Dressing Changes\*
- Injections (Doctor's order required)\*
- Glucose Monitoring\*
- Assistance with Physician Contacts
- Assistance with Completing Advance Directives
  - Advance Health Directives
  - Durable Power Of Attorney for Health
  - Durable Power Of Attorney for Finances
- Assist with Medication or Lab Result Questions or Concerns
- Annual Resident Reviews
- House Calls (if unable to come to the clinic)
- Keep Records Up to Date: Please notify the Clinic Nurse with any changes in:
  - Emergency Contact Information
  - Physicians
  - Allergies
  - Advance Health Care Directives
  - Physician Orders for Life-Sustaining Treatment (POLST)

\*Doctors orders are required for ongoing treatment or care services and a charge will be applied.

### **Health Services** (call the Clinic to arrange services)

- Laboratory Services (Tuesday mornings for prescribed blood draws and urinalysis.)
- Podiatry Care (Monthly appointments available)
- Hearing Aid Services (Monthly appointments available)
- Ear, Nose, and Throat Care (Appointments available every other month)
- Optometry (Monthly appointments available)

### **“BUDDY” SYSTEM**

It has become increasingly important that each household develop a “buddy” system with a neighbor/friend. While it is not our intent to infringe upon anyone’s privacy, it shows a neighborly, caring, community attitude to be concerned about the welfare of all residents. Therefore, we are encouraging each resident household to develop a buddy system. This system is for the welfare of all residents: singles and couples. If a resident has become ill or has had an accident or fall, help can then come as quickly as possible.

When you are away from home, even for one night, let your buddy know. It could be useful to develop a habit to check on each other daily. This could be a telephone call or a signal system whereby you open a curtain by a certain time of the day or turn a light on or off by a designated hour.

### **CARE COORDINATION TEAM**

Resident health, medical, and safety needs that have been brought to the attention of administration are discussed by the Care Coordination Team. This team is comprised of the Administration, Vice President of Health Services, Directors of Residential Living and Assisted Living, the Director of Nursing, the Sales & Marketing Director, Sales Counselors, the Director of Social Services, the Social Services Designee, and the Chaplain. All new admissions to Hillcrest and all transfers between levels of care are brought before this team.

### **HOME CARE**

The Hillcrest Clinic maintains a list of approved Home Care Agencies for residents who may require additional support. Home care assistance is paid for privately by residents and typically includes:

- Assistance with personal care
- Companionship and social support
- Transportation and assistance with medical appointments or errands, and
- Light housekeeping services

**Please note:** For the safety of all residents, Hillcrest retains the right to oversee Home Care (also known as private duty companion services or privately hired caregivers) provided to residents on its property, whether such Home Care is done by Hillcrest associates, an individual, or through an outside Agency. There are certain limitations and requirements associated with Home Care services. When a resident/family hires an individual caregiver, they become an employer in the state of California and are bound to maintain all employment laws, including maintaining accurate records, calculation of overtime pay, and workers compensation insurance, to name a few. Without the proper insurance and record keeping, residents can put themselves at great financial risk should an injury occur or if labor laws are not kept. The Private-Duty Caregiver policy is established to protect both residents and Hillcrest from physical and financial risk. For further information, please contact the Hillcrest Clinic at ext. 4284 (or 909-392-4284 for Non-HTS subscribers).

### **LEVELS OF CARE**

Services provided to **Residential Living** residents include maintenance, gardening, utilities, clinic services, security and emergency medical care.

Services provided to **Residential Living with Services** residents are the same as Residential Living services, with the addition of housekeeping, linens and meal(s).

Services provided to **Assisted Living** residents are the same as Residential Living and Residential Living with Services and may include personal assistance with activities of daily living and medication management.

Assisted Living provides 24-hour staffing, supervised by a licensed vocational nurse.

Services at **Southwoods Lodge** are similar to those provided in Assisted Living services and also include activity programming catered to residents with dementia and a delayed-egress environment.

Services provided to **Woods Health Services** residents include professional nursing care and supervision. Woods is a 59-bed licensed nursing facility designated primarily to serve the nursing needs of Hillcrest residents. Community patients are admitted on a space-available basis.

### **Respite Care**

Respite Care is designed to be a short-term solution for residents needing additional care due to recovering from a recent surgery or illness. It can also be used to provide assistance/support to a family member or spouse who is suffering from caregiver burnout or may be going out of town and need their loved one to receive supervised assistance while away. Short term stays and care are available through our assisted living program at Birch Court.

### **TRANSFERS BETWEEN LEVELS OF CARE**

Temporary transfers are initiated by the physician, resident and/or family member. Staff will assist in the orderly transition and provide the care and rehabilitative services necessary to assist the resident to return to the most independent level of living possible.

While temporarily admitted to a higher level of care, the resident may be entitled to credits for duplication of services in the original accommodation. With the exception of these credits, if applicable, the regular monthly fee will continue to be billed as well as the current charges for the temporary admission.

All decisions involving permanent changes in the living accommodations of residents will be made by the Care Coordination Team, the resident, family member and/or physician.

A transfer to another level of care will be recommended when necessary for the health, safety, and welfare of the resident and/or in order to maintain compliance with licensing requirements, or under any other specific conditions set forth in an individual resident agreement or contract. You can receive a copy of the current Admissions Guidelines by contacting the Sales & Marketing Office at ext. 4111 (or 909-392-4111 for Non-HTS subscribers).



## RESIDENT LIFE & WELLNESS

### WELLNESS MODEL

Hillcrest operates on the research-inspired principle that whole-person wellness involves a multidisciplinary approach considering every dimension of a person's life. Residents want to remain vibrant, healthy, contributing members of family and society; to maintain their cognitive capacities and memories; to find meaning in life and share hard-won wisdom; and to feel happy and fulfilled. Accordingly, to guide its Life Enrichment and Wellness strategies, Hillcrest has adopted a wellness model that includes seven distinct areas of human health and well-being. These are: Body, Mind, Spirit, Environment, Emotion, Relationships, and Pursuits. Hillcrest ensures that Residents have opportunities to maximize individual potential, vitality, and wellness in the following ways:

- BODY:** Promoting physical health, through exercise, nutrition, and preventive and therapeutic health components
- MIND:** Providing opportunities for continuing intellectual growth and the maintenance or improvement of cognitive abilities
- SPIRIT:** Offering activities, events, and programs that encourage a sense of life purpose, inner strength, and a meaningful connection with something beyond oneself
- ENVIRONMENT:** Maintaining an environment in which it is natural for health to flourish, and supporting a relationship with the environment that recognizes the innate value of its many resources
- EMOTIONS:** Offering opportunities for the maintenance of healthy, positive attitudes; for developing skills for handling life's challenges; and for promoting healthy levels of self-confidence and self-esteem
- RELATIONSHIPS:** Encouraging supportive, positive relationships in a caring community, which includes Hillcrest associates, as well as family and friends
- PURSUIT:** Promoting opportunities for personal growth and enrichment through creativity, volunteerism, financial awareness, and meaningful hobbies, as well as for seeking new life experiences of personal interest and meaningfulness.

### AQUATIC & FITNESS CENTER (AFC)

The Aquatic and Fitness Center is located at 2700 A Street. The Aquatic & Fitness Center is open Monday –

Friday from 8:00 a.m. to 9:00 p.m., closed from 12:00 – 1:00 p.m for lunch; Saturday and Sunday, the Aquatic & Fitness Center is open from 9:00 a.m. to 9:00 p.m. Residents are encouraged to use the pool or spa with a “buddy” as there is no lifeguard on duty.

The AFC offers various types of exercise equipment and programs. Our programs facilitate staying active and managing better health, maintaining independent living, functional fitness at all levels, social and spiritual stimulation and support, and enhancing the quality of life. Programs and classes include a Personal Fitness Evaluation conducted by our Wellness Director, followed by tailor-made exercise program recommendations for each resident.

## **FITNESS ASSISTANCE**

While the Aquatic & Fitness Center (AFC) is available for engagement in group fitness classes or for the personal use of the Weight Room, Cardio Room, and Pool, some residents appreciate more individualized help with their fitness goals. For this reason, Fitness Assistance was created as a stand-alone, add-on feature of the AFC program. For a nominal fee, residents can work one-on-one with a certified AFC Instructor. Together with the Instructor, you'll discuss your fitness goals, create an exercise appointment schedule, and then meet regularly to exercise. In this way, residents can experience even greater gains in physical strength, flexibility, and endurance. If you are interested in learning more about the Fitness Assistance program, please contact the AFC at ext. 4029.

## **INTEGRATIVE THERAPY ROOM**

Integrative Therapies are non-medical therapies that complement traditional health care by promoting health and wellness, aiding recovery efforts, and providing preventative strategies. Hillcrest is unique in that we have an Integrative Therapy Room (ITR), which gives residents access to a range of integrative therapies at reduced prices (compared to similar services located off campus). The therapies offered vary, but have included modalities such as: Acupuncture, Reflexology, Massage, Chiropractic, Alexander Technique, and Hanna Somatic Education. For a list of current therapies and fees, please contact the ITR by calling ext. 4033.

## **MARLIN HECKMAN WELLNESS COLLECTION**

The Marlin Heckman Wellness Collection is a curated library of more than 1,500 titles, each of which relates to one or more of Hillcrest's seven dimensions of wellness (i.e., Body, Mind, Spirit, Environment, Emotions, Relationships, & Pursuits). Residents have full access to this collection, which is located in the lobby at the Aquatic & Fitness Center. Standard library use rules apply.

## **SPIRITUAL LIFE**

Hillcrest recognizes that for many residents, spirituality is a vital part of whole-person wellness. Therefore, Hillcrest seeks to assist residents in pursuing their spiritual interests. In doing so, Hillcrest recognizes the great diversity of understanding among residents and associates in spiritual matters and honors the right of each person to practice their own beliefs according to the dictates of their own conscience and without coercion.

Hillcrest employs a full-time Chaplain who is responsible for coordinating the spiritual programs and for providing a spiritual climate in our community. Opportunities for worship are provided at all levels of care, including worship services, scripture studies, phone devotions, and inspiration to meet a variety of needs and expectations. Support groups are scheduled regularly for those grieving the loss of a loved one or who are separated from their spouse because of a change of level of care. Other support groups may be formed as the need arises.

The Hillcrest Chaplain communicates with leaders of local faith communities and invites their leadership to conduct services at Hillcrest periodically. Hillcrest continues a close relationship with the La Verne Church of the Brethren, which founded Hillcrest and helps financially to insure that there is a full-time chaplain at Hillcrest.

The Hillcrest Chaplain is on campus Tuesday through Friday and on call for emergency and crisis care. The Chaplain may be reached by calling 4354 (or 909-392-4354 for Non-HTS subscribers). Residents may ask the Chaplain to visit them any time. Your personal calls and visits are welcomed. The Chaplain is also available for families and associates for wedding, memorial, and/or graveside services.



**COMMON AREAS**

**COMMON AREAS, RESERVATIONS NEEDED**

Hillcrest has many rooms, lounges and activity spaces that are available for resident use and enjoyment. Many of these areas may be reserved for resident’s use. To avoid frustration and disappointment, residents are encouraged to reserve public areas before planning an activity by calling the President’s Office at 4362 (or 909-392-4362 for Non-HTS subscribers). The following areas are commonly used spaces. Please note the seating capacity of each area in your planning.

<b>RESERVABLE SPACE</b>	<b>CAPACITY</b>	<b>TYPICAL ROOM USE</b>
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**Citrus Park (2751 A St.)**

Citrus Room	25	Small meetings, gatherings, classes
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**Pinecrest (2765 Mountain View Dr.)**

First Floor Multi-Purpose Room	20	Small meetings, gatherings, classes
Second Floor Multi-Purpose Room	20	Small meetings, gatherings, classes

**Village Center (2705 Mountain View Dr.)**

Meeting House	75-400	Small and large meetings, dinners, parties
Galen Walker Board Room	25-35	Meetings, small dinners
Café	35	Meetings, parties

**Birch Court/Maple Court (2701 Mountain View Dr.)**

Country Kitchens	10	Variety of crafts, hobbies, gatherings, games
First Floor Family Room (BC)	10	Spiritual services, small meetings, games
Second Floor Family Room (BC)	20	Spiritual services, small meetings, games
Maury Smeltzer Lounge	20-100	Dining, Activities, Large meetings/gatherings
Mountain View Dining Room	180	Dining, special events

Private Dining Room	20	Small meetings and gatherings, hobbies
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**Woods Health Services (2600 A Street)**

Activity Room	30	Special events relating to WHS patients
Baker Lounge	10	Small meetings, gatherings
Cedar Court Lounge	4	Special meetings for Cedar Court
Courtyard	100	Large outdoor events for Woods
Dining Room	25	Dining, special events for Woods

**RESERVATION PROCEDURES**

Contact the President’s Office at 4362 (or 909-392-4362 for Non-HTS subscribers) for room/space availability. Set-up needs for the room, such as microphones, tables, chairs, etc. will be arranged at this time. Food and beverage service is available for most private parties at an additional charge. Contact Catering Manager at 4396 (or 909-392-4396 for Non-HTS subscribers)



**THE GALLERY AT HILLCREST**

A unique feature of Hillcrest Retirement Community is its Art Gallery. The Gallery was created by residents and staff to encourage artistic expression, appreciation, and access to the visual arts within our La Verne community. The gallery at Hillcrest is an elegant art destination where local artists display original works in an appreciative atmosphere. It is located on the Mezzanine of the Meeting House.

Open to the Public

Four exhibits are shown during the year, each lasting three months, with one featuring the art of residents and Hillcrest associates. All exhibits are open to the public and appropriate for art patrons of all ages.

Art Purchase

Hosted artists may allow patrons to purchase selected artistic works at any time during the exhibits with a portion of the proceeds benefiting the gallery at Hillcrest. Artwork may not be removed until the end of the exhibit. All purchases will be handled by the Hillcrest concierge, who will accept cash, check or credit cards.

## Invitation

We invite you and your guests to visit the gallery as often as you like. Please sign our guest book when you are there. If you have any questions or need assistance, the Concierge will be happy to help you.



## **WELCOME ROOM**

The Diversity Equity and Inclusion Subcommittee of the Ethics Committee maintains several initiatives to assure that all residents enjoy the sense of belonging. While these initiatives may change over time, one that is being offered is the Hillcrest Welcome Room. In this room, residents and associates from various backgrounds are participate in creating a quarterly exhibit that celebrates a selected group. Welcome Room exhibits may include cultural, historical, and other significant elements that honor and highlight the selected group. Exhibits may include art, artifacts, pictures, monographs, and historical memorabilia intended to increase respect and to broaden the understanding of visitors.

## **COMMON AREAS LOCATED AT CITRUS PARK (2751 A STREET)**

### Citrus Park

This complex houses the Residents association office, a Meeting Room, Associate Training Room, Music Room, Woodshop, Train Room, and the Mary Dadisman Sewing Center.

### Citrus Parking Lot

The Citrus Parking Lot is a parking lot available to Hillcrest residents, associates, vendors, and family and friends Monday—Sunday, for daily or temporary parking. The parking lot can accommodate approximately 80 cars. A campus map is included in the Resident Telephone Directory.

### Mary Dadisman Sewing And Mending Center

The Mary Dadisman Sewing and Mending Center provides space for a group of volunteers who meet twice a month to sew for Woods Health Services and for other special projects such as the Hillcrest Gift Shop. Once a week a group gathers to make body wipes for Woods Health Services. Large tables on which to cut fabrics are available for resident use. A sewing machine can also be made available for resident's personal sewing or mending at the Mary Dadisman Sewing Center. Call the current Auxiliary President to make arrangements.

### Residents Association Office

This office houses the Residents Association Chair's office. You may reach the Residents Association Office at 4387 (or 909-392-4387 for Non-HTS subscribers).

### Woodshop

The Woodshop is located at the northwest corner of Citrus Park, 2751 A Street, #G. All residents are welcome to make new items, do repairs, or create items to sell at the Hillcrest Gift Shop. Proceeds are contributed to one or more of the funds that benefit Hillcrest residents. In addition, residents are encouraged to utilize the “buddy system” when working in the Woodshop.

## **COMMON AREAS LOCATED AROUND CAMPUS**

### Laundry Rooms

Laundry rooms are located throughout the campus. Each is provided with a washer and dryer. Instructions for care and use of this equipment are posted. If equipment is not working, Support Services should be notified by calling 4336 (or 909-392-4336 for Non-HTS subscribers). Residents provide their own laundry supplies. There are no charges for using the washers and dryers in the common laundry rooms.

### Libraries

The Hillcrest Library is located at 2705 Mountain View Drive, next to the Village Center Cafe. Smaller libraries are located in other areas of campus for the convenience of residents. These include smaller collections in Woods Health Services and Southwoods Lodge, and a larger collection in the Marlin Heckman Wellness Library located inside the Aquatic & Fitness Center.

### Resident Vegetable/Cutting Gardens

Three resident vegetable gardens are located:

- Between Park Avenue and Hillcrest Drive north of Hawthorne neighborhood.
- On A Street adjacent to Citrus Park
- Between Myrtle Lane and Magnolia Court east of Lewis Drive.

In these gardens, residents maintain their own home-grown vegetable plots. For information on who you can contact to reserve a garden plot, please contact the Residents Association Chair.

Residents cutting gardens provide flowers and some herbs for residents to cut and use. The locations are:

- Citrus Park at 2751 A Street
- Weybright Garden adjacent to the northeast corner of the Aquatic and Fitness Center
- 2725 Park Avenue Garden
- Gazebo in the Courtyard of Oak Crest on Hillcrest Drive
- Rose Court on Mountain View Drive
- Woods Health Services on A Street.

The greenhouse, located at Citrus Park, is for residents to use for starting plants, as a nursery for recovering plants and other greenhouse uses. Gardening tools are available for use in the greenhouse. Residents are expected to water and care for the plants they keep in the greenhouse. Please label the plants with your name. Please contact the Chair of the Residents Association for information about the gardens at Hillcrest.

## **THRIFT SHOP**

The Thrift Shop is open Monday and Thursday, 8:00 a.m. to 1:00 p.m. and is located at 2575 B Street. Sale items have been donated and volunteers provide staffing. Proceeds are contributed to one or more of the funds which benefit Hillcrest residents. Donations to the Thrift Shop can be made when the shop is open on Mondays or Thursdays or, if special arrangements are necessary, by calling the Philanthropy Office at 4309 (or 909-392-4309 for Non-HTS subscribers). The Thrift Shop is staffed by volunteers and proceeds go to one or more of the funds which benefit Hillcrest residents.

## **SUPPORT SERVICES**

The following departments are included in Support Services:

- Dining Services
- Housekeeping and Laundry
- Landscape
- Maintenance/Security/Transportation
- Remodeling/Refurbishing

## **DINING SERVICES**

### Dining Rooms

The Dining Rooms are designed and furnished to provide a congenial setting for meals so dining will be an enjoyable part of each day. Seating is open. Three plated meals are served daily. Residents not participating in a meal program may charge meals to the monthly statement by signature or purchase an electronic gift card. Persons with walking difficulties may be seated at tables near the Dining Room entrance. Residents are encouraged to make reservations whenever possible, especially for holidays and special events.

### Dining Hours

The Mountain View Dining Room offers three meals each day in a comfortable dining environment at the following times:

Breakfast:	7:30 a.m. – 9:00 a.m.
Lunch:	11:00 a.m. – 1:00 p.m.
Supper:	4:30 p.m. – 6:30 p.m.

The Village Center Café offers an a la carte menu, Monday – Saturday from 11:00 a.m. to 1:30 p.m.

### Menus

A daily menu is posted outside of the dining rooms and included on our website. In addition, menus are provided through email. If you have an email address and would like menus emailed to you, please contact the Director of Dining Services at 4353 (or 909-392-4353 for Non-HTS subscribers).

### Availability of Tables

The dining rooms are furnished with tables seating from two to eight persons. Tables may be combined to accommodate larger groups if planned in advance through the Dining Services office. Adequate seating of all types is generally available.

### Guests in the Dining Rooms

Individual guests are always welcome in either the Woods Health Services Dining Room or the Mountain View Dining Room. The dining program can always accommodate a few unexpected guests. However, if more people are present for a meal than were anticipated, dishes other than those shown on the menu may need to be substituted.

For groups of six or more, please make a reservation, as far in advance as possible, by calling the Dining Room at 4535 (or 909-392-4000, extension 4535 for Non-HTS subscribers). If others are waiting to be served, a reserved table cannot be held past the time of the reservation.

### Special Diet Accommodations

Special diets can be accommodated. Should you wish to consult the dietitian, call the dietitian at 4337 (or 909-392-4337 for NON-HTS subscribers) or Director of Dining Services at 4353 (or 909-392-4353 for Non-HTS subscribers).

### Scooters & Wheelchairs

Residents and guests can use electric scooters or wheelchairs in the dining room. However, for the safety of others, scooters should be parked in the designated areas and residents walk to their table or utilize outer perimeter tables if walking is not an option. You may also request assistance from a dining services associate.

### Box Lunches

A box lunch may be purchased by calling the Dining Services office at 4353 (or 909-392-4353 for Non-HTS subscribers). Advance notice is requested. Additional charges may be applicable.

### Extended Absences

While in Woods Health Services, residents on an all-inclusive meal plan at Birch Court, Cedar Court, and Southwoods Lodge will receive a meal credit beginning on the sixth (6th) day of absence while in Woods Health Services with a maximum meal credit of 60 days per calendar year.

### Take-Out Service

For residents not on the meal plan, containers are provided to take food from the dining room at the listed charge. Please request this service from the Dining Room Host(ess).

### Tray Service

Tray service is available for those with temporary illnesses or disabilities by contacting the Clinic at 4284 (or 909-392-4284 for Non-HTS subscribers). The regular charge, plus an additional charge for delivery, will be applied (see Additional and Optional Charges). A charge slip may be signed to have the charges billed on the monthly statement, or payment may be made with the Concierge during regular hours.

### Attire in Dining Room

Residents and guests are asked to dress appropriately for the dining room. Swimwear and sleep wear are not acceptable at any time in the Dining Room.

## **GUEST ROOMS**

Hillcrest provides guest rooms on a space-available, short-term stay basis, for those levels of living where it is not appropriate for guests to stay with a Hillcrest resident or in a resident's home. Guest room availability is reserved for the family and friends of Hillcrest residents, members of the Board of Directors, Hillcrest's Marketing Department, and visiting professionals.

Hillcrest offers guest rooms for residents' guests on a first come-first served basis. The number of guest rooms fluctuates depending on available inventory. The daily rate is determined by the revenue Hillcrest would receive for the space if it were occupied by a resident. There may be a period of time when no guest rooms are available. We apologize for the inconvenience when this occurs. When a guest room is not available, we encourage visitors to stay in local hotels or motels. If you would like further information, please visit the Concierge Desk.

Please note, Hillcrest guest rooms are not full service. Guest rooms include a coffee maker, refrigerator, and a microwave. Pots and pans, dishes, silverware, and glassware are not available in our guest rooms. It is anticipated that guests will eat with residents in their homes or in one of the Hillcrest dining venues. Minimum housekeeping services are made available to prepare the room prior to the visit and to clean up the room after a guest stay is completed. Although there may be an oven inside the apartment or home, it is not available for cooking or baking. Guests are encouraged to eat their meals in the Mountain View Dining Room or in the Village Center Café.

Reservations may be made with the Concierge at the Administration Office. The Concierge at the Administration Office will call you if there is a change in your guest room reservation. Room keys are available at the Concierge Desk upon arrival and are left in the room when checking out. Check out time is 11:00 a.m.

Housekeepers check the rooms daily to make beds and clean bathrooms. Bed linen is changed every three days or between occupants. For extended stays, fresh linen, towels and cleaning are provided twice weekly.

Concerns with guest services or accommodations should be brought to the attention of Hillcrest's Concierge.

### Overnight Guests

To help accommodate overnight guests in individual apartments, rollaway beds are available from the Housekeeping Department at an additional charge. Contact the Concierge at extension "0" (or 909-392-4000, extension "0" for Non-HTS subscribers).

### **HOME MAINTENANCE**

Routine maintenance services are available Sunday - Saturday from 7:30 a.m. until 3:30 p.m. At all other times contact Security at 50 (or 909-392-4383 for Non-HTS subscribers).

Maintenance of homes and all landscaping is included with Hillcrest's services to its residents. Such work must comply with the City of La Verne's conditions for development. As such, personal maintenance of homes and landscaping and any changes must be approved by Hillcrest.

### Awnings/Patio Enclosures

A resident may wish to have an awning or patio enclosure. Please initiate this request with the Associate Director of Remodeling/Refurbishing/Landscape at 4179 (909-392-4179 for Non-HTS subscribers). Alterations of this type, when approved, are done at the expense of the resident.

### Calling For Help

Staff is available to respond to urgent needs and routine requests 24 hours each day, seven days each week. Residents are instructed to call Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers), Monday – Friday, 8:00 a.m. – 5:00 p.m. After 5:00 p.m. and on weekends and holidays, call Security by dialing 50 (or 909-392-4383 for Non-HTS subscribers).

Pull Cords/Wall Switches: Pull down and leave down.

Additionally, those residents who are part of the **Hillcrest Telephone System** may also:

Dial 50: This will put a resident in direct telephone contact with Security staff who are trained and able to respond.

Take the telephone off its hook and leave it off: Staff will be notified and respond by coming to your home.

### Assistance With Work Orders Through Worxhub®

Hillcrest residents may initiate work orders through an online work order system called WorxHub®. This software program allows residents to submit and monitor active work orders through completion. You may also initiate a work order by calling Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers).

To enter a new work order, please visit WorxHub® in the Resident Portal on the Hillcrest website. To use this feature, residents need a password that can be obtained by calling Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers). Residents who are not able to use the WorxHub® system may call Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers).

### Electrical Consumption

Turn off all electrical appliances before leaving your residence to conserve and reduce electrical costs. It is important to keep doors and windows tightly closed while the heating or air-conditioning systems are in operation. If planning an extended absence from your apartment, please set thermostats down to 55 degrees in the winter and up to 80 degrees in the summer.

### Elevator

If an elevator is not operating, please contact Security directly by dialing 50 (or 909-392-4383 for Non-HTS subscribers), pull your pull cord/wall switch, or go to the balcony and call for assistance. Do not attempt to walk up or down the stairs unassisted if doing so would be unsafe.

### Heating, Ventilation and Air Conditioning (Hvac)

The accommodations at Hillcrest are equipped with HVAC systems and operational instructions are provided. Residents are free to adjust the thermostat and maintain a comfortable environment in their homes, but with the reminder to conserve energy.

### Housing Do's and Don'ts

#### **Do's:**

1. Please use WorxHub® to submit and track work orders.
2. Please be available when associates or outside vendors are performing work on your residence or authorize Maintenance associates to enter home when you are not there. Maintenance will not enter a home without a resident's permission.
3. Please let Maintenance change any light bulbs that require the use of a ladder.
4. When hanging pictures, please use proper devices (nail picture hangers) obtained at any hardware store.
5. Please remember to obtain permission before
  - a. Using any outside contractors or vendors
  - b. Permanently attaching anything to your house.
  - c. Altering interior or exterior of residenceTo obtain permission contact Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers).
6. If you see safety hazards, please call Security by dialing 50 (or 909-392-4383 for Non-HTS subscribers).
7. Please call the Maintenance Supervisor at 4315 (or 909-392-4315 for Non-HTS subscribers) if work is unsatisfactory.

#### **Don'ts**

1. Please don't stop associates on grounds to request work. Instead, please use the WorxHub system or call Support Services.
2. Please don't alter electrical wiring. If necessary, this will be done by staff, sometimes at a cost to resident.
3. Please don't overload electrical outlets. Example: a two-plug outlet should be used for two plugs only.
4. Please don't allow vines or shrubbery to climb on roof. Call in a work order before this happens.
5. Please don't attach outdoor TV antenna to structure. Submit a work order for such installation.
6. Please don't paint any portion of the exterior of residence.
7. Please don't put bones, pits, rags, cornhusks, celery, artichoke leaves, lettuce, and other fibrous material, grease, lye or drain cleaning chemicals into garbage disposal units.
8. Please don't store any items in the outside water heater enclosure.
9. Please don't flush sanitary wipes down the toilet even if they are marked flushable—they will clog the toilet.
10. Please remember that motion-detector or other bright lights adjacent to homes are prohibited.

### Locking of Public Doors

Security locks the entry doors to Birch Court, Maple Court, Pinecrest, Meeting House, Administration Office, Southwoods, and Woods Health Services at approximately 8:00 p.m. each evening. The doors to the Aquatic and Fitness Center are locked at 9:00 p.m. Special telephones that automatically ring Security are available at entrances. To use these "ring-down" phones, simply remove the handset from the hook and place to your ear. Security should answer promptly.

### Major Repair Procedure

If a resident places a work request and Hillcrest staff is unable to make repairs, an outside contractor may be scheduled by staff.

### Modifications and Additions to Hillcrest Facilities

Changes of any kind to living accommodations or to other Hillcrest facilities must first be approved by administration and subsequently performed under the direction of the Hillcrest staff. Please call Associate Director of Refurbishing/Remodeling/Landscape at 4170 (909-392-4179 for Non-HTS subscribers) to initiate this process. Modifications and additions (such as cupboards, awnings, patio enclosures, humidifiers and electronic air filters) become the property of Hillcrest unless specified otherwise.

Residents may not re-key their doors as this impairs the ability of Security staff to respond in an emergency. Please contact the Associate Director of Refurbishing/Remodeling/Landscape at 4179 (909-392-4179 for Non-HTS subscribers)

### Repairs, Maintenance & Replacements

Necessary repairs, maintenance and replacement of property and equipment owned by Hillcrest will be performed and paid for by Hillcrest. Contact Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers) to request service.

Repairs, maintenance and replacement of personal property (such as light bulbs, toasters, electric skillets, frayed electrical wires, television sets, personal plantings, etc.) are the responsibility of the resident. Residents are encouraged to place a work order to replace all light bulbs which are difficult to reach.

The Maintenance staff does not repair personal property.

**Urgent Maintenance Needs - After Hours:** For emergencies such as overflowing toilets, no running water, or electrical needs that require a response after hours, call Security at 50 (or 909-392-4383 for Non-HTS subscribers). Security will respond and correct urgent problems or summon an on-call staff member to respond. If unable to reach staff by phone, please use the staff-summoning pull cord/wall switch to get help.

## **SAFETY MEASURES**

### Hazardous Items

Hillcrest reserves the right to regulate any items considered hazardous, in accordance with environmental and health laws. These items include gardening and household chemicals, paint and paint thinners, and pesticides.

### Throw Rugs

Throw rugs or rugs placed over a carpet are considered hazardous and should be used with caution.

### Use of Electrical Appliances

Please be certain not to overload electrical circuits by using too many appliances on one outlet. Portable heaters are discouraged. If a heater is not working, place a work order by calling Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers) or summon security staff by dialing 50 (or 909-392-4383).

### Walkway Obstructions

It is important to keep the walkway area in front of apartments clear of obstructions. Walkway obstructions can be hazardous to everyone.

### Security Staff

The on-duty member of the Security Department is responsible for security within the community at all times. This staff member is in contact with other staff members, the Concierge at the Administration Office, the nursing staff at Woods Health Services, and the Support Services office.

Random patrols are made throughout the campus, day and night. If you need help with a non-emergency problem or have concerns at night, dial 50 or 4383 (or 909-392-4383 for Non-HTS subscribers).

If you need the assistance of the police, fire department and/or paramedics, and if able to do so, please call the 9-1-1 emergency response network directly. You do not need to dial 8; for HTS subscribers, the 9-1-1 operators are able to identify the house address. If you are calling from a cell phone or from a non-HTS phone, caller will need to identify address.

If you have an emergency and are not able to dial 9-1-1, pull the nearest staff-summoning pull cord/wall switch or, for **Hillcrest Telephone System** subscribers, leave the phone receiver off its hook.

### Utility Surcharge

If a resident wishes to add an amenity such as a spa, therapeutic tub, freezer, electric cart, or other high energy-consuming device, the cost to run the item may be billed to the resident. Please initiate this request with Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers).

## **HOUSEKEEPING AND LAUNDRY**

### Housekeeping Service

Residents in Assisted Living receive scheduled housekeeping service. New assisted living residents will be contacted by the Lead Housekeeper to schedule housekeeping service.

Housekeeping services are available, at additional charge, to all other residents. To arrange for this service, please call Housekeeping and Laundry Supervisor at 4090 (or 909-392-4090 for Non-HTS subscribers).

### Interior Pest Control

An "environment-friendly," non-toxic, poison-free pesticide is available, on request, for indoor pest prevention. Contact Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers) for all interior pest control.

### Linen Service

Only residents in Assisted Living receive a weekly change of bed and bathroom linens. Personal linens may be used.

### Personal Laundry

Nearly all Residential Living homes and apartments have laundry machines. Residents provide their own laundry supplies. Some apartments offer self-service laundry rooms as well, such as in Birch Court. Personal laundry service is available at additional charge for residents in care environments. Refer to additional and optional charge sheet for details.

## **LANDSCAPE**

The Landscape Department's objective is to maintain the landscaped campus areas in a well-groomed and safe condition, and to provide the opportunity to individualize your home.

### Irrigation

There are many bed planters without adequate irrigation; because of the time involved, resident assistance is needed to maintain the plants that require frequent watering.

### Irrigation Maintenance

Staff plans quarterly inspections, ongoing repairs and programming according to season. Residents can call Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers) to report a broken or malfunctioning sprinkler head or water system.

### Patio Plants

Residents are encouraged to have patio plants but patio plants are not maintained by staff.

### Pest Control

A commercial pest control company applies chemicals seasonally and as needed to exterior areas. Contact Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers) for assistance in control of interior pests.

### Pruning

Shrubs, small trees and bedding plants will be attended to as needed. Special pruning will be performed as requested.

### Relandscaping

Hillcrest currently does not have a program to systematically relandscape. A resident may choose to fund a re-landscaping project and Hillcrest will supply the labor; the resident provides the plant materials. Hillcrest approval

of the project is required beforehand. Contact the Associate Director of Refurbishing/Remodeling/Landscape at 4179 (909-392-4179 for Non-HTS subscribers) to schedule an appointment to discuss the scope of your project.

#### Sweeping

Sidewalks and patios are cleaned after mowing.

#### Transplanting and Planting

Low maintenance plants will be maintained by gardening associates; otherwise, residents are asked to maintain them. Low maintenance plants are perennial, slow growing and do not need special care for pruning, fertilizing and pest control.

#### Vacation Irrigation

Staff will water for residents planning to be away for long periods of time. Please contact Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers) to make arrangements.

#### Varmints

Should you experience problems with possums, raccoons, skunks, rats, etc., please contact Support Services at 4336 (or 909-392-4336 for Non-HTS subscribers) for information on ways to mitigate this problem.

### **TRANSPORTATION**

The Transportation Supervisor is responsible for the coordination and supervision of this department. For questions or assistance, please call 4090 (or 909-392-4090 for Non-HTS subscribers).

#### Alternative/Private Transportation

Alternative/Private transportation, such as Yellow Cab and Airline Coach, is available by private arrangement. Please refer to the Resident Telephone Directory.

#### Bus Transportation

Monday through Friday, transportation is provided west to Grand Avenue (Glendora), east to Euclid Avenue (Upland), north to Baseline Road (Upland), and south to Mission Boulevard (Pomona), in addition to the local areas of La Verne and San Dimas.

Thursday afternoons the bus provides a mini-trip for the residents of Southwoods Lodge, Assisted Living residents at Birch Court, and residents at Woods Assisted Living. It is therefore unavailable for other needs.

Residents board the Hillcrest bus from the Administration Office at pre-scheduled times. The driver will pick up, by request, at the Village Center, or Hillcrest West. The driver does not remain with the resident but will return at a pre-determined time and may be called. Appointments are made with the Transportation Coordinator by calling 4325 (909-392-4325 for Non-HTS subscribers) or 4059 (909-392-4059 for Non-HTS subscribers). There is an extra charge for this service (see Additional and Optional Charges). The handicapped accessible bus is made available from state funds through the City of La Verne. This requires Hillcrest to make the bus available to community residents. A complete bus schedule is located in the Resident Telephone Directory.

To request bus service please call 4325 (909-392-4325 for Non-HTS subscribers) or 4059 (909-392-4059 for Non-HTS subscribers) 24 hours in advance. Leave your name, telephone number, place, date and time of your appointment. Due to the large volume of calls, a return call is made only to reschedule. To better accommodate everyone, please do not make appointments between 11:00 a.m. and 1:45 p.m. or after 3:00 p.m. However, we will try to accommodate emergencies.

#### Campus Transportation

For those residents who want transportation provided for them on campus, please call Security at 50 (909-392-4383 for Non-HTS Subscribers) or the Hillcrest Concierge to make arrangements.

### Companion Transportation

Companion transportation is offered through Interim. A caregiver from the Interim Team will provide transportation from the resident's home and remain with the resident for the duration of the appointment. Appointments are made by calling Interim at 909-435-4663. Interim charges do apply.

### Gold Line

La Verne has an under-construction light rail station in the Los Angeles County Metro Rail system. It is currently under construction as part of the Gold Line Foothill Extension and is slated to open in 2025. It will be served by the A Line. The station will be located near the intersection of Arrow Highway and E Street.

### Medical Transportation

Medic-1 provides a medical transport service with a private fee schedule and is for residents unable to use private services. Arrangements must be made in advance. Contact the Social Services office at 4345 (or 909-392-4345 for Non-HTS subscribers).

### Public Transportation

Public transportation, such as Metro Link and Get-About is available by private arrangement. In addition, for Hillcrest residents who are eligible, Access Transportation is also available. See Resident Telephone Directory for additional information.

## **TRASH, RECYCLING, AND GREEN/ORGANIC WASTE DISPOSAL**

The City of La Verne, through a refuse collection system, recycles newspapers, glass, aluminum, plastic and cans. Pickup day is Monday, beginning at 6:30 a.m. Gray and black bins are provided by the City for storage and pickup. See your Neighborhood Chair for location of bins and procedures.

Green waste containers, also provided by the City, are available for yard trimmings and organic recycling. See your Neighborhood Chair for location of bins and procedures. Please note: Hillcrest does incur penalties for non-recyclable items that are disposed of in the recycle containers. We need your help making sure we only place accepted materials in each containers.

Residents are encouraged to recycle used batteries (taped at the ends) and light bulbs by turning them into the Concierge at the Village Center. You may also recycle medication bottles (placed in a plastic bag) by turning them in to the Clinic Nurse. Electronic recycling is available at the Meeting House.

### Trash Disposal

Some residents place trash in bins located near laundry rooms and carports, others in cans placed at the curb. Residents will be instructed by Neighborhood Chairs. Trash receptacles shall be stored in the garage until 5pm on the day preceding trash pickup at which point they shall be moved and later picked up from the designated pickup spot for each home. Only approved trash receptacles, as provided by Waste Management, may be used.



# Trash, Recycling, and Green Waste Disposal

Senate Bill 1383 requires cities and counties to reduce organic waste disposal by 75% by 2025. As of January 1, 2022, all California residents and businesses are required to separate food and yard waste from trash and recycling in different carts. The City of La Verne issues waste bins as follows:

## Black Bins



are for



Trash

## Grey Bins



are for



Recyclables

## Green Bins



are for



Organic Waste  
&



Green Waste

# HILLCREST

2705 Mountain View Drive,  
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[www.livingathillcrest.org](http://www.livingathillcrest.org)



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