

**April 1, 2026**

# *Welcome to Hillcrest!*

## **Welcome to Hillcrest**

On behalf of everyone at Hillcrest, it is my pleasure to extend a warm welcome to you. We are delighted that you have chosen to make Hillcrest your home.

Hillcrest is known for its spirit of community, care, and connection. Here, you will find not only a beautiful campus and supportive services, but also friendly neighbors and associates who are eager to get to know you.

As you settle in, please know that each of our departments is here to assist you, answer your questions, and help make you feel welcome. While every resident's journey is unique, you will discover you are joining a vibrant community that values connection, unity, and belonging.

We are delighted you are here and look forward to the many ways you will enrich our community. Welcome home!

Sincerely,



Matthew Neeley  
President and Chief Executive Officer

# Table of Contents

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<b>GENERAL INFORMATION .....</b>	<b>11</b>
Introduction and Purpose .....	11
Hillcrest Philosophy Statements .....	12
Common Areas: Private and Public .....	12
Space Usage Process: Residents Service Center	
Common Areas at Residents Services Center	
Citrus Parking Lot	
Lapidary	
Music Room	
Mary Dadisman Sewing and Mending Center	
Residents Association Office	
Woodshop	
Common Areas around Hillcrest	
Beauty Shops	
The Gallery	
The Gift Shop	
Laundry Rooms	
Libraries	
Resident Vegetable and Cutting Gardens	
Stained Glass Room	
Thrift Store	
Welcome Room	
Concierge Services.....	18
Door to Door Solicitation .....	19
Firearms and Weapons.....	19
Gifts to Associates .....	19
Guest Rooms.....	19
Hillcrest Auxiliary.....	21
HIPAA Privacy.....	21

Home Maintenance.....	22
Mail Service.....	22
Media Spokesperson.....	22
Newspaper Delivery.....	23
One Way Streets.....	23
Parking (Assigned Parking).....	23
Parking Guidelines.....	24
Parking – Recreational Vehicles.....	24
Parking – Street Parking.....	24
Pets.....	25
Political Campaign Meetings/Solicitations.....	25
Private Employment of Hillcrest Associates.....	25
Residents and the Board of Directors.....	25
Resident Check-In System.....	26
Resident Portal.....	26
Right of Entry.....	26
Smoke Free Environment.....	26
Storage.....	27
Subletting.....	27
Theft and Loss.....	27
Time Away From Home - Absences.....	27
Vacating a Home.....	28
Voicemail - Associates.....	28
Voting.....	28
Website.....	28

<b>DEPARTMENTS AT HILLCREST</b> .....	29
Corporate Compliance .....	29
Dining Services.....	29
Dining Rooms and Hours	
Menus	
The Always Available Menu	
The MIND Diet	
Attire	
Catering	
Dining Dollars	
Extended Absences	
Grocery Orders	
Order Tracking and Billing	
Scooters and Wheelchairs	
Seating and Reservations	
Share the Love	
Special Diet Accommodations	
Take Out Orders	
Tray Service/Home Delivery	
Finance.....	33
Insurance (Auto)	
Insurance (Personal Property)	
Monthly Statements	
Statements/Payment	
Housekeeping and Laundry .....	33
Housekeeping Service	
Exterior Pest Control	
Interior Pest Control	
Linen Service	
Personal Laundry	

Information Technology (IT) .....	34
Landscape .....	35
Irrigation	
Irrigation Maintenance	
Patio Plants	
Pruning	
Re-Landscaping	
Standards for Outdoor Environments and Décor	
Sweeping	
Transplanting and Planting	
Vacation irrigation	
Maintenance and Operations .....	36
Awnings/Patio Enclosures	
Electrical Consumption	
Elevator	
Electric Vehicle Charging	
Heating Ventilation and Air Conditioning (HVAC)	
Housing Do's and Don'ts	
Locking of Public Doors	
Major Repair Procedures	
Modifications and Additions to Hillcrest Facilities	
Re-keying Doors	
Repairs, Maintenance and Replacements	
Utility Surcharge	
Urgent Maintenance Needs After Hours	
WorxHub®	
Philanthropy at Hillcrest .....	40
Resident Life and Wellness .....	41
Wellness Model	
Aquatic and Fitness Center	
Community Memberships	
Fitness Assistance	

Guest Access  
Integrative Therapy Room  
Marlin Heckman Wellness Collection

Spiritual Life..... 43

- Accessibility
- Availability and Contact
- Ceremonies
- Our Commitment
- Chaplaincy Services
- Community Partnerships
- Programs and Support

**COMMUNICATION..... 45**

- Cable Television System..... 45
- City of La Verne Information ..... 45
- Community Partner Events ..... 45
- Concierge Services..... 46
- Daily Agenda* ..... 46
- Hillcrest Happenings*..... 46
- Neighborhood Chairs..... 47, 61
- Resident Forum ..... 47, 60
- Residents & Associates Directory ..... 47
- Telephone User Guide ..... 47

- Routine Response and Communication
- Basic Telephone Service
- Emergency Notification
- Pendants and Watches
- Stanley Arial Wall Switch in Bathrooms
- Hillcrest Telephone System (HTS) Subscribers

- Personal Cell Phone and Private Telephone Numbers (Non-HTS Subscribers)
- Dialing 911
- Local Call
- Long Distance
- Long Distance Carrier
- Directory Assistance
- Costs
- Telephone repairs

- SAFETY AND SECURITY ..... 51**
  - Community Emergency Response Team (CERT) ..... 51
  - Emergency / Disaster Preparedness ..... 52
    - Earthquake
    - Fire Protection
    - Natural Gas Leak
    - Wildfire
    - Windstorm
  - Emergency Services: Police, Fire, Paramedics..... 54
  - Emergency Pendants ..... 54
  - Go-Bags ..... 55
  - One Call Now Telephone Alert ..... 55
  - Safety Measures..... 55
    - Hazardous Items
    - Throw Rugs
    - Use of Electrical Appliances
    - Walkway Obstructions
  - Security Staff ..... 56
  - Theft and Loss ..... 57

<b>RESIDENTS ASSOCIATION</b> .....	59
The Association .....	59
Communication.....	60
Committees .....	60
Resident Problem-Solving Procedure and Policy.....	61
Organizational Chart.....	64
<b>HEALTH AND MEDICAL</b> .....	65
Admission to Woods Health Services .....	65
Additional Optional Services and Programs .....	66
Home Health Care Services	
Hospice	
Advanced Health Care Directives	
Contract Consultant Services	
Contractual Arrangement for Health Services	
Emergency Information	
Emergency Room Companion Program	
Health Services Staff	
Hospitalization	
Medicare/Insurance Coverage	
Claims and Reimbursements	
Medicare Coverage	
HMO Coverage	
Required Insurance	
Nursing Services	
Outpatient Therapy	
Physicians Orders for Life Sustaining Treatment: POLST	
Therapy Services	
Clinic Services Program	
Care Coordination Team	
Home Care Agencies	

Levels of Care  
Respite Care  
Transfers Between Levels of Care

**TRANSPORTATION ..... 75**

Alternative/Private Transportation  
Bus Transportation  
Campus Transportation  
Gold Line  
Medical Transportation  
Metro Fares  
Public Transportation

**TRASH, RECYCLING AND GREEN/ORGANIC WASTE ..... 77**

Waste Disposal  
Trash Disposal  
Organics Waste Program

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**DISCLAIMER:**

This Residents Handbook is not a legal document and has been given to you for informational purposes only. It is a guide to life at Hillcrest and information will change periodically. Hillcrest assumes no responsibility or liability for errors or omissions in the content of this Handbook. There is also no guarantee that it is complete and contains all information.

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## **GENERAL INFORMATION**

### **Introduction and Purpose**

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 a 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 a

Strategic Plan. Through the planning process, staff and Board members, with the participation of residents, map out strategies to accomplish the goals to fulfill its mission and 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.

**HILLCREST PHILOSOPHY STATEMENTS**

- Mission:* To serve and enrich the lives of older persons
- Vision:* To be the premier destination for vibrant community living
- Core Values:* Service, Teamwork, Integrity, Respect, Stewardship

**COMMON AREAS - PRIVATE AND PUBLIC**

Reservation procedures for the rooms listed below:

Contact the President’s Office at 4362 (or 909-392-4362) 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.)

The following areas are commonly used and public spaces. Note the seating capacity of each area in your planning.

<b>Reservable Space</b>	<b>Capacity</b>	<b>Typical Use of Space</b>
<i>Resident Services Center – 2751 A St.</i>		
Citrus Room	25	Small, meetings, gatherings, classes
<i>Pinecrest – 2765 Mountain View Drive</i>		
First Floor Multi-Purpose Room*	5-15	Small, meetings, gatherings, classes
Second Floor Multi-Purpose Room*	5-15	Small, meetings, gatherings, classes

*\*Please be sensitive to the location of these multi-purpose rooms which are directly across from resident apartments.*

Village Center – 2705 Mountain View Dr.

Meeting House	75-400	Small & large meetings, dinners, parties
Galen Walker Board Room	25-30	Meetings, small dinners
Chapel	20-40	Meetings, gatherings
Village Cafe	20-30	Meetings, parties

Birch Court/Maple Court – 2701 Mountain View Dr.

Country Kitchens	10	Crafts, hobbies, gatherings, games
Maury Smeltzer Lounge	20-100	Meetings, small dinners
Mountain View Dining Room	180	Dining, special events
Private Dining Room	16	Small meetings, gatherings, dinners

Woods Health Services – 2600 A St.

Activity Room	30	Daily and Special events
Baker Lounge	10	Small meetings, gatherings
Cedar Court Lounge	4	Small meetings
Dining Room	25	Dining, special events
Courtyard	100	Outdoor events for Woods

**Space Usage Process at the Residents Service Center**

Hillcrest is committed to providing enjoyable and equitable opportunities for resident-led activities. Both short-term and long-term use of rooms follow a clear approval process and established procedures, with appropriate oversight. To ensure smooth coordination and support for ongoing activities, all residents and groups are asked to follow the guidelines below. For questions about room availability, contact the Director of Resident Life & Wellness at ext. 4392 (or 909-392-4392).

Residents may establish special interest groups that are not programmed by Hillcrest associates. It is anticipated that each group will schedule an available room by contacting the Assistant to the CEO for its regular gatherings. Groups or committees wishing to reserve a room for long-term use will be required to submit a request that includes the name of a designated point person. The Hillcrest CEO and the Residents Association Executive Board will review all long-term room requests as well as any proposed activity closures. Residents will be notified by Hillcrest staff of any changes to room assignments or usage.

The designated point person is responsible for coordinating and overseeing room use, maintaining cleanliness and safety, and managing room keys. Groups must also ensure activity rooms are left in good condition after use, as there is no routine cleaning service provided. Basic upkeep (i.e., dusting, tidying, and turning off the air conditioner upon departure) is expected of all groups. If a group averages fewer than four participants per month, the Residents Association Executive Committee will evaluate whether the group should continue to hold a long-term room reservation.

Short-term and incidental room use is also available as needed. Scheduling for the Citrus Room is managed through the Assistant to the CEO, while all other rooms are scheduled through the Director of Resident Life & Wellness.

### **Common Areas at Residents Service Center**

The Residents Service Center has the following opportunities for special interest groups. Questions about classes and usage can be asked of the Director of Resident Life and Wellness.

#### Citrus Parking Lot

The Citrus Parking Lot is a lot available to Hillcrest residents, associates, vendors, and family and friends from Monday—Sunday, for daily or temporary parking. The parking lot can accommodate approximately 80 cars. A campus map is included in the *Residents & Associates Directory*. This is a Common Area and no reservations are needed.

#### Lapidary

This room is fully stocked with stones, tumbling equipment and stone cutting. For information, call the Director of Resident Life and Wellness.

#### Multipurpose Room

The multipurpose is available for special groups and special projects. This room can house Bunco games, card games, special painting projects or arts and crafts projects on an as needed basis.

#### Music Room

Special keyboard classes are available. Information is available from the Director of Resident Life and Wellness.

### Mary Dadisman Sewing and Mending Center

Provides space for a group of volunteers who meet twice a month for other special projects such as sewing and knitting. 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.

### Residents Association Office

This office houses the Residents Association office. Contact the Concierge if you would like the phone number of the Chair or any other officers.

### Woodshop

The Woodshop is located at room #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. Residents are encouraged to utilize the "buddy system" when working in the Woodshop.

## **Common Areas Around Hillcrest**

### Beauty Shops

There are two beauty shops on campus: One located on the 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 3:30 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; Woods Health Services: 909-392-4000, Ext. 4550.

### 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 the La Verne community. The gallery at Hillcrest is an elegant art destination where local artists display original work. It is located on the Mezzanine of the Meeting House.

#### Invitation

Residents and guests are invited to visit the gallery as often as liked. Residents should sign the guest book when there. If there

are any questions or assistance is needed, the Concierge will be happy to help you.

### 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.

### **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 Gift Shop 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.

### **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). 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 in other areas of campus for the convenience of residents. These include smaller collections in

Woods Health Services, Pinecrest (first floor) and Birch Court (first floor Activity Room 167) and a larger collection in the Marlin Heckman Wellness Library located in the lobby of the Aquatic & Fitness Center. The Library Committee is responsible for operating the Hillcrest Library and satellite libraries around campus. There are over 4,000 books with new books added every month. Many books are available in large print. Residents may check out books for six weeks. Two daily newspapers, the *Los Angeles Times* and a local newspaper are available to read as are a large selection of magazines. There are also a computer and printer available for use.

### **Resident Vegetable and Cutting Gardens**

Three resident vegetable gardens are located as follows:

- Between Park Avenue and Hillcrest Drive north of Hawthorne neighborhood.
- On A Street adjacent to Residents Service Center.
- 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 to contact to reserve a garden plot, contact the Director of Resident Life and Wellness.

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

- Residents Service Center, 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. Beds should be labeled with the resident's name. Contact the Director of Resident Life and Wellness for information about the gardens at Hillcrest.

### **Stained Glass Room.**

This room is located at Magnolia Court. The Director of Resident Life & Wellness has information about using the Stained-Glass room.

### **Thrift Store**

The Thrift Store is open Monday and Thursday, 8:00 a.m. to 12:00 p.m. and is located at 2575 B Street. Hours may fluctuate seasonally. 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 Store may be made when the shop is open on Mondays or Thursdays or, if special arrangements are necessary, call the Philanthropy Office at 4309 (or 909-392-4309).

### **Hillcrest's Welcome Room**

The Welcome Room was established by the former Diversity, Equity, & Inclusion Committee as a warm and inviting space with two purposes: to provide a living room-style area for gathering, and to demonstrate Hillcrest's commitment to fostering a strong sense of connection, unity, and belonging within the community. Over time, the aesthetic of the room has evolved, but its purpose remains the same. Residents, along with their families, friends, and guests, are encouraged to use the space for impromptu gatherings and social connection.

### **Concierge Services**

- 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.)
- 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). Inquire with the Concierge at the Administration Office for lost items, as well.

- Notary Service: 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: batteries, ink cartridges, and fluorescent bulbs.
- UPS and FedEx: pick-up point for pre-printed labels, weigh packages, etc.
- USPS Flat Rate Boxes

### **Door to Door Solicitation**

Hillcrest has a no-solicitation policy. Contact Security (dial 50 or 909-392-4040) if people are observed making solicitations on Hillcrest grounds.

### **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 any resident perceives the need for increased security measures, they are encouraged to bring such concerns to the attention of Hillcrest Administration.

### **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' Appreciation Fund. The Residents Association coordinates this function. Any contributions during the year should go directly to the Treasurer of the Residents Association earmarked "Associates Appreciation 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.

### **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 and 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. For further information, visit the Concierge Desk or call the Administrative Coordinator at 4014 or 909-392-4014.

**Note:** Hillcrest guest rooms do not offer full service. Guest rooms include a refrigerator and a microwave. Pots and pans, dishes, silverware, and glassware are not available in guest rooms. Linen and towels are provided. It is anticipated 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 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 or contact the Administrative Coordinator at 4014 or 909-392-4014. 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 in is at 2 p.m. and 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.

### **Bed Rentals**

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, ext. "0."

### **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 who can also direct you to the Chair of the Auxiliary.

### **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 resident health information is transmitted electronically when 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.

## **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 909-392-4040).

Maintenance of homes and all landscaping is included with Hillcrest's services for 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.

## **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. Mailbox 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.

**Campus Mail.** To send items from resident to resident, drop off your mail at the concierge desk and our security department will deliver it with no stamps needed.

## **Media Spokesperson**

Hillcrest's Media Spokespersons are the Chief Executive Officer and the Director of Sales & Marketing. To help avoid confusion, the following guidelines are followed:

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 Chief Executive Officer at 4321 or 909-392-4321 or the Director of Sales & Marketing, at 4389 or 909-392-4389. After 5:00 p.m. and on weekends and holidays, calls should be referred to Security: dial 50 (or 909-392-4040). Security who will contact the President/CEO of

Hillcrest or the Director of Sales & Marketing. (Media are defined as television stations, radio stations, wire services [such as United Press International or Associated Press] and newspapers).

## **Newspaper Delivery**

Birch Court/Maple Court: Newspapers are delivered to the building and associates provide room delivery.

Cedar Court: Newspapers are delivered to the building and associates provide room delivery.

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

Pinecrest: Newspapers are delivered to the Pinecrest Lobby.

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

Woods Health Services: Newspapers are delivered to the building and associates provide room delivery.

## **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 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 are 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 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.

### **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). Overnight visitors may park at the Citrus Parking Lot at no charge. Contact the CEO's Assistant at 4362 or 909-392-4362 or the Administrative Coordinator at 4014 or 909-392-4014 if you have guests who will be parking in the Citrus Parking Lot.

### **Parking/Street Parking**

All of the streets on campus 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. Most of the parking spaces are assigned parking for the residents living at Pinecrest, Village Suites, and for visitors

staying in guest rooms. The parking lot will accommodate approximately 80 cars. A campus map is included in the *Residents & Associates 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.

### **Pets**

Hillcrest's Pet Policy allows residents in Residential Living areas, upon payment of a pet fee, to have a 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 Inland Valley 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, contact the Director of Administrative Services & Resident Relations at 4362 (or 909-392-4362). There is one dog play area at Magnolia Court.

### **Political Campaign Meetings/Solicitations**

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

### **Private Employment of Hillcrest Associates**

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

### **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 which are Ethics, Finance, Philanthropy and Planning.

Resident attendance at Board of Directors meetings is welcomed. If a resident would like to attend a Board meeting, contact the CEO/President's

Office at 4362 (909-392-4362). Resident participation in governance ensures a significant voice on issues and decisions facing Hillcrest.

### **Resident Daily Check In Procedure**

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 system is conducted by the Arial System's computer. Each day, Residents are asked to push their bathroom check-in button between the hours of 2am and 10am. This action removes them from the list of Residents not-checked-in. After 10am, the Concierge makes calls to those that have not checked-in, taking into account those on the vacation and away lists. The Security Guard on duty will make house calls to all those that are still unaccounted for after the calls have been made. To make this daily requirement work efficiently, Residents are asked to inform the Concierge regarding days they will be away and if they return earlier than planned. Do not check in for neighbors or friends. This defeats the purpose of the wellness check.

### **Resident Portal (website)**

Hillcrest's website includes a Resident Portal. The Resident Portal is available to residents by selecting the Resident Portal link on the Home page of Hillcrest's website. In addition to selecting the Resident Portal, a password is required to see the information in the Portal. The password is: HillcrestBrethren. WorxHub® is also available through this portal. For information about training or assistance navigating around the Portal, contact the President's Office.

### **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 homes and carport cabinets. 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 a resident 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). Persons age-eligible and financially, physically, and socially qualified may be able to obtain residency and share a home with another resident. For pricing information see the latest copy of the additional and optional charges.

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.

### **Theft and Loss**

Should a resident lose a personal belonging or suspect it has been stolen, contact Security: dial 50 (or 909-392-4050). A report will be completed at that time. If a resident desires a copy of the Theft and Loss Policy, call the President's Office at ext. 4362. Found items should be turned into the Concierge at the Administration Office: dial 0 (or 909-392-4000). Inquire with the Concierge for lost items, as well.

### **Time Away From Home - Absences**

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 for an extended period of time, they are asked to notify the Concierge at the Administration Office: Dial 0 or 909-392-4000,

extension 0 and your Neighborhood Chair. Upon returning to Hillcrest, inform the Concierge and your Neighborhood Chair you have returned.

### **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, including potted plants, 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, DVD 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 Community Navigator at 4148 (or 909-392-4148).

**Voicemail - Associates:** All staff offices are equipped with voicemail. If a call is not answered, leave a message and your call will be returned as soon as possible. For immediate assistance, press 0. During regular business hours, the Concierge at the Administration Office will be available.

### **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. Hillcrest's website includes a resident portal, associate portal, and a calendar of daily events.



## **DEPARTMENTS AT HILLCREST**

### **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.

### **Dining Services**

#### **Dining Rooms and Hours**

The two main dining rooms at Hillcrest are The Mountain View Dining Room and the dining room at Woods Health Services. Three meals are offered daily at the following times:

	<b>Mountain View</b>	<b>Woods</b>
Breakfast	7:30 am to 9:00 am	6:40 am to 7:30 am
Lunch	11:00 am to 1:00 pm	11.30 am to 12:45
Dinner	4:30 pm to 6:30 pm	4:30 pm to 5:50 pm

The Village Café, located in the Meeting House, offers an ala carte menu Monday thru Saturday from 11:00 am until 1:30 pm. The café is also open on the last day of every month in the evening from 5:00 pm until 6:30 pm.

### **Menus**

Each day a variety of special menu items are offered. The menus of these special items are released on a weekly basis and available in both printed and online formats. Printed paper menus are located in the Concierge area of the Meeting House and at the front desk in the Mountain View Dining Room. Digital menus are included as an attachment to the *Daily Agenda* which is emailed to residents every Friday. Contact the Director of Resident Life & Wellness at ext. 4392 (or 909-392-4392) with an email address and request the menus. Menus are also available online in the *Resident Portal* section of the *Hillcrest website*.

### **The “Always Available” Menu**

In addition to the above, there is also an “Always Available Menu” which features over 25 items including entrée and side salads, pizzas, eggs and omelets, burgers and sandwiches plus several ala carte choices. This menu is currently published on the right side of each menu and on Emenu.

### **The MIND Diet**

Hillcrest offers residents regular access to foods that support brain and body health. through research-backed dietary-principles. The Dining Services team provides daily meals, entrees, and sides in the Café and Mountain View Dining Room that follow MIND Diet guidelines. The MIND Diet is an evidence-based approach shown to slow cognitive aging and promote overall wellness. Additional information about the MIND Diet is available through on-campus educational sessions, and residents are encouraged to direct any questions to the Director of Resident Life & Wellness at ext. 4392 (or 909-392-4392).

### **Attire**

Residents and guests are expected to dress appropriately when visiting the dining areas. Swimwear and sleepwear are not acceptable attire for the dining rooms.

## **Catering**

Hillcrest catering services are available by special arrangement. You may reserve one of the common area rooms for a private special event or arrange for a catered meal to be served at your residence. Contact the Catering Manager at ext. 4396 (or 909-392-4396).

## **Dining Dollars**

For many residents a monthly dining allowance, referred to as “Dining Dollars”, is included in the fee billed on the monthly statement from Hillcrest. Dining Dollars may be used throughout each month to purchase meals or snacks for residents and/or guests, in the dining rooms or in the café. Catering, special event services, groceries and tray services may also be charged against this monthly allowance.

Each month, any purchases incurred more than allotted Dining Dollars allowance will be billed on monthly statement as an additional charge. If, at the end of the month, any Dining Dollars allowance excess will not carry over to the following month.

## **Extended Absences**

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

## **Grocery Orders**

Grocery items such as milk, eggs, butter, wine, beer and other beverages may be purchased. Place orders for grocery purchases 48 hours in advance of pick up. Grocery orders are to be picked up in the Mountain View Dining Room or with prior arrangement will be delivered for the designated fee. (see Additional and Optional charges).

## **Order Tracking and Billing**

Dining Services utilizes a computerized meal tracking system (EMENU) that facilitates order-taking not only in person at your table, but also for Take Out orders as well as for any catered or special events attended. When accessed online or via the Resident Portal this program allows a resident to view itemized orders and month-to-date dining services charges.

## **Scooters and Wheelchairs**

Residents and guests may use electric scooters or wheelchairs in the dining areas. For the safety of all of those in the dining areas scooters should be parked in the designated areas and diners then walk to their tables. If walking is not an option, then attempt to utilize outer perimeter tables and request assistance from Dining Services associates where needed.

## **Seating and Reservations**

The dining rooms offer tables with seating for parties of just two or up to as many as twenty. Reservations are accepted and are especially recommended for parties of four or more. Reservations can be made through the online portal or by calling Dining Services at ext. 4300 (or 909-392-4300 extension 4300). At peak hours and during special dining events, reserved tables cannot be held past the reserved time.

## **Share the Love**

Our Share the Love Program is a benevolent initiative that gives residents the opportunity to support their community, anonymously by donating any unused Dining Dollar funds to the Mountain View Dining Room, through eMenu Choice during the last (5) days of each month. These contributions are placed into the Share the Love account, which is then used to help provide meals for fellow residents who may need additional dining support. It's a simple and meaningful way to give back and ensure no one in our community goes without a nourishing meal.

## **Special Diet Accommodations**

Hillcrest employs a Registered Dietician. Residents may consult with the Dietician, by contacting ext. 4338 (or 909-392-4338). The Woods Health Services Nutrition Care Manager can be reached at ext. 4337 (or 909-392-4337).

## **Take Out Orders**

The best way to place a To-Go order for pick up is via the online portal. To-go orders can also be placed by phone to the Mountain View Dining room ext. 4300 (909-392-4300) or by phone to the Village Café at ext. 4301 (909-392-4301).

## **Tray Services/ Home Delivery**

Tray Service of menu items is available upon request. This is especially convenient for those with temporary illness or disability. For those with

temporary illness or disability, contact the clinic at ext. 4284 (or 909-392-4284). Home Delivery of menu items is also available. Items are prices as stated on the menu, plus an additional price for delivery (see Additional and Optional charges). Place your order via the online portal or contact ext. 4300 (or 909-392-4300). A charge slip may be presented with your order so charges can be applied to your monthly statement.

## **Finance**

### **Insurance (automobile)**

Residents are responsible for maintaining adequate personal auto insurance. Refer any questions regarding the adequacy of auto insurance to the respective insurance agent.

### **Insurance (personal property)**

Hillcrest's general insurance does not cover the loss of a resident's personal property. It is recommended that residents obtain personal property and liability 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 accounting at 4016 (or 909-392-4016).

### **Statement Payment**

Payments can be made monthly through the payment portal, electronic transfer, by mail or in person at the Accounting Office, the drop box by the Concierge Desk or the Woods Health Services office. In the event of an extended absence, make arrangements with the Accounting Office. (A late charge **may** apply to accounts 30 days and older unless other arrangements have been made.)

## **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 these services, residents should call the housekeeping line directly at 4398 or 909-392-4398.

### **Exterior 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 assistance in control of interior pests. Pest Control. Should you experience problems with rats, mice, roaches etc., contact Support Services at 4336 (or 909-392-4336) for information on ways to mitigate this problem.

### **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 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.

## **Information Technology (IT)**

The Information Technology Department provides the following services:  
Computer setup and troubleshooting, including printers, tablets and mobile phones.

Spectrum Cable TV/Smart TV setup and troubleshooting  
Home Internet and WIFI plus landline phones

Contact information:

Arvin Baluyut: ext. 4005  
Erin Jackson: ext. 4203  
Anthony Guzman: ext. 4024

## **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 each home.

### **Irrigation**

Some bed planters do not have adequate irrigation. Because of the time involved, resident assistance is needed to maintain the plants that require frequent watering.

### **Irrigation Maintenance**

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

### **Patio Plants**

Residents are encouraged to have patio and potted plants. Patio and potted plants are not maintained by staff and are the responsibility of the residents.

### **Pruning**

Shrubs, small trees and bedding plants will be attended as needed. Special pruning will be performed as requested. Natural growth patterns are being adopted as part of waterwise efforts and some "box cutting" requests may not be accommodated.

### **Re-landscaping**

Hillcrest does not currently offer a routine re-landscaping program after move-in. However, residents may choose to fund their own re-landscaping projects. In these cases, the cost of the project is 100% the responsibility of the resident. In addition, the residents supply the plants and materials and pay Hillcrest to provide the labor unless an outside vendor is required due to size of the project. Please note that all proposals require prior approval, and Hillcrest is increasingly prioritizing water-wise landscaping. Contact the Associate Director of Refurbishing/Remodeling/Landscape at 4179 (909-392-4179) to schedule an appointment to discuss the scope of a proposed project.

## **Standards for Outdoor Environments and Décor**

Hillcrest acknowledges the fact that residents have individual preferences and tastes in home décor, both interior and exterior. Residents have the right to decorate the interior of their homes according to their own tastes. The exterior of all resident homes shares a landscape that is not distinguished by home. These factors prompt the need to create and communicate clear standards for the design and decoration of outdoor environments surrounding resident homes and neighborhoods for the good of all.

It is the policy of Hillcrest to provide standards for the design and decoration of exterior environments. Areas outside resident homes and neighborhoods are considered public areas. All landscape design, maintenance, and décor are the responsibility of Hillcrest. To see the Standards for Outdoor Environments and Décor policy in its entirety, please contact the President's Office.

### **Sweeping**

Sidewalks and patios are cleaned after mowing.

### **Transplanting and Planting**

Low maintenance plants will be maintained by gardening associates. Low maintenance plants are perennial, slow growing and do not need special care for pruning, fertilizing and pest control.

### **Vacation Irrigation**

Staff is not responsible for vacation watering. Residents should make arrangements with neighbors for vacation watering.

## **Maintenance and Operations**

### **Awnings/Patio Enclosures**

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

### **Electrical Consumption**

Turn off all electrical appliances before leaving a 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, set thermostats to 55 degrees in the winter and up to 80 degrees in the summer.

### **Elevator**

If an elevator is not operating, contact Security directly by dialing 50 (or 909-392-4040), push the pendant or bath alarm, 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.

### **Electric Vehicle Charging**

Hillcrest has several options for charging personal electric vehicles (EV).

1. EV's can be charged in a home garage with 110v and 220 v service. If an EV owner does not have 220V readily available, call Maintenance and Operations.
2. There is a universal charging station to the left of the tower in the rear of the Meeting House with both 110 and 220 voltages. To obtain access, request a key to the lock from Maintenance and Operations.
3. Guests may request temporary access to this charging station through Maintenance and Operations.
4. Each residential household that charges an automobile by using Hillcrest's electricity must register the electric car with marketing and will be charged a nominal monthly fee.

### **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. Use WorxHub® to submit and track work orders.
2. 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. Let Maintenance change any light bulbs that require the use of a ladder.

4. When hanging pictures, use proper devices (nail picture hangers) obtained at any hardware store.
5. 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).
6. If safety hazards are seen, call Security by dialing 50 (or 909-392-4040).
7. Call the Director of Operations at 4142 (or 909-392-4142) if work is unsatisfactory.
8. Remember that motion-detectors or other bright lights adjacent to homes are prohibited

### **Don'ts**

1. Don't stop associates on grounds to request work. Instead, use the WorxHub® system or call Support Services.
2. Don't alter electrical wiring. If necessary, this will be done by staff, sometimes at a cost to resident.
3. Don't overload electrical outlets. Example: a two-plug outlet should be used for two plugs only.
4. Don't allow vines or shrubbery to climb on roof. Call in a work order before this happens.
5. Don't attach outdoor TV antenna to structure. Submit a work order for such installation.
6. Don't paint any portion of the exterior of residence.
7. 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. Don't store any items in the outside water heater enclosure.
9. Don't flush sanitary wipes down the toilet even if they are marked flushable—they will clog the toilet.

### **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 7:00 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. Call Associate Director of Refurbishing/Remodeling/Landscape at 4170 (909-392-4179) 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.

### **Re-keying Doors**

Residents may not re-key their doors as this impairs the ability of Security staff to respond in an emergency. Contact the Associate Director of Refurbishing/Remodeling/Landscape at 4179 (909-392-4179) in regard to key or lock issues.

### **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) 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.

### **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. Initiate this request with Support Services at 4336 (or 909-392-4336).

## **URGENT MAINTENANCE NEEDS - AFTER HOURS**

### **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), 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 909-392-4050).

Additionally, residents who are part of the Hillcrest Telephone System may. Take the telephone off its hook and leave it off: Staff will be notified and respond by coming to the home.

For emergencies such as overflowing toilets, no running water, or electrical needs that require a response after hours, call Security at 50 (or 909-392-4040). Security will respond and correct urgent problems or summon an on-call staff member to respond. If unable to reach staff by phone, use the staff-summoning pendant/watch or bath alarm to get help.

### **WorxHub®: Assistance with Work Orders**

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. A work order may be initiated by calling Support Services.

To enter a new work order, 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. Residents who cannot use the WorxHub® system may call Support Services at 4336 (or 909-392-4336).

## **Philanthropy at Hillcrest**

As a nonprofit organization, Hillcrest relies on the generosity of donors to fulfill its mission of serving and enriching the lives of older adults. Philanthropy helps ensure Hillcrest can provide financial assistance to residents who outlive their resources, offer quality care for those on Medi-Cal, and pursue and develop innovative projects and programs.

Donated funds support key areas including the **Benevolent Fund** for resident assistance, the **Good Samaritan Fund** mainly for community charity care, and capital improvements to enhance life at Hillcrest.

Unrestricted gifts to the **General Fund** help meet the greatest needs as determined by leadership.

There are many ways to give, whether through one-time or recurring gifts, estate plans, IRA charitable distributions, or naming Hillcrest as a beneficiary of an account or policy. Those who include Hillcrest in their estate plans may be honored on the beautiful **Tree of Life** sculpture, located in the Hallway near the Board Room.

For more information about giving opportunities or to discuss a philanthropic plan that aligns with your values, contact the Philanthropy Department at extension 4309 or (909) 392-4309.

## **Resident Life and Wellness**

### **Wellness Model**

Hillcrest is committed to providing loving, compassionate service to residents and the broader community. Rooted in a research-based whole-person wellness model, Hillcrest fosters opportunities for growth, vitality, and well-being across seven interrelated dimensions: Body, Mind, Spirit, Environment, Emotions, Relationships, and Pursuits. Regardless of ability or support needs, residents are included — alongside family members and trusted decision-makers — in choices that shape their quality of life. This person-centered approach affirms every resident's right to meaningfully direct their own well-being. To support this, Hillcrest offers current, effective, and compassionate programs, services, and systems that nurture health and wellness. In this forward-thinking environment, residents are empowered to pursue wellness in ways most meaningful to them, recognizing that optimal well-being is best achieved through collaboration among residents, their chosen support, and caring professionals.

### **Aquatic and Fitness Center**

Hillcrest's Aquatic & Fitness Center (AFC), located at 2700 A Street, is open daily from 5:00 a.m. to 9:00 p.m. Residents are encouraged to enjoy the pool and spa with a "buddy," as no lifeguard is on duty. Lockers and showers are available in the restrooms. The AFC offers a variety of exercise equipment and programs that support active living, functional fitness, independence, social connection, and overall well-being. A resident favorite is the Balance Training program, which begins with a free balance assessment, available upon request after move-in or during Balance Assessment Week, held twice

a year. Based on assessment results, residents are placed in one of several balance classes designed to improve strength, flexibility, and confidence in a supportive, social environment. The full schedule of balance and fitness classes is available at the AFC Front Desk and in the monthly *Hillcrest Happenings*.

### **Community Memberships**

The AFC also offers memberships to adults aged 60+ who live outside Hillcrest. These members may use the pool, hot tub, Weight Room, Cardio Room, and select group fitness classes. Membership information is available at the AFC Front Desk.

### **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, contact the AFC at ext. 4029.

### **Guest Access**

Hillcrest residents may request guest passes at the AFC Front Desk for visitors who use the AFC occasionally and for short stays. Extended stays may be approved at the discretion of the Director of Resident Life & Wellness or the Health & Fitness Coordinator. All guests must complete an AFC Registration Form before using the facility. Age restrictions apply:

- Guests must be 16+ to use the Weight Room, Cardio Room, or exercise equipment.
- Children under 16 are not permitted in the hot tub.
- Children under 6 are not permitted in the pool.
- Children ages 6–17 must be accompanied by an adult while in the pool or hot tub.

## **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, 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**

At Hillcrest, spirituality is a core part of whole-person wellness. The dignity, autonomy, and diverse beliefs of every resident, family member, and associate are honored.

### **Accessibility**

Spiritual life offerings strive to be accessible. If accommodations (e.g., large-print materials or assistive listening) are needed, let the Chaplain know.

### **Availability & Contact**

The Chaplain is typically on campus Sunday–Thursday and on call for urgent or crisis needs. To request a visit or support, call ext. 4354 or 909-392-4354. Residents, families, and associates are always welcome to reach out.

### **Ceremonies**

The Chaplain is available to officiate memorial, wedding, graveside, and house-blessing services, as well as other ceremonies upon request, in keeping with residents' beliefs and traditions.

## **Our Commitment**

Hillcrest supports each person's spiritual journey with compassion, cultural humility, and respect. Participation is always voluntary and free from pressure or proselytizing.

## **Chaplaincy Services**

- A full-time Interfaith Chaplain coordinates spiritual care across campus and fosters a welcoming, inclusive climate.
- Individual spiritual care is available to everyone at Hillcrest. Conversations, prayer, meditation, ritual support, and a compassionate presence are offered on request.
- Confidentiality is respected within professional and legal guidelines.

## **Community Partnerships**

- The Chaplain collaborates with leaders from local faith communities and invites them to provide services at Hillcrest.
- Hillcrest maintains a special, historic relationship with the La Verne Church of the Brethren, the founding congregation.

## **Programs & Support**

- Regular worship services, seasonal observances, spiritual discussions, and meditation groups.
- Grief and loss support, and groups for residents separated from a spouse due to changes in level of care.
- Additional groups and programs are created as community needs arise.
- Vespers are held at 4 PM on Sundays.



## **COMMUNICATION**

### **Cable Television System**

Hillcrest provides Spectrum cable and internet services. Residents have the option to order upgraded services directly from Spectrum. A Channel Guide is available at the Desk and in the *Residents & Associates Directory*.

**City of La Verne:** For information about the city: [Laverne.ca.gov/notifyme](http://Laverne.ca.gov/notifyme)

### **Community Partner Events Board** (formerly "COMMUNITY ANNOUNCEMENT BOARD")

Located near the Meeting House Lobby restrooms, this bulletin board shares events and opportunities in the broader community that may interest residents. To have a non-Hillcrest event posted, contact ext. 4392 (or 909-392-4392).

## **Concierge Services**

The Concierge in the Administration Office facilitates communications among the residents and staff. Generally, if a resident has a question about Hillcrest or services, the Concierge can be called. 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, Monday – Friday, 8:00 a.m. – 4:30 p.m., dial 909-392-4000 and then 0. The Concierge may also be visited in the lobby of the Administration Office.

The Concierge Desk is staffed Monday through Friday between the hours of 8:00 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 909-392-4040).

## ***Daily Agenda***

The *Daily Agenda* is a one-page guide to Hillcrest's life enrichment and wellness classes, entertainment, and other activities. It is emailed to residents three times a week (Monday, Wednesday, and Friday), covering all seven days of the week. For example: Monday afternoon the *Daily Agenda* is sent for Tuesday and Wednesday. Printed copies are also available at the Meeting House Reception Desk, and a digital version is also displayed on the large screens around campus. To receive the *Daily Agenda* by email, contact ext. 4392 (or 909-392-4392).

## ***Hillcrest Happenings***

The *Hillcrest Happenings* is the monthly flagship newsletter for residents, distributed around the first of each month. It features articles, interviews, creative writing, and updates submitted by residents, committees, and departments. Its content highlights upcoming activities, classes, entertainment, and other opportunities for resident involvement on Hillcrest's campus. Current contact information and submission guidelines can be found on the second page of each edition of the *Hillcrest Happenings*. A digital version of the newsletter is emailed to residents around the first of each month; to receive it via email, contact ext. 4392 (or 909-392-4392).

**Neighborhood Chairs** – see Residents Association, see page 61.

**Resident Forum**- See Residents Association, see page 60.

### **Residents & Associates Directory**

A Residents & Associates Directory is available four times per year. It can be updated by calling the CEO's office with any updates. It is encouraged to include an email address and cell phone number to assist other residents.

**Telephone User Guide** Telephone services are accessible through the Hillcrest Telephone System (HTS)

## **ROUTINE RESPONSE/COMMUNICATION**

### **Basic Telephone 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.

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 909-392-4040.
3. Work Orders: Dial 909-392-4336 (8:00 A.M. - 5:00 P.M., Monday - Friday).  
DIAL 909-392-4040 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 *Residents & Associates Directory*). 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. To call outside of Hillcrest: Dial 8 + 1 + area code + phone number.
7. To dial someone inside of Hillcrest, who is a Hillcrest Telephone Subscriber, you may dial the last four digits of their phone number.

## **EMERGENCY NOTIFICATION**

Residents have several options to alert staff in an emergency.

### **Pendants and Watches**

Each resident is issued a Stanley Arial pendant or watch. You can alert Security of an emergency or potential problem by pressing the pendant or watch and holding it until it vibrates.

### **Stanley Arial Wall Switch in Bathrooms of Resident Homes**

Each bathroom has a Stanley Arial wall switch with a large round button on the top, a smaller button in the middle with a checkmark symbol, and a red pull string. You can alert Security of an emergency or potential problem by:

1. Pressing the large round button on the top.
2. Pulling the red cord.

### **Hillcrest Telephone System (HTS) Subscribers**

Hillcrest Telephone System Subscribers may alert Security of an emergency or potential problem by:

1. Dialing 50 on their Hillcrest (HTS) landline.
2. Taking the phone off the hook for 30 seconds or more.

### **Personal Cell Phones and Private Telephone Numbers (Non-HTS Subscribers)**

Residents may use personal cell phones or private telephone numbers to alert Security of an emergency or potential problem by:

1. Dialing 909-392-4000, then dialing 50.

## **IMPORTANT NOTE ABOUT DIALING 911**

HILLCREST SECURITY WILL NOT BE NOTIFIED WHEN 911 IS CALLED FROM A PERSONAL CELL PHONE OR A PRIVATE NUMBER, NOT CONNECTED TO THE HILLCREST TELEPHONE SYSTEM.

PLEASE BE PREPARED TO PROVIDE YOUR ADDRESS AND LOCATION TO EMERGENCY PERSONNEL.

### **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, 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.

### **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.

**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, call the Concierge for assistance.

### **Costs**

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.

### **Telephone Repairs**

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

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## **SAFETY AND SECURITY**

### **Community Emergency Response Team (CERT)**

Hillcrest's Community Emergency Response Team (CERT) is an independent team of residents who are certified to assist Hillcrest 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 the area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical first aid services. 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. The CERT team is always looking for new members and would welcome any new residents. If interested, please contact Concierge at the Administration office: dial 0 or (909) 392-4000 for the name and number of the current CERT team leader. Each year a mandatory meeting for preparedness training is offered.

## **EMERGENCY/DISASTER PREPAREDNESS**

### **Earthquake**

During an earthquake, protect yourself from falling objects. It is best to kneel in a hunched position next to an interior wall. If you cannot kneel, sit down. 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 Go-Bag (see Go Bag, p.55). Remain calm. Look for potential problems such as injured people, fires, gas leaks, and building damage. Check on your neighbors and report to your designated assembly area.

### **Fire Protection (Hillcrest Structure fires)**

For residents' safety, all homes come equipped with smoke detectors. These devices are either battery operated or wired directly into the electrical system. All battery-operated smoke detectors are tested semiannually to ensure proper working order. When a battery becomes low, the smoke detector will sound an intermittent chirp, like the sound of a loud cricket. If a cricket-like chirp is heard, contact support Services at 4336 or 909-392-4336 during regular hours. After hours, contact Security by dialing 50 from the Hillcrest Telephone Service (HTS) landline or by dialing (909) 392-4040 from a cell phone or non HTS landline.

#### 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 from the residence.

#### Birch Court, Maple Court, and Pinecrest

If the fire alarm sounds or if you are aware of smoke and are uncertain as to the location of the fire, be cautious. Before opening the door to the hallway, feel near the top of the door with the back of the hand. If the door is hot, do not open it. A wet blanket or towel should be placed at the bottom of the door to prevent smoke from entering. Alert and summon staff during regular business hours by calling the Concierge at 0 or (909) 392-4000. After hours, alert Security by dialing 50 from a HTS phone or (909) 392-4040 from all other phones. Or you may push the large blue button on your Arial Check-In unit located in the bathroom(s). At the window, use a flashlight, a sheet, or a bright-colored cloth to alert the fire department or nearby people that

someone is inside the unit. Unless you can safely exit through a back door or window, remain in your room until you receive instructions from the fire department or other authorized people it is safe to exit. Under **no** circumstances should you use the elevator. When you receive notice to exit, report to your designated assembly area.

### In the Meeting House, AFC, Dining Room, Citrus Buildings and All Common Areas

Use the RACE system:

- **Rescue:** Assist others who may need help to exit the area safely
- **Alarm:** If a fire alarm is near, pull it. Call 9-1-1
- **Contain:** Close any doors and windows to contain the fire
- **Extinguish:** If the blaze is small enough and you can operate a nearby fire extinguisher, do so. The automatic sprinklers should also activate. Exit the building and wait for help.

### **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 by opening all doors and windows. Leave the home. Contact the Concierge at the Administration office by dialing 0 from a neighbor's phone or (909) 392-4000 from a cell phone. After hours, contact Security by dialing 50 from a neighbor's home or (909) 392-4040 from a cell phone.

### **Wildfire**

Wildfires in the surrounding mountains or the La Verne community are always a concern. If wildfires are burning in the immediate area, listen to radio and/or television updates regarding evacuation zones or use a phone app such as Watch Duty. Have a Go-Bag ready and pets secured. Prepare for possible electrical outages by having flashlights and battery-operated radios easily accessible and by opening your garage door. Be prepared to leave home on short notice. Hillcrest will use the One Call Now system to notify you and share evacuation plans.

### **Windstorm**

If time permits, secure all outdoor furniture. Once inside, close the windows and blinds and move to the safest location within the home. This is usually an interior corridor such as a hallway or a bathroom away from windows. If

the power is out, use a battery-operated radio or TV or a cell phone to listen to weather advisories and possible evacuation advisories. Know where your “Go-Bag” is located and be prepared to evacuate with your packed Go-Bag.

### **Emergency Services – Police, Fire, Paramedics**

If you need assistance from the police, fire department and or/paramedics, and can do so, call the 9-1-1 emergency response network. The 9-1-1 operator may not know a specific house address, so it is always best to state the address where help is needed. The best way to call for help is by using the **Hillcrest Telephone Service (HTS) landline in your home**. Several minutes after the 9-1-1 call is completed from a Hillcrest Telephone Service (HTS) landline, Security will be notified automatically. If you have an emergency and cannot dial 9-1-1, activate your pendant/watch or push the large blue button on the Arial Check- In Station located in your bathroom(s). If you cannot push the button, pull the red cord on the Arial Check- In Station. For those in the Hillcrest Telephone System, knock the phone receiver off the hook to summon help.

If a non-Hillcrest Telephone System landline or a cell phone is used, you will also call Security at (909) 392-4040 to advise them of the emergency as they will not be notified automatically.

### **Emergency Pendants**

New residents will be assigned an emergency pendant. Residents can select a wrist band to wear on the wrist or a cord to wear around the neck. It is not required to use the pendant, but it is strongly encouraged. The pendant emits a unique signal when activated anywhere on campus. It can be worn inside the home, including in the shower, in any building on campus, and on the campus grounds. It is not recommended for use in the pool or spa. The signals are monitored by the Security team, and they will come to you if you activate your pendant. The attending Nurse team will also be notified. To activate, press **FIRMLY** on the gray button in the center of the pendant until the pendant **VIBRATES**. Note the pendant or Arial Check-In Station in the bathroom will NOT call 9-1-1. 9-1-1 will need to be summoned separately by phone and can be done by you or, if you are unable, it will be done for you when Security or the Nurse arrives. Once an alert has been sent by a pendant or the Arial Check-In Station, it will need to be cleared by either Security or the attending Nurse. This is a very important safeguard. The battery in the pendant should last approximately two years. When the battery needs replacement, our operations staff will receive an alert from the system,

and a Maintenance Technician will visit you to change the battery. If a pendant is lost, there will be a replacement charge.

## **Go Bags**

Each new resident receives an emergency bag provided as part of the move-in package. This sturdy red cloth bag along with a list of suggested items to fill it. It is intended to be an emergency kit for essential items needed during an emergency or evacuation. You can use this bag, or your own existing emergency Go-Bag. There is also the opportunity to purchase a fully stocked bag. See details below:

As a part of Hillcrest's commitment to keeping residents safe and prepared for emergency evacuation scenarios and to make life easy, Hillcrest has created a completely stocked "Go Bag" in a sturdy backpack that can be purchased by residents. It contains many more items than suggested for the cloth bag. These items include things such as a first aid kit, flashlight, med minder, whistle, blankets, poncho and more. It is a convenient way to create a well-stocked Go Bag for emergency/evacuation needs. For details on all the contents and the price, please contact the Concierge at the Administration Office (dial 0 on your Hillcrest HTS landline or (909) 392-4000 from a cell phone.) The Concierge will connect you with the proper associate to provide you with a list of items, the price and purchase information.

## **One Call Now Telephone Alerts**

Hillcrest has a campus wide telephone alert system called One Call Now. In the event of an emergency, One Call Now will be activated, and voice alerts will be received on all phones (the Hillcrest landline, cell phone, and off campus family members' phones) that you have registered for One Call Now alerts. Residents will be asked at move-in which phone numbers they would like to include in One Call Now alerts. If there is a need to change or add alert phone numbers, call the Concierge Desk by dialing 0 from a Hillcrest HTS landline or (909) 392-4000 from all other phones. The Concierge Desk will connect you with the proper associate.

## **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 mats placed over a carpet are considered hazardous and should be used with caution.

### **Use of Electrical Appliances**

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) or summon security staff by dialing 50 (or 909-392-4383).

### **Walkway Obstructions**

It is important to keep the walkway area in front of homes, and all common areas 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. Security Department personnel are on duty 24 hours a day, 7 days a week. 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 help is needed with a non-emergency problem or there are concerns at night, dial 50 from Hillcrest HTS landline or (909) 392-4040 from all other phones.

If you need the assistance of the police, fire department, and/or paramedics is needed, and if able to do so, call 9-1-1 emergency response network directly. There is no need to dial 8 for HTS subscribers, and the 9-1-1 operators are able to identify the house address. However, be prepared to share your address. If calling from a cell phone or from a non-HTS phone, the caller will need to identify the address.

If there is an emergency and are unable to dial 9-1-1, FIRMLY push the large gray button on the pendant and wait for the pendant to VIBRATE or push the blue button or pull the red cord on the Aerial Check-In device in the bathroom(s) or knock the Hillcrest HTS phone off the hook. Any of these methods will summon Security who can dial 9-1-1.

## **Theft and Loss**

To protect residents from theft and loss, the Hillcrest campus is covered by surveillance cameras and license plate readers, but theft and loss can still occur. Should a resident lose a personal belonging or suspect it has been stolen, Contact Security: dial 50 from a Hillcrest HTS line or (909) 392-4040 for cell phone users. A report will be completed at that time. If a resident would like to review a copy of the Theft and Loss Policy, call the President's Office at 4321 or (909) 392-4321. Found items should be turned into the Concierge at the Administration Office: dial 0 or (909) 392-4000. Inquire with the Concierge about lost items as well

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## **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.

**The Association:** The Hillcrest Residents Association is a vibrant and important part of life at Hillcrest. Each resident automatically becomes a member, and there are no dues. The purposes of the Association are:

1. Fostering a sense of community in which each resident and associate is treated with kindness and respect.
2. Serving as a communication channel between Hillcrest administration, Board of Directors and residents.
3. Developing understanding and sharing interests and concerns of residents.
4. Meeting with residents in January and February of each year to gather resident feedback as an important part of the Strategic Planning process. Major recommendations

- from residents will be prioritized by the Residents Association Executive Committee and reported to the CEO. They will also be shared with residents.
5. Enriching the lives of residents through activities and programs.
  6. Including residents in problem-solving and planning for the needs of Hillcrest.
  7. Raising funds for the Associates' Appreciation fund and other worthy causes.

### **Communication**

The Residents Association has a monthly Forum during which members are informed and updated on important happenings at Hillcrest. Two of these meetings are Business Meetings. Recycling stations for batteries, medications, empty toner cartridges and other items take place at each Forum. Forum minutes are distributed with the *Daily Agenda* about 5 days after the event. Residents can also watch it on TV on channel 1390. Questions about agenda topics should be submitted one week prior to the Resident Forum. Questions may also be placed in the Suggestion Box by the elevator at Birch Court or in the Village Center Lobby. All residents of Hillcrest are members of the Association and are invited to attend and participate in its meetings.

Officers of the Association are the Chair, Vice Chair, Treasurer, Assistant Treasurer and Secretary. These positions change on a yearly basis through a vote of the membership in November. Bylaws are available upon request. Any member of Hillcrest can reach out to the Executive Committee with concerns, requests for information and services that are within the purview of the organization.

### **Committees**

Residents can sign up for any of the Standing Committees. An interest flier is distributed in the winter of each year for membership in the next calendar year. These Residents Association Committees are:

- a. Facilities Committee: concerned with physical facilities at Hillcrest.
- b. Social Activities Committee: dedicated to fostering a vibrant sense of community and strengthening relationships through opportunities to connect.

- c. Decorating Committee maintains seasonal décor in the Maury Smeltzer Lounge.
- d. Wellness Committee: responsible for education and activities which promote wellness and enhance physical, mental, emotional and spiritual well-being of all residents.
- e. Dining Committee: works cooperatively with the Director of Dining Services to enhance the overall dining experience.
- f. Nominating Committee provides a slate of nominees for the officers of the Residents Association Executive Committee and 3 members of the Hillcrest Board of Directors.
- g. Neighborhood Chair Coordinator: appointed by the Executive Committee and calls meetings of Neighborhood Chairs to facilitate communication and to carry out special requests from the Residents Association.
- h. Neighborhood Chairs: Hillcrest's Residential Living and Residential Living with Services residences are organized into 16 neighborhoods. Each neighborhood elects a Chair (or Co-Chairs) who serve as an important link between residents, the Residents Association, and Hillcrest administration. Neighborhood Chairs help support communication, share information, and assist with resident programs. They are supported by the Neighborhood Chair Coordinator and the Director of Resident Life & Wellness, who serves as the Neighborhood Chair Liaison, bridging the Chairs and administration. A current list of Neighborhood Chairs can be found in the Hillcrest *Residents & Associates Directory*.
- i. Library Committee is responsible for operating the Hillcrest Library and satellite libraries around campus. The library also subscribes to two daily newspapers (Los Angeles Times and a local newspaper) which are available for residents to read.
- j. The meetings of the Residents Association Council and the Standing Committees are also open to all residents. For a copy of the Residents Association Bylaws, contact the President's Office at 4362 (or 909-392-4362).

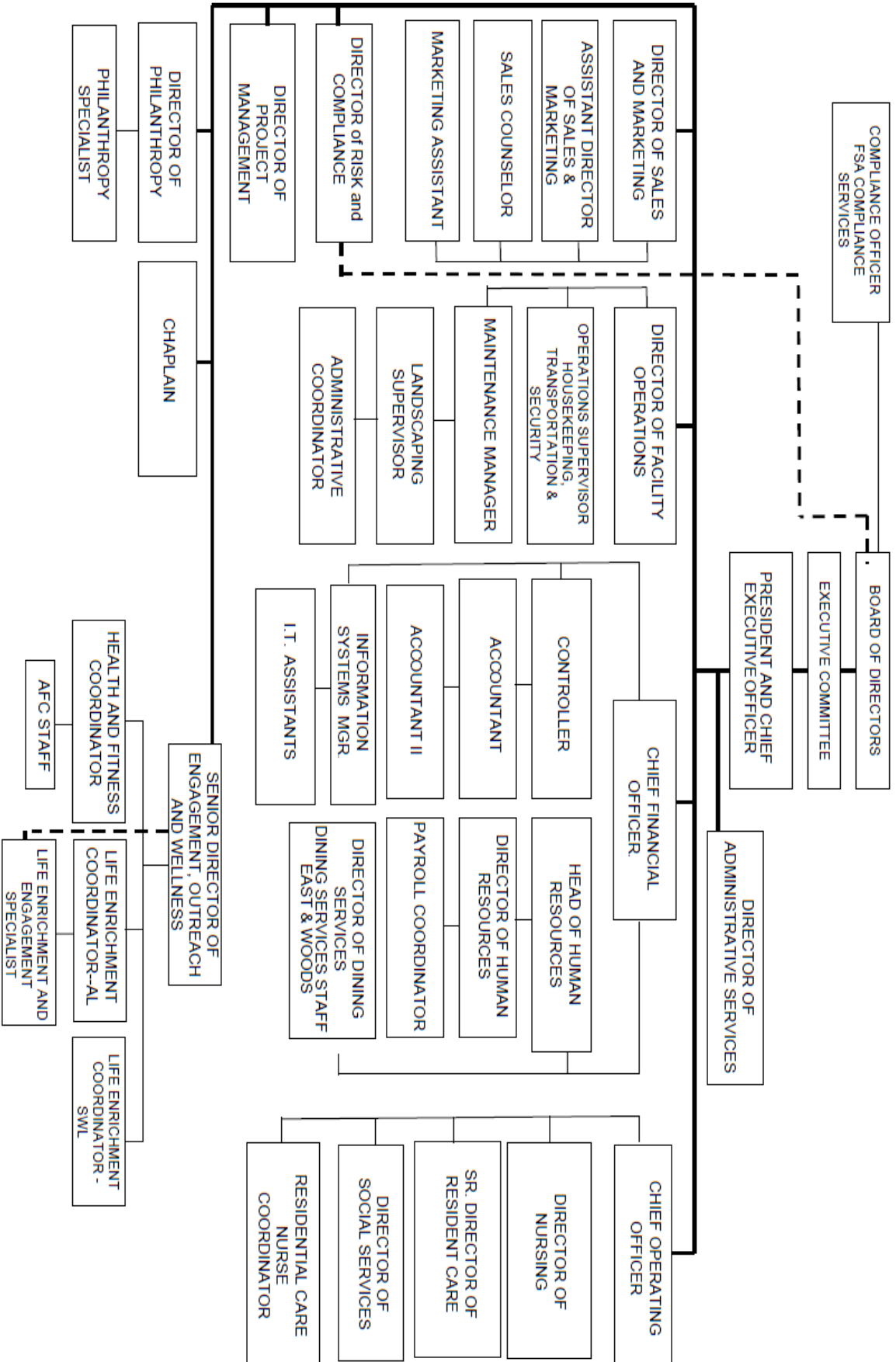
### **Resident Problem-Solving Procedure and Policy**

To facilitate the hearing of suggestions and the resolving of concerns of residents, levels of staff responsibility have been established. This policy also makes it possible for open communication among residents, Administration, and the Board of Directors.

1. **POLICY:** It is the policy of Hillcrest to have a process for resolving resident problems.
2. **BACKGROUND:** Hillcrest endeavors to facilitate the hearing of suggestions, recommendations on policy changes, and the resolving of concerns of residents and to make possible open communication among residents, administration, the Residents Association and the Hillcrest Board of Directors.
3. **APPLICATION:** This policy and procedure will apply to non-emergency situations. For issues that can be initiated through the WorxHub® System (e.g. landscaping, IT, maintenance, transportation), residents are encouraged to submit or call in a work order.
4. **PROCEDURE:**
  - a. Residents are encouraged to seek problem resolution at the lowest possible level by following recommended procedures.
  - b. Residents will take the issue to the applicable department head for resolution (e.g. Financial, Philanthropy, Marketing, Maintenance and Operations, Resident Life and Wellness or Administration).
  - c. If not resolved, residents may solicit the input and support of their Neighborhood Chair to resolve the issue, which may include referring the matter to a Standing Committee of the Residents Association.
  - d. If not resolved, residents report the issue to the Executive Committee of the Residents Association for resolution
  - e. If not resolved, the Chair of the Residents Association will bring the matter to the CEO/President for resolution. Together they may resolve the matter by:
    - i. Setting up a task force of residents and associates to review the facts of the situation and make a recommendation to resolve the issue. (This would be used for more complex challenges.)
    - ii. Referring it to a Board Committee when appropriate: for example, to the Ethics and Health Services Advisory Committee if it were a matter of ethics.
    - iii. Coming up with a solution together.

- f. If not resolved, the issue will be referred in writing to the Chair of the Board of Directors in accordance with the “Resident Access to the Board” policy. Any decision of the Board of Directors will be final.

# BRETHREN HILL CREST HOMES ORGANIZATIONAL CHART





## **HEALTH AND MEDICAL**

### **Admission to Woods Health Services**

Hillcrest is engaged in Master Planning efforts that include the replacement of Woods Health Services with the construction of a new, state-of-the-art care environment where residents will receive higher levels of assisted living services in a modern, home-like setting. Private Care Suites with individual bathrooms and showers in a residential environment will offer a more dignified alternative to long-term care in a skilled nursing facility.

Woods Health Services currently offers 24-hour nursing services, rehabilitation, comfortable private and semi-private rooms, daily meals and housekeeping, medication support and personal care, on a space-available basis, in a warm, inclusive environment.

If space is not available at Woods Health Services, skilled nursing care will be made available at another facility with which Hillcrest has an agreement. Residents have the right to choose where to receive post-acute care. Such decisions are typically made in the hospital by the individual resident with support from the hospital discharge planners, family or responsible party, and the attending physician. Your insurance plan maintains contracts with various providers. You and your insurance carrier, with appropriate authorization, will

be responsible for paying for the care that you receive—whether at Woods Health Services or another facility.

### **Additional/Optional Services & Programs**

**Home Health Care** Non-Hillcrest 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, contact the Clinic.

**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.

**Advanced Health Care Directives** The Patient Self Determination Act requires 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 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 the family, attorney, physician and the Hillcrest nurse responsible for your level of care.

### **Contract/Consultant Services**

Hillcrest will assist 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 a 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. Assist staff by providing updated information promptly. Information is updated annually during resident's birthday month. If there is any other change to the address or phone numbers, notify Hillcrest immediately.

### **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 a resident would like to be or have an ER Companion, an ER Companion Interest Form is available at the Clinic and return the completed form to the Clinic. Remember 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 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 more information.

## Hospitalization

If you are hospitalized, notify the clinic nurse at 4284 (or 909-392-4284) or the Concierge at the Village Center at 0 (or 909-392-4000, ext.0. 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.

## Medicare/Insurance coverage

Medicare and most HMOs will cover patient needs. A 3-night stay as a hospital inpatient is necessary to be eligible for Medicare private insurance coverage.

## Claims and Reimbursements

Woods Health Services gives no assurance your admission will be covered by Medicare or private insurance. Notify the Health Services billing office at

4367 (or 909-392-4367) of membership in any HMO or supplementary insurance to insure maximum reimbursement.

**Medicare Coverage:** Medicare may cover an admission 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. The patient must have had a 3-night stay (admitted) in a hospital to be eligible for Medicare and private insurance coverage. 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 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 Scan Embrace, Pomona Valley Health Care and Kaiser. "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).

### **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.

## **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**

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.

## **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	Chronic Pain Management
Injury and Fall Prevention.	Orthopedic and Neurological Rehabilitation
Post-Surgical Recovery	Safety Awareness
Sepsis Management	Strength Training and Conditioning
Stroke Recovery	

### **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.

Clinic Hours: Sunday – Saturday, 7:00 a.m. to 6:00 p.m. Nurses work from Sunday through Thursday. On Friday and Saturday assistance and emergency care is provided by Hillcrest security personnel or EMT's. You may contact the clinic at 4284 (or 909-392-4284).

### **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: 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)

### **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, Chief Operational Officer, Directors of Residential Living and Assisted Living, the Director of Nursing, the Sales & Marketing Director, Sales Counselors, the Navigator, 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 Agencies**

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
- Light housekeeping services

Note: For the safety of all residents, Hillcrest retains the right to vet Home Care agencies (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, contact the Hillcrest Clinic at ext. 4284 or (909-392-4284).

### **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 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 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 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.

## **Community Navigator**

The Community Navigator plays an essential role in forming relationships with new residents in Residential Living, Assisted Living, Memory Care, and Skilled Nursing settings assisting them as they prepare to move to Hillcrest or transition to another level of care. The Community Navigator is a member of and actively participates on the Care Coordination Team to understand the needs of residents to help coordinate supportive services, introduces new residents at various events, educates residents about Hillcrest's services and levels of living.



## **TRANSPORTATION**

The Transportation Supervisor is responsible for the coordination and supervision of this department. For questions or assistance, call 4325 (or 909-392-4325).

### **Alternative/Private Transportation**

Alternative/Private transportation, such as Yellow Cab and Airline Coach, is available by private arrangement. Refer to the *Residents & Associates Directory*.

### **Bus Transportation**

Sunday through Thursday, 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.

- 2nd Wednesday of the month -- Southwoods Lodge bus trips
- 3rd Wednesday of the month -- monthly Wanderers Trip via RLW department
- 4th Wednesday of the month -- monthly Out-to-Lunch Bunch via the RLW department

Additionally, there are no regularly scheduled bus trips for assisted living residents in either Birch, Maple, or Cedar Courts.

Residents board the Hillcrest bus from the Administration Office at pre-scheduled times. The driver will pick up, by request, at the Village Center,

the Hillcrest the Flagpole, or the green bench near the resident's home. 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.) 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 in the *Residents & Associates Directory*.

To request bus service call 4325 (909-392-4325) 48 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, do not make appointments after 3:00 p.m. Attempts will be made to accommodate emergencies.

### **Campus Transportation**

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

### **Gold Line**

La Verne has a light rail station as part of the Los Angeles County Metro Rail system. It will be served by the A Line. The station is 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 Hillcrest services. Arrangements must be made in advance. Contact the Social Services office at 4345 (or 909-392-4345).

**Metro Fares** can be paid using reloadable plastic TAP cards, which can be purchased T TAP vending machines in metro rail, G and J line stations. Passes are activated the first time the card is used. Riders 62+ can be qualified to never pay more than \$2.50 a day or \$5 within seven days. After that, all of your rides are free.

### **Public Transportation**

Local public transportation is available through Metro Link. Get-About is available by private arrangement for Hillcrest residents who are eligible. See *Residents & Associates 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 the 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 the Neighborhood Chair for location of bins and procedures. Note: Hillcrest does incur penalties for non-recyclable items disposed of in the recycle containers. Your help is needed by making sure to only place accepted materials in each container. (See pages 76 – 79 for additional description.)

### **Trash Disposal**

Please note that not all individual homes were designed to have their own receptacles; some neighborhoods share community dumpsters. Residents

will be instructed by Neighborhood Chairs. Individual trash receptacles shall be stored in designated storage area until 5pm on the day preceding trash pickup. Only approved trash receptacles, as provided by Waste Management, may be used. See last page of this Handbook.

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

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



### Organics Waste Program

Hillcrest participates in an ongoing Organics Waste program. You'll notice green receptacles located throughout campus, placed in designated areas by neighborhood. A map of organic container locations is attached for your reference. Residents are encouraged to place their organic materials in

these receptacles for collection by Waste Management. Landscaping associates are responsible for:

- Bringing receptacles to the street each Monday.
- Ensuring there is green waste inside, so you can place food scraps on top.
- Cleaning the receptacles as needed.

In addition to the green organics containers, Hillcrest also provides black trash cans, gray recycle cans, and community dumpsters. The illustrations on pages 78 and 70 are the guidelines on what is acceptable for each container. These guidelines apply to community dumpsters as well. Hillcrest also has a special collection program for the following items. Please do not place these

in Waste Management receptacles:

- E-waste (electronics)
- Household batteries
- Light bulbs
- Inkjet cartridges (not toner)
- Eyeglasses
- Expired medications

You may bring all of the above items – except e-waste – to the Recycling Table at the monthly Resident Forum. For e-waste, please submit a work order to have it picked up from your home and taken to the designated bin in the basement.

# HILLCREST

2705 Mountain View Drive  
La Verne, CA 91750  
909-392-4000  
[www.livingathillcrest.org](http://www.livingathillcrest.org)



**DSS RCFE #191501662**  
**DSS Continuing Care**  
**Certificate of Authority #069**