



Independent Living

RESIDENT HANDBOOK



Ohio Living
Dorothy Love

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Welcome to Ohio Living Dorothy Love!

Dear Resident,

On behalf of all the residents and staff here at Ohio Living Dorothy Love, please accept our warm welcome as you join us.

There are many activities at Ohio Living Dorothy Love and you are invited to share in all of them or as many as you wish. Ohio Living Dorothy Love has much to offer and we would like to help you enjoy it.

This guide has been prepared to inform you about many of the key services, amenities, and programs available for you to enjoy as an Ohio Living Dorothy Love resident. Our goal is to be a complete resource to you - whether you're here one day, one week or ten years.

With the many services and opportunities available to you within this community and in the surrounding area, please use this guide as a tool to help you create the comfortable living environment that you'll enjoy every day.

Please don't hesitate to ask questions along the way or stop any of our superb staff members for any needed help. Once again, we're happy you've chosen to join us.

Welcome home to Ohio Living Dorothy Love!

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Absence from Community

It is most helpful to notify the Ohio Living Dorothy Love Director of Independent Living if a resident will be absent from the campus overnight or longer. Security staff will be notified of the absence to increase observation of your home.

If a family member is aware that a resident has gone to the hospital, either to the Emergency Room or has been admitted, please notify Ohio Living Dorothy Love as soon as possible. This helps in coordinating care delivery and letting us know that the resident is safe.

Access to Community after Hours

Entrance doors to Ohio Living Dorothy Love buildings are locked at approximately 9:30 p.m. Doors are unlocked at approximately 5:30 a.m. Between these hours residents may use their keys to enter the side doors of the apartment building. For security of all residents, please be sure that you know the person requesting entrance to the building. **DO NOT LET IN ANYONE THAT YOU DO NOT KNOW.**

Activities

The Activity Department (office located in the Amos Community Center) provides a variety of activities and programs for Ohio Living Dorothy Love residents. Information concerning these activities and programs are publicized in several ways: channel 1851 and 1852 on your television, “The Buzz” monthly newsletter, monthly calendar and flyers placed in internal mailboxes. Many activities are free while others have a nominal fee. Questions and suggestions may be addressed to the independent living activity director at 937.497.5116.

Beauty Salon & Barber Shop

The hair salon located in the Amos Community Center, is an independent entity that leases space at Ohio Living Dorothy Love. We do not employ salon staff. Therefore tipping is allowed in the salon. You may contact the salon by calling 937.497.6536.

Cable TV

Ohio Living Dorothy Love provides basic standard service to all residents. A monthly discounted fee is included on your statement. Cable outlets are located in the living room and one in each bedroom. Additional cable services may be installed at the expense of the resident. All arrangements for your computer, phone and any subscription above the standard tier channels must be handled through Spectrum.

Chaplain Services

A full-time chaplain is available at Ohio Living Dorothy Love to provide on-campus worship opportunities, Bible studies and spiritual support for residents and staff. The chaplain is also available for personal support and guidance during times of difficulty or stress. You can contact the chaplain at 937.497.6545 or visit the chaplain's office located in the front lobby of the main building of Ohio Living Dorothy Love.

Guest ministers from the local community enhance regular worship experiences with their varied backgrounds and traditions. Workshops and support groups led by the chaplain or an outside facilitator offer topics of interest on a regular basis. The chaplain makes regular hospital calls and is always on call to assist in a crisis.

The Ohio Living Dorothy Love chapel is located mid-campus between the Amos Community Center and health care west. A non-denominational communion service is offered quarterly in the chapel in addition to denominational communion services.

Computer Resources

Computers are located in the room next to Amos library and are for all residents to use. They are available all the time.

Dining Rooms

The Oak Tree dining room is centrally located in the apartment building. Brunch and dinner services are offered Monday through Saturday. On Sunday, the main meal is provided at 11:30 a.m., and a light supper is provided for the evening meal at 4:45 p.m. A selective menu offers choices of juice, salad, entrée and dessert.

Apartment Residents: Menus are posted daily on a menu board at the dining room door. Guests are always welcome for brunch or dinner in the Oak Tree dining room. Guest meal tickets may be purchased at the apartment front desk. The cost may be paid in cash or charged to the resident monthly statement. Reservations should be made 24 hours in advance if possible. Large tables should be reserved in advance.

Housing Residents: All residents who live in houses should purchase a meal ticket at the apartment front desk. Your guests are always welcome for brunch or dinner in the Oak Tree dining room. Guest meal tickets may be purchased at the apartment front desk, also. The charge may be paid in cash or charged to the resident monthly statement. The cost for guests is higher than a resident charge. Reservations should be made 24 hours in advance if possible. Large tables should be reserved in advance.

Emergencies/Emergency Response

Apartments: Emergency pull cords are located in the bathrooms and bedrooms of each apartment. In an emergency, if possible, call 911 immediately. Then pull the pull cord or push the button on the “Cord Mate” pendant, if you have one. When the emergency call system is activated, a staff member will come to your apartment to assist with obtaining emergency treatment.

Portable emergency response units, known as “Cord Mate” pendants, are worn around the neck and are available to apartment residents for a monthly fee. Please contact the Director of Independent Living at 937.497.6525 for more information.

Houses: An emergency response system is installed in each house. Remote alert medallions are provided for each housing resident and should be worn at all times. In an emergency, if you think you need to go to emergency room and are able, call 911 first and then push the button on the pendant. If you cannot reach a phone to call, just push the button on the pendant. When the emergency call system is activated, the resident will receive a call from a staff member to ask the nature of the emergency. A staff member will come to your home to assist with obtaining emergency treatment.

Pink or Red Sleeves

The “Pink or Red Sleeves” are a plastic folder used for filing your Vial of Life documents. The purpose of the “sleeves” is to have the important emergency information readily available for emergency personnel, should you need to be transported to the hospital. At move in, the Director of Independent Living will provide these forms and the “sleeve”, and will ask for updates every 6 months (February and August). Locations for storing the “sleeves”:

Apartments: Please keep your Pink or Red Sleeve in the upper cabinet, opposite your refrigerator.

Houses: Please keep your Pink or Red Sleeve in a cabinet in the kitchen, disclose the location on the orange magnet (provided by the Director of Independent Living) and place the magnet on your refrigerator.

Fire Procedures

Apartments: If the fire alarm sounds, **residents should stay in their apartments.** If evacuation is necessary, staff or the fire department will inform you and assist you in leaving your apartment.

If the fire is in your apartment, please do the following:

- Leave your apartment immediately
- Close the door behind you
- Pull the nearest fire alarm
- Follow the hallway to the nearest fire exit
- Do not use the elevators

Houses: To report a fire, call 911. If the alarm sounds and there is smoke or fire, leave your home immediately and close the door behind you. **DO NOT TRY TO EXTINGUISH THE FIRE YOURSELF.** Go to the nearest neighbor and call 911, and please call the main building at 937.498.2391 to report the fire to staff. If the alarm sounds and there is no evidence of smoke or fire, wait by your phone until someone from the main building calls to verify with you that you do not have a fire.

Garage/Parking

For an additional monthly fee, covered parking is available in the parking garage, located next to the apartment building. The monthly garage fee will be added to your statement.

Gratuities

Ohio Living Dorothy Love employees are not allowed to accept tips or gifts from residents or their families. Any employee who accepts gratuities of any kind will be subject to disciplinary action. However, the employees of the beauty /barber shops are not Ohio Living Dorothy Love employees and they may receive gratuities.

Home Health Services through Ohio Living

Our home health service is an affordable, comprehensive program that provides the skilled health care services and assistance you need to stay at home, living life your way. Upon request, we will promptly schedule a home visit to evaluate your health care needs and consult your doctor to develop a treatment plan. To learn more or to schedule an evaluation call 937.726.4673.

Insurance

The apartment building and houses are insured by Ohio Living against structural loss.

Apartments: For the protection of personal possessions, it is suggested that renter's insurance be purchased. If a personal transportation device, such as an electric scooter, is used, the resident is strongly encouraged to purchase adequate personal liability insurance. The following information may be of interest to your insurance agent: The apartment building is a steel frame and brick construction. Each apartment has a smoke detector and an automatic sprinkler system.

Houses: For the protection of personal possessions, it is suggested that renter's insurance be purchased. If a personal transportation device, such as an electric scooter or golf cart, is used, the resident is strongly encouraged to purchase adequate personal liability insurance. The following information may be of interest to your insurance agent: Houses are brick and aluminum siding, each one is protected by a smoke detector.

Library

Ohio Living Dorothy Love has a library available to our residents. The library is located in the connector between the two buildings. In house publications and periodicals are available in addition to a wide variety of books.

Mail

Apartments: Mailboxes for Ohio Living Dorothy Love apartment residents are located in the lobby of the apartment building. The mailbox number is the same as the apartment number. Outgoing mail may be deposited in the mail slot next to the mailboxes in the lobby of the apartment building.

Houses: Personal mail delivered by the US Postal Service will be delivered to your mailboxes in front of each house. Campus announcements, newsletters, etc. will be delivered to your "internal mailbox" located next to the receptionist desk in the main building. Your mailbox is identified by your street address. It is advised that you check this mailbox weekly.

Maintenance

The maintenance department is responsible for the maintenance of the buildings and grounds, as well as for the security of the campus. Work orders are issued for routine maintenance and requested services, such as changing a light bulb or hanging pictures.

In the event of an emergency, such as a broken water pipe, short in the electrical system, ice on sidewalks or other dangerous situation, contact the front desk at 937.498.2391. Please state the nature of the emergency and location. Maintenance personnel will be contacted for immediate response.

Safety/Security Monitoring

Apartments: The "Dog Bone" system is designed to alert staff to a potentially serious situation in an apartment. The "Dog Bone" system does not interfere with the operation of the door. On the top corner of each apartment door frame, there is a small wood flipper. At night, security personnel flip the "Dog Bone" up against the door. In the morning, when the door is opened the "Dog Bone" will be released and drop to the down position.

The “bones” are checked each day by 10:00 a.m. Any “Dog Bone” that remains in the up position after 10:00 a.m. will be reported to apartment staff for further action. The staff will check on the welfare of the resident as soon as possible. It is requested that each resident open the door by 10:00 a.m. to avoid unnecessary action by the staff.

Houses: The Call-In Tree is a service offered to housing residents only. When you sign up for the Call-In Tree, you will call into the Apartment Reception Desk at 937.497.6527 by 10:30 am each day. If you do not call by 10:30 am, staff will attempt to call you. If you do not answer, a staff member will visit your house for a wellness check. To sign up for the Call-In Tree, contact the Director of Independent Living at 937.497.6525.

Storage

An assigned storage locker is available for each apartment. Storage lockers are located in the basement of the apartment building, near the north wing elevator. The lockers are approximately 4 x 4 x 6 ft. Residents should lock the storage lockers with a personal combination or keyed lock. Items must not be left on the floor of the storage room or in the hallways. Please dispose of trash appropriately.

Schedules

Beauty/Barber Shop

Amos Community Center

Thursday and Friday

8 a.m. - 3 p.m.

Dining

Oak Tree Dining Room – Apartment

Brunch Monday through Saturday

9:30 a.m. – 12:30 p.m.

Dinner Monday through Saturday

4:45 – 6:15 p.m.

Dinner Sunday

11:30 a.m.

Light Supper Sunday

4:45 – 6:15 p.m.

Exercise Room

Amos Community Center

Trainer available

Monday, Wednesday, Friday

9:00 a.m. – Noon

Resident Association Meetings

Resident Association

Amos Community Center

Third Tuesday each month 2:30 p.m.

Resident Executive Committee

Gathering Room

Second Fridays each month 9:30 a.m.

Tornado Procedures

A tornado watch means that tornadoes are possible in and near the watch area. Review and discuss your emergency plans and check supplies and your safe room. Be ready to act quickly if a warning is issued or you suspect a tornado is approaching.

A tornado warning means that a tornado has been sighted or indicated by weather radar. There is imminent danger to life and property. Move to an interior room on the lowest floor of a sturdy building. Avoid windows.

Apartments: Residents should go to the basement, stairwell, or first floor (in a room with no windows) if you are able; or you can take cover in your bathroom or in a closet.

Houses: Residents should take cover in the bathroom (with no windows), utility room, or closet.

Transportation

The community bus makes regularly scheduled trips to local shopping, banking and medical offices. The bus schedule is posted at the apartment front desk. Residents wishing to take the bus should sign up at least 24 hours in advance to assure that space is available.

Shelby Public Transit is also an option for transportation. Residents may call Shelby County Public Transit and set up transportation on their own. The service is on a first come, first serve, and space available basis. The services are curb to curb. Drivers for local trips are not able to stay for the duration of the appointment.

Transportation Schedule and Rates

Downtown: Sidney, Foodtown, Family Dollar, etc.

- \$3 Trip Charge
- Mondays 1:30 p.m.
- Fridays 9:30 a.m.

West End Plazas: WalMart, Kroger)

- \$3 Trip Charge
- Tuesdays 9:30 a.m.
- Thursdays 1:30 p.m.

Grocery Lists

If you can't/don't want to go to the store, we can purchase your groceries for you. You will need to make a specific list (i.e., we will need to know size, brand, etc.) and include money in the envelope with your name on the front and marked for Transportation Shopping. Envelopes should be taken to the apartment reception desk. We will purchase your items and deliver them to your apartment/house. The fee for this service is as follows. And this charge will be added to your monthly statement.

- 1-5 items \$5
- 6-12 items \$6.50
- 13 – 24 items \$9
- 25 plus items \$11.50

Doctor's Appointments:

The transportation department can be reached at 937.497.6533. We can schedule doctor's appointments for you or just schedule your transportation. We may ask you some questions to better help us get your doctor's appointment scheduled. Please give as much notice as possible when scheduling transport for a doctor's appointment, especially if the appointment is out of town. The fee for this service will also be added to your monthly statement.

Trash Collection

Apartments: Due to the large amount of waste generated by Ohio Living Dorothy Love, it is important that garbage be disposed of in a safe and sanitary manner. Trash disposal rooms are located at the west end of the building on each floor. Food wastes should be disposed of in the garbage disposal. All other garbage must be placed in standard garbage bags and securely closed before putting in the trash room. Please empty liquid from cans and bottles before placing in a garbage bag. Boxes or large bulky items should be broken down before placing in the trash room. Maintenance staff can assist with breakdown of boxes and/or disposal of oversized items.

Houses: The Ohio Living Dorothy Love maintenance team will collect trash from the houses on Thursday afternoons. Trash needs to be placed in garbage bags and placed at the end of your driveway by noon. Housing residents are responsible for purchasing garbage bags.

Volunteering

Let us help turn your hobby or favorite pastime into a volunteer opportunity. For example:

Help with bingo	Play an instrument	Take residents for a walk
Sing	Be a friendly visitor	Play Wii with residents
Read to a resident	Read the Bible	Play computer games with residents
Play board games	Sort/deliver mail	Transport residents to events
Do crafts	Play cards	Be a weekend greeter
Scrapbook	Work in a gift shop	Help with clerical duties
Paint fingernails	Be a Bingo caller	Help at the apartment front desk
Usher in the chapel		

For more information on volunteering, call 937.497.6529.

Worship Services

Chapel Service

Sunday at 2:30 p.m.

Amos Chapel

Bible Study

Monday at 1 p.m.

Aspen Room

Catholic Hour

Thursday at 10 a.m.

Amos Chapel

Notes

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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

Dorothy Love

FAITH + COMPASSION + COMMUNITY

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