



# Independent Living

RESIDENT HANDBOOK: NORTH



Ohio Living  
Breckenridge Village

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# Welcome to Ohio Living Breckenridge Village North Apartments

We look forward to you being part of our community. Ohio Living Breckenridge Village is a large campus and there are a lot of amenities available to you. The information in this packet will serve as a good reference for you and help to answer a lot of questions about life at Ohio Living Breckenridge Village. Please keep it handy and feel free to ask any questions as well.

Don't worry – there are still some boxes to unpack from the move, new phone numbers to learn, and new grocery stores and restaurants to learn. There are also new neighbors to meet and new classes to take. Don't forget about that trip next month that you know you will enjoy. Did you see the party coming up next week?

A move is a lot to go through. It can be overwhelming and exhausting. When you are settled in, we hope you find it well worth it! We hope you find yourself calling this your home soon.

Your Housing Manager is committed to supporting you in your needs. They are a resource for you, not just as you transition from your home into the Ohio Living Breckenridge Village, but as your needs grow and change in the future. Feel free to contact them if there is anything you need.

Welcome to the Family!

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## **Absence from Community**

If you are going to be away overnight or for an extended period of time we ask that you complete an absence form located at the front desk. Security will be notified.

## **Access to Community After Hours**

The North building is locked after 5:30 p.m. Monday thru Friday and after 3 p.m. on Saturday and Sunday. Resident should use their outdoor keys after these times to enter the building's main door. They can also enter through the side doors by using their swipe key. Guests can contact residents using the intercom system located at front door. Residents can view guests prior to their entrance on BTVV channel 1851.

## **Activities**

The Social Committee of North meets regularly to plan activities throughout the year. Full-time employees are available to plan trips, programs, events and groups for the entire campus. Lists of current activities are published weekly.

## **Ancillary Charges**

North pantry, garage rental and activity charges will appear on your monthly statement.

## **Beauty Shop**

The beauty shop is located in the B building of the North building. Hours are listed on door. Payment for services is made directly to the contract owner.

## **Cable TV**

Ohio Living Breckenridge Village has contractual relationships with Time Warner Cable. Many of our security features on campus are compatible with their services. Also, our in-house television channels can be viewed with their services; BTVV is channel 1855 and the chapel station is 1856.

## **Chaplain Services**

Ohio Living Breckenridge Village is proud to be able serve you with the Lyons Chapel. There is a full-time chaplain, associate chaplain, as well as an administrative assistant. Regular worship services are held, typically on Friday afternoons. Memorial services are also available through the chaplain's office.

## **Computer Resources**

Wi-Fi is available in the first floor common areas, as well as the second floor library. The password is guestoprs. Public computers are available on the first floor B building next to the elevators.

## **Committees**

There are many committees available on campus, please ask your Housing Manager for days and times.

## **Dining Rooms**

North's Greenhouse Grill is open daily from 10:30 a.m. to 1 p.m. and 4 p.m. to 6:15 p.m. daily. Guests are welcome, but asked to make a reservation.

## **Emergencies/Emergency Response**

Emergency pull cords are in the bathroom and bedroom of each apartment at Ohio Living Breckenridge Village North. Security staff is available 24 hours a day, seven days a week to respond to emergencies. Security is the first responder to emergency pull cords and emergency safety pendants. Designated emergency contacts will be notified with each incident. The local fire department and emergency squad can be reached by calling 911. Emergency fire procedures are posted on the back of each apartment door.

## **Fitness Room**

A small fitness area is located on the fourth floor of the North B building. Emergency pull cords have been installed for safety/security purposes.

## **Garage/Parking**

North has a parking garage connected by a covered walkway to the garage and the Veale Wellness and Aquatic Center. Garage rental is \$50 per month.

## **Gift Shops**

Groceries and paper products can be purchased and billed to your monthly account in the North Village Pantry. Hours of operation are posted on the door. There is a gift shop located at the Osborne Community Plaza. A wide range of items are offered for sale from many of the residents' organizations and from local consignors.

## **Gratuities**

We do not accept gratuities. Residents are encouraged to make an annual donation to support the works of the staff. Monies are collected and divided equally to all full- and part-time employees. Scholarship funds are also available for donations.

## **Health and Wellness**

Ohio Living Breckenridge Village recognizes the importance of health and wellness for all of our residents and staff. Ohio Living Home Health & Hospice offers blood pressure clinics and education sessions to assist our residents. The Veale Wellness and Aquatic Center houses an outpatient therapy department that is available to anyone over the age

of 18 with a physician's prescription. The warm water therapy pool has helped many residents achieve and maintain levels of wellness. The indoor walking track and exercise equipment are ideal to keep you moving, regardless of the weather outside. There are also land and water classes offered. Additionally, massages are available by appointment.

## **Housekeeping**

Bi-weekly housekeeping is included in your daily rate. The housekeeping supervisor will review their services and assign your apartment a regular day and time.

## **Laundry**

Laundry rooms are available on each floor. There is no cost to operating the machines. A guide to laundry room etiquette is posted in the laundry area.

## **Library**

The North library is located in the A and B buildings second floor connector. Books can be signed in and out using the honor system.

## **Mail**

Mail is delivered to your designated mail box located across from the elevators in the A building. BVTv channel 1851 will notify you when the mail is in. Internal mail will be put in slots outside your apartment door or in an A and B building mail slot located at the North front desk. Outgoing mail can be put in the mail slot located next to main office desk in the lobby. Packages can be delivered to the front desk. You will be notified if there is a package or prescription waiting for pick up. Stamps can be purchased at front desk, as well.

## **Maintenance**

Ohio Living Breckenridge Village utilizes a work order system to assist with everyday needs and requests of residents and staff. Work orders are processed and completed as timely as possible. Please call 440.954.8347 and leave your name, apartment number and request so it can be processed as timely as possible. In the case of a critical need, such as a water leak, or after hours needs that cannot wait until regular business hours, please call 440.942.4342 and ask for assistance. Security or the appropriate available staff will be sent. Work order requests include apartment maintenance, requests for additional work (possibly billable), housekeeping needs, grounds, snow removal or landscaping needs (if applicable to your apartment) and general campus maintenance concerns. We ask that all work be performed by Ohio Living Breckenridge Village staff.

## **Newspaper Service**

Newspapers can be purchased in the vestibule of the main lobby. Private newspaper delivery is available upon resident request with the newspaper carrier. Newspapers are

available for reading in the common area of the North lobby.

## **Resident Association**

Each living area has representatives elected by those residents. There are bi-monthly meetings for all residents in your living area. There are also meetings held six times a year that all of the elected representatives and staff attend. This is known as the Ohio Living Breckenridge Village Forum. There is also an elected Ohio Living Representative who represents the entire campus at corporate-wide meetings.

## **Safety/Security Monitoring**

Good night signs are to be put outside your door by 10 p.m. and taken in by 10 a.m. Security will check for signs each morning and evening. If indicated, security will check your apartment for emergencies. Security is on campus 24 hours a day, seven days a week, and is the first responder to your emergency pull cords or safety pendants.

## **Transportation**

Ohio Living Breckenridge Village has a fleet of vehicles, as well as several buses. There are buses that loop around campus to pick-up and drop off residents. There are also buses and vehicles that take residents off campus to appointments and pre-scheduled trips. Advance notice is very helpful to accommodate your transportation needs. Please call 440.954.8343 to inquire or schedule a ride.

## **Trash Collection and Recycling**

Trash chutes are located on each floor outside of the storage area. Recycling bins are located in laundry rooms.

## **Volunteering**

Volunteering is a great way to support and give back. It is also a way to maintain vocational needs and get rewarded and honored for it! Please contact your Housing Manager or the activities department for details.

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Our mission is to provide adults with caring and quality services toward the enhancement of physical, mental and spiritual well-being consistent with the Christian Gospel.



# Ohio Living

Breckenridge Village

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**FAITH + COMPASSION + COMMUNITY**

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[ohioliving.org](http://ohioliving.org)

