



Independent Living

RESIDENT HANDBOOK: SHAFER SCHWEITZER



Ohio Living
Breckenridge Village

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Welcome to Ohio Living Breckenridge Village

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

Anytime you will be away from your unit overnight, please complete a “blue slip” available at the reception desk. It can be placed in the rent slot in the reception desk counter. This helps our Security Dept. know that you are away from your unit for the day/night check.

Access to Community After Hours

Residents may use their keys to access the Shafer Schweitzer buildings after hours. Visitors must enter through the main entrance vestibule located in the Shafer House. The vestibule is equipped with an intercom system and the door can be remotely unlocked. Visitors can call a resident using the intercom system. The phone will ring in the unit as normal. If the resident wishes to admit their visitor, they must press “9” on their phone and hold it in until the visitor opens the door.

Activities

The Ohio Living Breckenridge Village campus offers an enriching activity program that focuses on mind, body and spirit. Types of activities, locations and schedules are listed in campus publications circulated weekly, including many programs and fitness classes at the Veale Wellness and Aquatic Center. Activities include multiple bus trips and outings, classes and workshops, themed parties and entertainment.

Shafer Schweitzer House also has some exercise and social club activities specifically located in our building for the convenience of our residents.

Ancillary Charges

All ancillary charges will be billed on your monthly statement.

- Evening meal delivery - \$1 per delivery (after 30 free deliveries per calendar year)
- Examples of other optional services billed on your monthly statement: Guest meals, housekeeping, hair salon, activities dept. trips or programs

Cable TV and Telephone

You must call to arrange the installation or start date for your phone.

Cable TV:

- Most Affordable Option: Lifeline Basic Cable billed only on your SSH statement.
- Expanded Options: *You* must arrange with the Cable Company directly and you will receive a separate bill from them. This is *in addition* to the partial charge for basic cable on your SSH statement.

Campus Communication

On Campus BV-TV: Channel 1855

Front Door Camera: Channel 1851

Friday Morning: Coffee Klatch at 10:00 a.m. in the OCP Austin Room

Weekly Update: Emailed, posted to your floor bulletin board and featured on BV-TV

Computer Resources

Shafer Schweitzer House has two resident computers in the second floor library located in the Shafer building. The computers are available 24 hours a day. Regulations for use are posted.

Wi-Fi is available in certain common areas - the main lobby, second floor library and the dining room. Wi-Fi can also be set up in your personal unit, charges to be billed to you by the provider.

Committees

Shafer Schweitzer House has a Resident Association. As a resident of Shafer Schweitzer, you are automatically a member of this group. There are no dues or special requirements for membership. Meetings are every other month, following dinner in the O'Connor Dining Room. Meeting agendas are posted and speakers announced.

The Resident Social Club meets a month prior to scheduled events. Club members decide the type and theme of events and foods served, etc. Signs are posted prior to meetings. All residents are welcome to participate.

The Ohio Living Breckenridge Village Beautification Committee meets twice a year. Each building has its own coordinator, who directs the overall plan for their building. The coordinator works with resident volunteers to ensure duties are assigned, flowers are planted and watering schedules are determined. Residents who wish to help may sign up at the front reception desk.

O'Connor Dining Room

The O'Connor Dining Room has been a part of the SSH since the buildings opened in 1979. Dinner is served weeknights from 4 to 6 p.m. On holidays we serve between noon and 2:00 p.m. (Signs will be posted) The dining room is closed on weekends.

Ways to Get Your Dinner:

- Delivery: Residents calling 440-954-8336 before 2:30 p.m. may order their dinner sent up to their room. Delivery is free for the first 30 deliveries during each calendar year and \$1 each time after that.

- Take Out: Residents should go through the line as usual and make their selections. They may then take the tray to a table and dish the food into their own reusable containers to be taken back to their unit. Residents should not take large or excessive amounts of drinks to their unit
- Standard: Residents may proceed through the serving line one time. The O'Connor Dining Room is not a buffet and is not all you can eat. Kitchen staff can provide additional information.

Dining Room Procedures:

At 4 p.m. residents needing assistance carrying their trays may be asked to take a number. After 4:45 p.m. numbers are not needed. Volunteers are available from 4:00 p.m. to about 4:45 p.m. to assist residents by carrying their trays while they make food selections and to help with seating.

For the safety of residents needing assistance we ask that all residents able to carry their own tray or wishing to take their food back to their unit wait until after all trays are carried.

Directory of Key Staff

Housing Manager: Your primary contact to administration of the SSH. The HM assists with Move-Ins, Move-Outs, Maintenance, Activities and many administrative tasks.

Accounting Assistants: Your primary contact for rent statement questions, meal credits, rent collections, recertifications, phone list updates, resident lists and many other office tasks.

Service Coordinator: Your primary contact to other organizations and information. The SC can help to get you assistance, advice, counseling, and services to help you stay independent. The SC is not a personal assistant, but the SC is your *link* to available services.

Executive Director: Your final contact in all matters is the ED. The ED oversees all aspects on campus and may be able to assist you in resolving any problems you have with other staff.

Fire Procedures

The Shafer Schweitzer buildings have smoke and heat detectors throughout and are also fully sprinkled. The sprinkler, smoke and heat detectors are on a monitored and routinely tested alarm system that is automatically linked to the Willoughby Fire Department.

In spite of these multiple fire safety measures, a fire may occur. If there is a fire in your unit or you hear the alarm sound, immediately perform the following R.A.C.E. guidelines:

RESCUE: Remove yourself or any person in immediate danger

ALARM: If the fire alarm has not sounded, pull the nearest fire alarm. Call or instruct someone to call the fire department (dial 911). This serves as a back-up to the general alarm system.

CONFINE: If the fire is in your unit, leave the unit immediately and close the doors as you leave to help contain the fire and reduce availability of oxygen. Do not use the elevators - there is a risk of electrical failures. Only evacuate the building if you are certain it is safe and you are physically able.

If the fire is not in your unit or you are not in immediate physical danger, the fire department recommends remaining in your unit. Close the hallway door and seal the bottom of the door with a wet towel. Close all windows and if possible place a towel or white object in the window to indicate you are there. The fire department and staff will remove all residents if evacuation is necessary.

EXTINGUISH: Please do not try to fight the fire unless you are absolutely certain it is safe to do so. Follow the above procedures and let the fire department, trained staff and building systems do their work.

If the buildings are evacuated, please seek to congregate at the maintenance garage in the parking area outside the Schweitzer building.

Hair Salon/Barber Shop

Hair Salons are located in Shafer Schweitzer House, Ohio Living Breckenridge Village North, Fairmont Health Center and Grace Woods. Veale Wellness Center has a barber shop. The hours and prices are posted at each location or you can contact the salon/barber shop by calling the main campus reception desk and asking to be connected to the location of your choice.

Housekeeping

You may contact Housekeeping for an inventory of services they can provide. Services will be charged at an hourly rate. Contact the Housekeeping Supervisor at Ext. 1296

Laundry

Laundry facilities are located on the second floor of both Shafer and Schweitzer House. They are open for use between 8 a.m. and 10 p.m. Regulations are posted. SSH residents use a card system to pay for machine usage.

How to Add Money to Your Card

1. Insert card either side up
2. Amount balance will display
3. Insert only \$5, \$10 and \$20 bills
4. New amount balance will display
5. Remove card

You may check your balance on any laundry machine or the VTM outside the Housing Managers office. The maximum amount allowed on the card is \$50. Protect the card as if it is cash.

Standard Run Times:

Dryer: 45 minutes

Washers: 30-38 minutes (depending on selection)

Library

The library is located on the second floor of the Shafer building and is free for all residents to use. All books taken out are on the honor system. Please return books promptly. If you have books to donate, please contact the office.

Mail

Mail is delivered to your mailbox in the main Shafer lobby. When mail delivery is complete, a "MAIL" sign is posted in the vestibule, which is visible to residents on their BVTV channel 1851.

Packages are delivered to the reception desk during office hours. The receptionist accepts the package and then calls residents to alert them a package has arrived. Residents come to reception to sign for their package. If the delivery service arrives after hours, the driver may call you from the vestibule to be admitted to the building and deliver the package to your door.

Postage stamps are available for sale in the Osborne Plaza gift shop. The following is the proper mailing address for Shafer Schweitzer residents:

36853 Ridge Road, Apt.#____, Willoughby, OH 44094

Maintenance

Please call 440.954.8347 during business hours to schedule a work order. After hours or on the weekend please call 440.942.4342. You may also stop by the SSH front desk and the receptionist can call maintenance at your request.

In the case of an emergency (such as pipes bursting), please call the main campus reception desk at 440.942.4342 and staff will radio for quick response.

Newspaper Service

Several newspapers are available for delivery. Please inquire at the office if you are interested in this service.

Pantry

The pantry is located on the second floor of Shafer building in the library area. A limited amount of groceries and paper products are available for sale. Resident volunteers stock and staff the pantry. Hours are 12:30 to 3 p.m. Monday, Wednesday and Friday.

Parking

Parking areas have been set aside for Shafer and Schweitzer resident parking. In addition, reserved handicap parking spaces are designated for each building. There are waiting lists for these spots. Residents with a handicap placard for their vehicle may apply in the office to be placed on the wait list.

Renter's Insurance

The Commercial General Liability insurance on the property and the grounds of Ohio Living Breckenridge Village has specific limits regarding resident's personal property in case of damage or destruction from fire, smoke, water, weather, etc.

Therefore, it is highly recommended and encouraged that each resident purchase renter's insurance or apartment insurance to protect their personal property in the event of damage. This low-cost insurance can only be purchased by the owner of the personal property.

Ohio Living Breckenridge Village's insurance *does not* include coverage for damage caused by our buildings and equipment as a result of failure or accident. Examples would include: sprinkler line ruptures, burst pipes, smoke, etc.

Rent Payment

Every resident will receive a rent statement on or about the second week of the month. This statement will be delivered direct to the box outside your apartment door.

Make your check out to: OLBV HUD

There is a small lock box built into the SSH front desk. You may place your rent into the box at any time or hand it to office staff during business hours.

Your rent statement will also include charges such as housekeeping, meals, basic cable TV and program services.

The SSH office staff *does not* make the statements. Our corporate office makes the statements and any questions should be directed to them at 800.686.7800.

Safety/Security Monitoring

Shafer Schweitzer House utilizes a “Good Night” door hang tag system. You will place the hang tag outside your door by 10pm and remove it by 10 am daily. Beginning at 10am, our security staff will check every door to make sure the card has been removed. If the card is still there, security will knock on the door. If there is no answer, security will enter the unit to confirm everyone is safe and well.

As an additional safety measure, all resident apartments have an emergency pull cord in the bathroom and the bedroom. If a resident pulls on the cord, it alerts Security, and they will come to the apartment to ensure your safety.

Transportation

There are a number of different options available to get you where you need to go:

- Scheduled Routes
- Medical Response Rides
- Super Senior Transportation

Scheduled Routes: Bus Route sheets are available at the SSH front desk. There is a small fee for these services. You must sign up to go on the scheduled routes. The sign up book is located on the SSH front desk.

Medical Response Rides: You must call transportation in advance to schedule a medical response ride and pickup to your doctor’s office. There is no charge for within Lake County rides, but there are charges for out of county rides.

Super Senior Transportation: SST is an escorted personal driver. An SST driver will escort you throughout your trip and business. There are flat fee charges for these services.

*Please call Transportation at 440.942.4342, ext. 1254 to get the most current rates.

Trash Collection and Recycling

The trash room is next to the elevator on each floor. Trash must be bagged and tied securely in bags small enough to go down the chute freely. Never put flammable items such as lighter fluid, aerosol cans, light bulbs and sharp items down the chute. Place them in the marked containers instead.

All recycling should be separated and placed into the appropriate bins.

Please double or triple bag cat litter if you put it down the chute. The best idea is to drop the bagged litter at the ground floor trash room.

Please call housekeeping to remove any large boxes in the trash room.

Volunteering

Many of our residents choose to give back to the community by volunteering. Types of volunteer work range from front desk receptionist to dining room tray carrier or pantry salesperson. You may contact SSH office staff or the Director of Life Enrichment and Cultural Arts to explore possibilities.

Worship

Shafer Schweitzer House has a first Friday Communion in the Creative Place just down the hall from the office. Multiple Bible studies are also available. The weekly update will have information regarding other worship opportunities on campus and in the surrounding area.

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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

FAITH + COMPASSION + COMMUNITY

36855 Ridge Road | Willoughby, Ohio 44094

P 440.942.4342 F 440.942.4150

ohioliving.org

