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- M. Tin, Steel or Aluminum Cans and Lids

CANTERBURY WOODS
RESIDENTS HANDBOOK

CANTERBURY WOODS RESIDENTS HANDBOOK

Our Mission Statement

Episcopal Senior Communities cultivates and builds healthy communities with a continuum of residential and innovative aging services that actively promote intellectual, physical, social and spiritual wellbeing.

I. WELCOME

If you need addition information, please call the Receptionist at Extension “0”. The Administration office hours are 9am to 5pm. Monday through Friday. Principal administrators are on call 24 hours a day, seven days a week.

Canterbury Woods is a non-smoking campus.

**Soliciting in any form is forbidden at
Canterbury Woods
and should be reported to the receptionist.**

II. ADMINISTRATIVE NAMES, PHONE EXTENSIONS AND E-MAIL ADDRESSES

Norma Brambilla, Executive Director.....201
nbrambilla@jtm-esc.org

Beth Robinson, Director of Health Services.....239
brobinson@jtm-esc.org

Sandra Moritz, Director of Administrative Services..202
smoritz@jtm-esc.org

HEALTH CENTER

EMERGENCY.....	238
Beth Robinson, Director of Health Services.....	216
brobinson@jtm-esc.org	
Medical Doctors	
Office/Clinic.....	204
On-duty Nurse.....	238 or 239
Personal Care.....	100
Rehabilitation.....	212
Jade Court.....	202
Activity Director, Tracey Lundy.....	141
tlundy@jtm-esc.org	

DINING SERVICES

Robert Kershner, Director.....	210
rkershner@jtm-esc.org	
Dietician.....	200
Dining Room Manager.....	200

FRONT DESK/RECEPTION

Judy Damon.....	0
jdamon@jtm-esc.org	
Josephine La Sala (Weekends & Holidays).....	0

jlasala@jtm-esc.org
Deanna Brockman, Resident Coordinator.....203
dbrockman@jtm-esc.org

Stella McNish, HR Generalist.....208
smcnish@jtm-esc.org

Judy Damon, Receptionist.....0
jdamon@jtm-esc.org

Tammy Brooks, Director of Sales & Marketing.....224
tbrooks@jtm-esc.org

Marley Knoles, Program Enrichment Coordinator...193
mknolles@jtm-esc.org

Jody O’Connell, Senior Living Counselor.....195
joconnell@jtm-esc.org

Geoven Snaer, Director of Environmental Services...218
gsnaer@jtm-esc.org

Elizabeth Delgado, Environmental Services Coord... 218
edelgado@jtm-esc.org

Charles Hunt, Director of Facilities Services.....299
chunt@jtm-esc.org

Mary Lou Kelpe, Wellness Program Coordinator....180
mkelpe@jtm-esc.org

The Reverend J. Kevin Philips, Chaplain.....289
kphilips@jtm-esc.org

Chauffer/Driver, Connie Farias
For Transportation Reservations.....261-0892
cfarias@jtm-esc.org

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III. CAMPUS MAP & BUILDING DESCRIPTIONS

A. Administrative Building

1. **The Receptionist** (Front Desk)
2. **Main Entrance** on Sinex Avenue
3. **Administrative and Doctors' Offices**
4. **Our Shop**
5. **Coffee Machine and Resident Bulletin Boards**
Are located outside the Rose Room
6. **Cloak Room** is located near the dining room and is used for hanging outer wear and umbrellas. This room also serves as a pickup area for recycling center for miscellaneous small items.
7. **Dining Room, Lounge & Libraries**

8. **Rose Room** is used for meetings, miscellaneous gatherings, puzzles and other activities.

B. Additional Campus Buildings and Interests

1. **Auditorium** is used by residents, staff and public activities.
2. **Blue Room and Canterbury Rooms** are located adjacent to the auditorium and are used by staff, residents and visitors for meetings and miscellaneous activities. Rooms may be reserved with the Resident Coordinator.
3. **Chapel**
4. **Craft Room** is used by residents who paint, sew and enjoy other interests.
5. **Woodworking Room**
6. **Fitness Center** is available to all residents. Personal training is available for an additional charge.
7. **Jade Garden**
8. The **Koi Pond** is located in the Japanese Garden. The pond is maintained by residents and staff and is a closed system which means anything added can change the delicate balance we have worked hard to establish. Please do not put anything into the pond and do not feed the fish.
9. **Laundry Rooms** are located in each building.

V. ADMINISTRATIVE POLICIES

- A. The Executive Director** has the overall responsibility of administering Canterbury Woods, including supervision of the physical plant, specialized departments and serves as liaison with the Episcopal Senior Communities Board of Directors.

Firearms: Residents, their guests and staff members are prohibited from having firearms on the Canterbury Woods property.

Charitable Gifts and Bequests to Canterbury Woods or to the Episcopal Senior Communities Foundation are tax-deductible.

Contributions to the Canterbury Woods Resident Association are not tax-deductible on your Federal income tax because the Association is classified as a “social club” under the same section of the code. However, these donations are deductible on your State income tax because of the Revenue and Taxation Code.

Employee Relations: As a condition of employment, staff cannot accept tips from residents. See the Resident Association “Annual Employee Appreciation (AEA) Fund Guidelines.

1. Please refrain from giving direct instructions to employees as they perform their duties.
2. Employees may not work privately for residents.

B. Director of Administrative Services

1. Assists the Executive Director.
2. Introduces the Stanley AeroScout system to our residents. The system is wireless and connects to our Health Center.
3. Assigns parking spaces as requested and the charge appears on your monthly bill. Canterbury Woods does not assume any liability for the automobiles of residents or guests. The security guard checks all automobiles each evening to see they are locked.
4. Answers questions or concerns about administrative policies.

C. Director of Sales and Marketing

1. Introduces new residents to the Hospitality Committee.
2. Makes Marketing materials available to family and friends.

D. The Receptionist is on duty at the Front Desk from 8:30am to 5:00pm.

Duties include:

1. Notification of visitors
2. Photocopying
3. Dining Room reservations
4. Medical taxicab service
5. Lost and found articles
6. Emergency keys to apartments
7. Sale of postage stamps and cardboard mailing boxes
8. Package delivery
9. Acting as a clearing house for request to the various departments
10. Work Orders

E. Resident Coordinator assists with questions concerning:

1. **Medical Billing**: If you have an “A” Contract, bring medical bills you receive from doctors on the approved list to the Resident Coordinator so that prompt payment can be made. You can expedite payment by asking your doctors to send the EOB forms to P.O. Box 610, Pacific Grove, CA 93950, marked to your attention.
2. **Advance Directive**: Assists with completing your personal health information that becomes part of your personal health profile.
3. **POLST Form** (Physician Orders for Life-Sustaining Treatment.) A copy of the signed POLST form is a legally valid physician order. A copy of your completed Advance Directive and this form are to be located in the cabinet above your refrigerator.
4. **Monthly Statement**: The statement is placed in your cubbie on the first day of each month. Payment is due upon receipt. Payment may be made at the front desk by placing it in the wooden box at the front desk.
5. **Personal Property**: Canterbury Woods does not assume responsibility for loss. We remind Canterbury Woods employees to take care of residents’ property and equipment; however, neither Canterbury Woods nor its employees are responsible for any damage.

6. **Personal Property Insurance:** You may have the contents of your apartment/cottage insured with a Lewis & Associates Insurance personal property policy, with the cost reflected on your monthly statement when renewed annually. See the Resident Coordinator for further information. You can convert your homeowner's insurance coverage to renter's insurance.

7. **"Give As You Go" Resident Annual Employee Appreciation (AEA) Fund.** Residents may opt to join the "Give As You Go" plan with automatic monetary deductions. The contributed monies are put into a bank account and distributed to qualified employees at the annual AEA Holiday Party.

8. **Paper Shredding:** Paper shredding occurs periodically, typically in March. Actual dates will be placed in What's New. All papers to be shred must fit in a banker's box and be labeled with your name. There is a \$25 fee for proper disposal.

9. **Absence from Canterbury Woods:** Residents are free to come and go at will. If you plan to be away from Canterbury Woods overnight, fill out an Absentee Form available at the front desk and file it with the Receptionist before you leave. Your mail and newspapers will be kept for you.

10. **Illness or Injury when out of town:** Unexpected illness or injury require notice to Canterbury Woods provided subject to the limitation specified in your individual contract.

11. **Resident Personal Records Changes:** Please notify the Resident Coordinator promptly of any changes in your personal record file. Addresses, phone numbers for emergency contacts and medical information should be updated promptly and no less than once a year.
12. **Guests:** If you wish to have a guest in your apartment for the night, you may rent a roll-away bed for a nominal fee. Call Environmental Services at Ext. 218. Due to the high demand at Thanksgiving, Christmas and New Year's, make reservations well in advance.

Guests must be at least twelve (12) years of age and may not occupy apartments/cottages for longer than two weeks. Meals can be purchased for guests in the dining room. Residents should assist their guests in the dining room and remind them of our dress code. Activity rooms and the Exercise Room are reserved for residents only.

Pet sitters are not considered guests of the resident.

VI. NEW RESIDENT PROCEDURES

- A. **When You first arrive** the Marketing Director will make sure you have a key to your apartment/cottage. Additional keys for the apartment may be obtained from the Facilities Department for \$3.00 per key.

If you are inadvertently locked out of your apartment, a duplicate key may be temporarily

obtained from the Receptionist at the front desk, or if no one is available at the front desk, from the Health Center.

- B. You will also be given a key to a private US mail box** with a number that corresponds to your apartment/cottage number. U.S. Mail is usually delivered by 11am.

The **U.S. Postal Service** requires that your mailing address include your apartment/cottage number. Let others know your new address and include it in your return address on all outgoing mail. The Canterbury Woods zip code is 93950.

U.S. Mail that will not fit in your mailbox and parcel post packages are held at the front desk. A note indicating that you have a package will be placed in your cubbie. Outgoing mail may be put into the mail-room door slot, placed on the floor at the mail room entrance or left at the front desk.

Residents who order C.O.D. packages should make arrangements with the Receptionist in advance and leave a check or money order for the charge.

- C. While moving into your apartment/cottage** we offer the use of the handy professional push/moving carts located in the Bougainvillea Garden near Our Shop. Please return the carts to the garden area. After emptying cardboard boxes, if possible please break them down and take them to the appropriate recycle area near your apartment/cottage or ask a houseman for assistance.
- D. Mentors:** Each new resident is assigned a Mentor. Your Mentor (an established resident) will serve as

your resource by answering your questions and introducing you to your new life at Canterbury Woods.

- E. **Resident Privacy:** Your apartment/cottage is your private home. Do not drop in on another resident for a visit without first telephoning the apartment.
- F. **Cell Phone Etiquette:** While in the dining room or during programs and activities please keep your cell phone in an easily accessed pocket. Silence the phone until you exit the public area to take the call.
- G. **Cubbies (Resident Mailboxes)** are located near the copying machine behind the reception desk. Those residents who subscribe to morning newspapers will find them in their cubbies.
- H. **Newspapers:** You may order the Wall Street Journal, N.Y. Times, San Francisco Chronicle, San Jose Mercury News or the Monterey Herald. Contact the receptionist for assistance in ordering. Newspapers are placed in your cubbie soon after they arrive in the morning. You may ask to have your paper(s) delivered to your apartment/cottage. If you take a Herald before they have been distributed in the cubbies, check off or leave your last name and apartment/cottage number indicating you have picked up your paper.
- I. **Staff assistance is available** to help hook up your telephone, television, computer and printer and staff may also assist in hanging mirrors and wall hangings. There may be a nominal charge.
- J. **Banking:** When time is available between medical transports the Canterbury Woods driver makes

weekly trips to the local banks. Sign up for these trips in the Transportation Binder at the front desk.

- K. Beauty Salon:** The Canterbury Woods Beauty Salon is located in Jade Court, Rm. A-115. Call Ext. 205 to make an appointment or check with the receptionist.

VII. BUILDING EMERGENCIES AND FACILITIES SERVICES

- A. The AEROSCOUT EMERGENCY ALERT SYSTEM** for our residents is wireless and connects to our Health Center. There are two types of emergency buttons – Room Call Buttons and Personal Pendants.

- 1. Room Call Buttons** are typically located in the bathroom and near the bed(s). In larger apartments there may also be one in the living room.
- 2. Personal Pendants** are worn as a necklace or bracelet and give residents added peace of mind that a staff member can be summoned in an emergency. Personal Pendants can be worn in the shower. They should not be submerged in a bathtub. If you take it off to bathe, leave it in a convenient spot where you can reach it should you need help.

Both Room Call Buttons and Personal Pendants operate identically. Press the button for three (3) seconds. A tiny light will blink when the signal is relayed. Personal Pendants also blink

periodically as they send connectivity messages throughout the day and/or night to the computer.

If you see a resident who is in need of assistance, you can stay with them and push your own alert button to summon help to your location.

There is no charge for the first Personal Pendant. There is a \$115 charge to replace lost Personal Pendants.

- B. **DO NOT USE LIGHTED CANDLES EVER!**
Emergency lights in building hallways will stay on for about an hour in the event of a power failure.
- C. **POWER OUTAGES:** Each resident should have a flashlight or battery-powered lamp in your apartment/cottages for use in the event of a power outage.
- D. **SMOKE ALARMS, HEAT DETECTORS, TELEPHONES AND EMERGENCY LIGHTS**
will work in the hallways.
- E. **SMOKE ALARMS, HEAT DETECTORS AND FIRE SPRINKLERS** are in each apartment/cottage. The heat detectors and sprinklers are on a direct line to the front desk and a twenty-four (24) hour alarm service which summons the Fire Department. The building setting off the alarm is traceable.
- F. **FIRE DRILLS:** Periodic unannounced fire drills may be held under the jurisdiction of the Pacific Grove Fire Department.
- G. **FIRE EXTINGUISHERS** in the building hallways are tested regularly for proper operation.

H. FIRE EMERGENCY

RACE and PASS are commonly used throughout the United States in an emergency.

R - Rescue anyone near the fire.

A - Activate the Alarm system & Call 911.

Be familiar with the location of the fire alarm boxes throughout the campus.

The fire alarm pulls at Canterbury Woods automatically message the Pacific Grove Fire Department.

If there is time, dial “0” to report the location.

C - Contain the fire. Close the windows and doors. This keeps the fire contained in one area. It also helps to smother a fire. Fires require oxygen to burn. Cutting off the supply of air (by closing doors and windows) helps to further contain the fire.

E - Extinguish or Evacuate. Be familiar with where the fire extinguishers are located in your building. Some fires can be extinguished with the fire extinguishers readily available on campus. Large fires may require evacuation of the area of the building.

TO EXTINGUISH A FIRE:

P - Pull the Pin

A - Aim at the base of the fire

S - Squeeze the handle

S - Sweep from side to side

DO NOT call the operator or nurse to ask for information. They are busy responding to the emergency. Evacuate to the auditorium if the fire is in your building.

Leave a pillow by your apartment/cottage front door as you leave. This is a signal to the Fire Fighters that no one is in the apartment/cottage.

Do not use the elevators.

If you are in either the Administration Building or the Auditorium and the alarm sounds, exit by the nearest door and proceed to your apartment/cottage.

EVACUATION: Evacuate your floor when you hear the alarm, or when you are instructed to do so. If you are unable to safely leave your apartment /cottage via the hallway or the stairs, go out on your patio or lanai until the fire department arrives.

DO NOT OPEN HOT DOORS: Before opening any door, touch it near the top to see if it is hot.

The assembly point for evacuation is the Auditorium. A member of the staff will be on hand in the Auditorium to verify your presence.

Do not leave the campus.

The attendance at the Auditorium will be compared to the Resident “Away List” to account for all residents.

If the route to the Auditorium is blocked,
proceed to the Dining Room.
DO NOT leave the Auditorium or return to your
building unless instructed to do so.

I. EARTHQUAKE

If you are inside – stay inside if it is safe to do so.

Sit or stand against an inside wall. Stay away from
windows, glass and outside doors.

Do not use elevators. Do not use telephones.

J. MEDICAL EMERGENCIES

If you experience life threatening symptoms (heart
attack, stroke, massive bleeding) call 911. If possible,
call the nurse at Ext. 238 to report symptoms. Staff
will bring important paperwork for the paramedics.

Push your Emergency Call Button

or

Call Receptionist Desk – Extension #0

or

Call the Health Center - Extension #238

or

Health Center may also call 911, if needed.

K. EVENING AND NIGHT EMERGENCIES: When
a resident returns home from CHOMP after having
been dropped off by a taxi he or she may enter the
main building by using the exterior door bell to the
right of the main entry doors. The bell connects to the
Nurse Station in the Health Center.

VIII. APARTMENT/COTTAGE MATTERS

- A. **Power Outages:** All residents should have a flashlight or battery powered lamp in your apartment for use in the event of a power failure. Do not use lighted candles ever. Emergency lights in building hallways will stay on for about an hour in the event of a power failure.
- B. **Apartment Telephone:** Residents are able to dial other residents or to dial outside direct. Your extension number is the same as the last three (3) digits of your private number. There is no charge for local calls. Long distance calls are billed on the Resident's monthly statement. The names and numbers in the Canterbury Woods Directory are confidential and for resident use only. Please do not give this information to outside people, as it could be used for soliciting. Also, the "first name" list comes in handy.
- C. **Comcast Television** hookup is available in every apartment for a monthly fee, which will be included in the maintenance bill. Be considerate of neighbors and keep the volume down on your television or radio before 7:00 am and after 9:00 pm.
- D. **Door Cricket:** The cricket on the outside of your apartment door is how Administration checks each day to make sure you are well and not in need of medical care. The night time Security Guard will put the crickets up by 11:00 pm. If you leave your apartment during the night please ask security to put the cricket back up. A staff member checks each door daily by 10:00 am to verify that you have opened your door and the cricket is down. If you choose to

sleep in and do not want to be disturbed by a phone call or a visit to see if you are all right, open and close your door by mid-morning.

E. Medical Prescription Deliveries: You will be notified by telephone when an ordered prescription has been delivered to Canterbury Woods. The prescription will then be placed in your cubbie to be picked up at your convenience or delivered to your apartment by staff if you are unable to retrieve it from your cubbie. Staff will not leave prescriptions outside your apartment/cottage door.

F. Gardening:

1. Residents are responsible for sweeping their deck or patio. This is not the responsibility of the Housekeeper.
2. Arrangement of chairs, tables and containers with plants and/or flowers should be kept neat and healthy looking. Residents will maintain an attractive appearance to passers-by including arrangement of chairs, tables and containers with plants and/or flowers.
3. Residents on the second floor should be considerate of their downstairs neighbors when watering and sweeping their deck.

G. Wildlife: Please DO NOT feed the wildlife on campus. Bird feeders are prohibited with the exception of hummingbird feeders on both the first and second floors of the apartments and cottages. THE FEEDING OF ANIMALS OTHER THAN RESIDENT PETS IS STRICTLY PROHIBITED.

Feeding wild life is against the law in Pacific Grove.

H. Motorized Carts including motorized wheelchairs and similar vehicles may be operated on the premises of Canterbury Woods only under the provisions outlined in the Motorized Cart Policy.

I. Public Hallway Decoration Guidelines

1. Public Hallway Decoration Guidelines meet Fire Safety Codes requiring that exits remain free from obstruction and impediments and are maintained to allow full and instant use of all exit accesses.
2. Public hallways, walkways, stairwells and garden areas will have seating stations provided only by Canterbury in consultation with a professional designer and the local fire department.
3. Public hallways, walkways and stairwells will be free of décor resting on the floor to assure fire and emergency rescue clearance. Walkers, rollaway beds and wheelchairs are included.
4. Portable tables used for meal tray delivery must be inside the apartment between meals.
5. Residents' personal memorabilia, (wreaths, nameplates, art, posters, quilts, sculptures etc.) may be placed on the front door and on the hallway wall. Display must not be cluttered or overcrowded. Displays may not cover more than 70% of the available space. Selections may not protrude from the wall beyond four (4) inches. Wall space for vacant apartments and

for residents who choose not to personalize their area will remain bare.

- J. Pet Policy:** At the time a resident moves to Canterbury Woods, the resident must be able to care for a pet and dispose of waste in the appropriate container.
1. **Dogs:** Maximum of one dog, housebroken and at least one year of age. Recommended size is 30 pounds maximum. Dogs must be neutered or spayed, well behaved, not aggressive or bark excessively. Dogs shall be on a leash or carried in pet carriers at all times in public areas. When dogs are on a leash a person must hold the other end of the leash at all times.
 2. **Cats:** Maximum of one cat, litter box trained and at least one-year in age, neutered or spayed. Cats are allowed in any ground floor apartment/cottage. Consideration may be given on a case-by-case basis to allow an “indoor only” cat on the second floor of any building.
 3. **Birds:** Maximum of two (2) caged. Birds must be a parakeet/canary type only. Exotics: cockatiels, parrots, (squawkers) are not permitted.
 4. **Fish:** Maximum aquarium size of ten (10) gallons
- ** NO OTHER PETS ARE PERMITTED ****
5. Pet Owners are responsible to maintain any required licenses along with the health of the animal. All required vaccinations must be kept current.

6. Canterbury Woods recommends all pets be registered and have a “pet chip.”
7. Pet Owners shall insure that their pet will not disturb the rights, comforts or conveniences of other residents whether the pet is inside or outside of the resident’s apartment/cottage.
8. Restrain your dog from approaching another resident until you know it is okay. Many of us enjoy petting dogs, but others are allergic to them or do not want an animal near them.
9. Pets may not sit on any public furniture (indoor or outdoor). Pets may be tethered to outside furniture and should not bark while owner is dining.
10. Do not flush cat litter down the toilet. Cat litter in the sewer system flows to the ocean and carries bacteria that are deadly to ocean life. Cat litter clogs our plumbing system.
11. Pet Owners shall maintain their apartment/cottage in a clean odor free and sanitary manner at all times.
12. Pet Owners must be sure they clean up after their pets. This applies to personal patios, Canterbury Woods gardens, walkways and parking lots as well as off campus. Used cat litter and dog feces need to be double bagged in plastic bags and discarded into an appropriate outside trash receptacle.
13. Pet Owners shall be responsible to pay for all expenses incurred by Canterbury Woods due to

their pet. This is up to and including cleaning, eradication and repair of damages to the apartment/cottage and public spaces. Canterbury Woods will make the necessary correction and bill the resident or their estate.

- 14.** Pet Owners shall be strictly liable for the entire amount of pet damage or injuries caused by pets. Residents shall hold Canterbury Woods harmless from limitation the cost of litigation and attorney's fees resulting from any such injuries.
- 15.** In case of an emergency or absence from the apartment/cottage for longer than twenty-four (24) hours, the Pet Owner shall provide care for the pet.
- 16.** Any pet left unattended for twenty-four (24) hours or more, and whose health or daily needs is jeopardized by the inability of resident to care for the animal shall be turned over to the local animal shelter. Such circumstances shall be deemed an emergency for the purposes of personnel to remove the pet from the premises. Canterbury Woods accepts no responsibility for any pet so removed.

Pet sitters are not considered guests of the resident.

- 17.** Canterbury Woods may at any time make reasonable changes in writing and distribute them to all residents who have pets.
- 18.** Any Pet Owner who violates the Resident Pet Policy and who has received three (3) written

notices describing such violation from Canterbury Woods may be required, after a private conference, to remove the pet from the premises permanently.

19. Visitors with pets and friendly visitors in the Health Center are required to follow the same guidelines with regard to safety, respect and sanitation.

K. Facilities Services: The Facilities Services Department is responsible for the upkeep of all electrical, plumbing and heating systems. Lightbulbs are the residents responsibility. For maintenance assistance, call the reception desk or fill out a Work Order form. An hourly fee will be charged to the resident when maintenance or housekeeping is requested for personal services.

L. Work Order Requests: The Facilities Services Department is responsible for the general upkeep of the physical plant. Work Order requests for repairs and other services must be left with the Receptionist at the front desk. Services included are heater, electrical or plumbing problems, changing light bulbs and mirror or picture hanging. You may ask for an update on your request at the reception desk. There may be a charge for personal non-building related requests.

M. Reduce usage of gas, electricity and water.

1. Turn the heater thermostat down at night and when gone for several days.
2. Turn off lights when leaving a room or your apartment.
3. Use LED or fluorescent bulbs in lamps
4. Turn off the water while brushing your teeth.

5. Take shorter showers.
6. Water your garden lightly. When rain is forecast, move potted plants out where they will be rained on.
7. If you see an area where the sprinklers are not working properly turn in a Work Order.

IX. CANTERBURY WOODS RESIDENT ASSOCIATION

- A. **The purpose of the Resident Association** is to promote the general well-being of residents and to act as a liaison between residents and administration. There are no dues and all residents are members of the Association.
- B. **Council Members**: Each year eleven (11) residents are elected to serve on the Resident Council, the executive body that conducts the business of the Association.
- C. **Council Meetings** are held the second Monday of each month at 10:00 am. There is a place on the agenda for resident comments if anyone wishes to bring up a new subject. During the November Council Meeting residents vote for new Council Members and Bylaws may be reviewed.
- D. **Annual Employee Appreciation**: As a condition of employment, staff cannot accept gratuities; however, the Annual Employee Appreciation (AEA) Fund, established in 1965, is the residents' way of gifting our employees. During the year residents contribute to the AEA Fund. In December, during the Holiday Gifting Party, checks are distributed to our qualified

Director of Dining Services and Executive Chef, Salaried Employees (Executive Assistant, Director of Environmental Services, Director of Facility Services, Director of Health Services, Director of Sales & Marketing, Senior Living Counselor, Chaplain), and our qualified hourly staff. (See the Annual Employee Appreciation (AEA) Fund Guidelines for committee Guidelines.)

Gift Checks are given to the Employees by our Annual Employee Appreciation (AEA)

Committee during the Holiday Gifting Party that is held on the first Friday of December each year. Resident contributions to the AEA Fund are not tax deductible on your Federal Income Tax because the Association is classified as a “social club” under tax code.

X. ACTIVITIES AND ANNOUNCEMENTS

- A. **Official Bulletins from Administration and the Resident Association** are posted in the glass fronted cabinets in the hallway of the main building, on easels outside the lounge and on the Resident Website.
- B. **Resident Bulletin Boards:** The large board next to the Coffee Machine and Rose Room contains calendars of various events in and around the community, as well as opportunities for trips, tours and local invitations for community musical programs, art exhibits, offerings of class opportunities, tours, museum and art exhibits, special classes, outings and tidbits of current community news, and many church and other organizations' coming events.
- C. **Weekly Calendar** of events is distributed to all residents at the beginning of each week.
- D. **“What’s New,”** our resident newsletter, is published bimonthly by the Canterbury Woods Resident Association. This news features Administrative and resident announcements, coming events and articles of general interest. This publication is free and distributed to all residents. “What’s New” reminders for each issue of “What’s New” are emailed or distributed to anyone who would like to submit material for the next newsletter. Please contact the editor. For those residents who receive paper copies in your cubbies, please keep in mind that you can save paper and staff time by opting to have these reminders emailed to you.

- E. The Resident Website (www.esccommunities.org/cw)** is managed by a resident. The website contains a wealth of information, including:
1. Current and future events and activities
 2. A huge gallery of photographs taken during events and around the campus
 3. Constantly updated alerts and messages for important announcements.
 4. Dining Room hours and menus
 5. The Resident Directory
 6. Photographs of residents and their pets
 7. This Residents Handbook
 8. Resident Association documents
 9. Agendas and minutes for Resident Council and Committee Meetings
 10. Hours for the Doctors' Office and the Doctors' monthly calendar
 11. Current and archived issues of "What's New"
 12. Information about transportation services
 13. Information about "Our Shop"
- and much more

Some information is secured. If you want to access secured information, you will be asked to provide a user name and password. Cards with the secured area logon information are available at the front desk or from the Webmaster. We welcome contributions to the website. For more information or to suggest changes, please use the mail link on the home page to contact the Webmaster.

A Quick Start Guide describing the website is also available at the front desk, or you can read or print a copy at the website. On the Home page select the link Quick Start Guide.

- F. **The Regular Print Library** is operated by the Resident Association. The books and magazines are donated by residents of Pacific Grove, residents who are entitled to library privileges at the Pacific Grove and Monterey Public Libraries. Resident Council Minutes, Resident Advisory Committee Minutes, Annual Financial Reports and Episcopal Senior Communities documents, as they pertain to Canterbury Woods, are located here.
- G. **The Large Print Library** is operated by the Resident Association. Large print books and magazines are available. Two computers and printers are available for resident use in this area but are unrelated to the library. Extra paper is kept in above cabinets. Books in either library that have sign-out cards in them may be borrowed. Borrowers must sign and date the card and place it in the box on the librarian's desk. Books without cards may be borrowed without sign-out.
- H. **The Chapel** is available to all residents of Canterbury Woods, regardless of their religious beliefs, and it is available to any resident at any time for private reflection, quiet prayer and meditation. Special services are coordinated by the chaplain and the administrative office. Any plans for services other than those scheduled should be coordinated through the Chaplain and the Resident Coordinator.
- I. **Our Shop** has many interesting donations. Watch the white board in the front windows of the shop for updated information as well as clothing, cards, candy and sundries. Proceeds from the shop are donated to our Resident Association and are used for resident entertainment and miscellaneous Association purchases. If you have donation questions or need help with pickup notify the Resident Shop Manager.

Items for the Shop may be dropped off at the Front Desk.

- J. **Exercise Classes:** Three (3) mornings each week, for a small fee, exercise classes are offered by the Pacific Grove Adult School.
- K. **Staff Enrichment Coordinator and the Resident Entertainment Committee** arrange for resident as well as outside entertainment programs.
- L. **Tech Help:** The Pacific Grove Library sometimes sponsors half-hour sessions of help with Tech devices. Help is available with your portable electronic devices – bring them to your appointment. Tech help can also familiarize residents with the Canterbury Woods Resident Website and its wealth of useful and handy information.

XI. TRANSPORTATION POLICY

Canterbury Woods' monthly resident fee includes scheduled transportation services to local shopping and social destinations as determined by Canterbury Woods. Transportation to appointments with professionals offering medical, dental and health care services within the local area (Pacific Grove, Monterey, Ryan Ranch, Seaside, Sand City, Marina, Carmel and Carmel Valley) is provided on a weekly schedule. Prior arrangements need to be made with administration for these services. In the event that taxi services are needed, Canterbury Woods shall not be responsible for furnishing or paying for any taxi unless prior approval has been obtained.

- A. **To request transportation**, fill out a transportation request form at the reception desk as soon as you know of your appointment and no later than **forty eight (48) hours** before the appointment. A copy of the completed request will be returned to the resident noting the time to be in the lobby. Multiple residents are often accommodated on the same trip; therefore, you should expect to leave early and experience a short wait after your appointment. The Driver's phone number is 831-261-0892. You may call for a pick up when your medical visit is finished.
- B. **Transportation for medical appointments** is, whenever possible, scheduled for mornings, Monday through Friday, and Wednesday afternoons. Late afternoon appointments are especially difficult due to our growing afternoon traffic. If transportation is needed at other times, it possibly could be arranged with the Canterbury Woods Driver.
- C. **When a Driver is not available**, reimbursement to go to a scheduled medical appointment is provided in special circumstances and only with prior approval from Administration. If you have this approval, arrange with the Receptionist to call the taxi for you and tell them to bill Canterbury Woods. Remember to sign the taxi ticket at the end of the ride. Tips are not included by Canterbury Woods.
- D. **Banking and Shopping**: Afternoon transportation is generally for leisure or shopping in Pacific Grove, Sand City and Del Monte Shopping Center. Look in the Transportation Binder at the reception desk to see where the car/bus is going, and sign up on the date for your destination. Sign up in the transportation binder at the reception desk.

- E. **Friday Afternoons** are typically reserved for Health Center residents who enjoy sightseeing. Other residents may take the ride based on a first come basis. Sign up in the Transportation Binder at the reception desk.
- F. **Leisure and Social Trips:** The Enrichment and Wellness Coordinators may schedule special excursions or events with the car or the bus. The events will be advertised in “What’s New,” posted on the bulletin board and/or posted on the Resident Website. Signup sheets will be filed in the Transportation Binder at the reception desk. If there is an entrance fee for an event, it will be collected in advance. Friends and family may attend if there are spaces available 72 hours ahead of the event. It may be appropriate that the attending group purchase a ticket for the driver who may need to wait at the venue until the end of the event.
- G. **Alternative Transportation Available to Residents**
1. **The Resident Council offers a fund** for residents attending medical, dental and health care appointments when the Driver is unavailable. Get a pink taxi slip from the Receptionist – it gets signed by the taxi driver. You will pay the taxi driver and get reimbursed from the fund by presenting your signed pink slip to the Resident Council treasurer. The Council has authority to limit this expense. Tips are a resident responsibility.
 3. **MST Taxi Voucher Program:** Monterey Salinas Transit has issued new Taxi Cab discount vouchers. The vouchers are free and can be used up to our (4) times a month. They

reduce the cost of a \$17 fare to \$4. To participate in the Taxi Voucher Program you can pick up vouchers at the Pacific Grove City Hall or the Pacific Grove Library with your ID in hand. When using them, you must tell the driver, present the voucher and picture ID, and pay the \$4. Additional riders can share it at no extra cost. To pick up the vouchers you can sign up in the Transportation Binder for our Driver to take you to Pacific Grove City Hall or the Library on the Pacific Grove.

NOTE: Only a few vouchers are supplied each month, so if you want to get one, it's wise to go at the beginning of a month. Taxi drivers customarily receive a tip. The MST voucher does NOT supply a tip, so this would be up to residents.

3. **ITN Program** is a private, reliable, fairly priced, scheduled, door-to-door service on the Monterey Peninsula – phone # 831-233-3447. Residents may initially purchase \$50.00 in credit and become a member. When part of the \$50.00 has been spent, the resident is billed to bring the balance back to \$50.00 (This is called “banking”).

If a resident desires to donate their car to the ITN Program, the car will be appraised, a cash value determined and that value will be added to the member's account. Drivers are generally volunteers. Tips are not permitted.

4. **MST Rides Program** provides adult day bus transportation for adults with disabilities. The

Canterbury Woods Activities Director (in the Health Center) has applications for this service.

XII. ENVIRONMENTAL SERVICES

- A. **Resident Representative:** Each apartment building/cottage or off campus residence is represented at the monthly Environmental Services Advisory Committee Meetings. These residents serve as an extra set of eyes and ears to see that the common areas of the buildings (hall closets, hallways and laundry rooms) are maintained in their area.

- B. **Weekly Apartment/Cottage Cleaning** is provided by an experienced Housekeeper. The Housekeeper carries a yellow card log for each apartment/cottage which outlines the specific services, chemicals and/or number of linens requested or declined by each resident. Contact the Environmental Services Department at Ext. 218 for any changes.

- C. **Clean linen and towels** are provided each week. If you wish to use your own linens, the Environmental Services Department staff will wash them for you. You will need two complete sets of linens; one (1) for your bed and one (1) in the laundry. The Environmental Services Department provides toilet paper. **DO NOT WASH RUGS** in the apartment and/cottage washer/dryers.

- D. **Opening Apartment/Cottage:** Drapes, shades/blinds and windows are opened by the Housekeeper. Fresh air and sunlight are great natural cleaners and fresheners. The Housekeeper restores the windows drapes, shades/blinds to their previous positions before leaving the apartment/cottage.

- E. Change Bed Linen:** Bed linen is changed and the bed is made according to resident's special instructions. The Environmental Services Department provides quality white (300T/SI) sheets and pillowcases or launders the resident's own personal bed linens.
- F. Washable blankets, comforters, mattress covers and bed linens:** If washable the housekeeper may wash blankets, comforters, mattress covers and bed skirts. Residents must call Housekeeping at Ext. 218 the day before their scheduled cleaning day so that the Housekeeper can pick up these items early in the morning on cleaning day and insure that they can be washed and returned the same day.
- G. Housekeeper Duties:**
1. Furniture is dusted regularly. If a Resident would like flat surfaces like shelves, tabletops, etc. dusted, residents must remove all breakable items. The Housekeeper will ask for and follow the resident's instructions on whether or not to use furniture polish.
 2. Fingerprints and marks are removed from door moldings and door.
 3. Doorknobs and light switches are sanitized.
 4. Baseboards, molding over doors, windows, the tops of lamps, pictures and other wall hangings are dusted. The outside of the light fixtures are cleaned on a periodic basis.
 5. Mirrored closet doors and other mirrors are cleaned with cleaner, using a step ladder (stored in the building hall closet) if necessary to reach the top of the mirrored doors.
 6. All carpet areas are vacuumed, moving any small throw rugs and light furniture to vacuum underneath. If a resident would not like their throw rugs vacuumed, they may put the rugs

away before the Housekeeper arrives. For any large rug(s) or furniture, the resident must inform the Housekeeper whether he/she would like it to be vacuumed underneath. This allows the Housekeeper to follow any special instructions provide by the Resident as well as call for additional assistance if necessary. The Housekeeper uses the wand attachment on a vacuum to clean along the walls and edges.

7. Spots are removed from the carpet with a spray spot remover. If a carpet is beyond spotting and needs a shampoo, contact the Director of Environmental Services at Ext. 218. Note: There may be a shampoo charge if soil is due to pets or resident's careless activity.
8. The vacuum cleaner wand is used to clean out door tracks of closets and sliding doors and windows on a periodic basis.
9. The sink and stove are cleaned and adjacent walls, molding and surfaces are spot cleaned. The resident is responsible for washing the dishes.
10. The refrigerator is defrosted and cleaned on a periodic basis or when requested by the Resident. Note: Usual weekly cleaning routines may be postponed to allow time for defrosting and cleaning.
11. All tile and porcelain surfaces in the tub or shower are cleaned and mildew, stains, mineral deposits, watermarks or discoloration are removed.
12. Floor grout, lower walls and stains are cleaned for stains and discoloration.
13. Tub/shower metal fixtures and door tracks are cleaned.
14. If there is a shower curtain, it is inspected weekly and cleaned as needed.

15. Mirrors are cleaned with glass cleaner. If there are glass shower doors, both sides are cleaned with glass cleaner.
16. The inside of toilet bowl is scrubbed. Stains, mineral deposits or shadows are removed. The outside of the toilet bowl is cleaned with an all-purpose cleaner.
17. Sink and metal fixtures are cleaned.
18. All active surfaces are wiped down with disinfectant cleaner.
19. Floors, baseboards and the outside of any light fixtures are cleaned.
20. All towels are replaced. The Resident may request different quantities of each (maximum of four (4) each).
21. The Housekeeper assures up to three (3) or four (4) spare rolls of toilet tissue per Resident. The Resident is responsible for supplying themselves with facial tissue. Facial tissue should never be flushed down the toilet – it will cause the toilet to backup.
22. Air vents from the outside of the grille may be cleaned with a vacuum wand attachment on a periodic basis.
23. Waste baskets are emptied (unless directed otherwise by the resident) and liners are replaced.
24. Residents may request to have their own cleaning products and keep them in their apartment/cottage.
25. **Services at reasonable intervals include:**
 - a. Turning of mattress
 - b. Mopping of deck or patio
 - c. Washing windows or brushing screens between annual window washings
 - d. Laundering washable blankets, comforters, mattress pads and bed skirts that are not

appropriate for resident building laundry rooms.

- e. Cleaning carpet and drapery
- f. Lifting and/or carrying items to/from automobile, etc.

Note: The above services are generally provided free of charge. There is a \$25 per hour service charge for more elaborate or frequent “on request” services. All on-request services must be requested in advance either through the front desk receptionist, the Environmental Services Supervisor, or the Director of Environmental Services.

- H. **Apartment Hall Closets:** Blue Recycle Bins and plastic garbage tubs for garbage are available in this closet where residents can also find posted Guidelines. You may store items in the storage closets on each floor of the apartment buildings. Since these closets are unlocked, avoid storing anything of value in them. Put your name and apartment number on each item stored or the Environmental Services staff may discard it.
- I. **Smelly Garbage** is to be discarded in outside gray containers and not be flushed in the toilet. Any “smelly” garbage discarded in the Hall Closet garbage can must be double wrapped and put into a plastic bag. If the garbage can in your Hall Closet still smells after being emptied, please call Environmental Services immediately at Ext. 218. The garbage can will be cleaned.
- J. **Kitty Litter** is to be double-wrapped and put into plastic bags and discarded in the outside trash

containers. It must be taken directly to the outdoor bin. Flushing litter imperils both our plumbing and sea life. Call the Environmental Services Department at Ext. 218 with any questions.

K. Laundry Rooms are located in all apartment buildings and on the Canterbury Room side of the Auditorium. Each building has developed a schedule and procedures unique to that building. If in doubt about the schedule or procedures, check with your building Environmental Services representative or the Environmental Services Advisory Committee.

1. Washer and Dryer instructions are posted in the laundry rooms. Leave washer doors open when not in use. Residents must supply their own high energy (HE) detergents. Remove your clothes promptly when the cycle is complete. You are free to remove other people's laundry if the cycle is complete and the owner of the clothes is not present to remove them. If the equipment is not working properly, place an "out-of-order" sign on the equipment and submit a Work Order at the front desk.
2. Please do not use the washers for dyeing garments or washing heavy rugs. After each use, please clean the washer and clear the dryer filter of lint. Please remove items promptly as others may be waiting to use the machines.
3. If you are in need of staff to do your personal laundry call Ext. 218. The personal laundry bill will appear on your monthly statement.

- L. **Personal Dry Cleaning:** Upon request Environmental Services staff will pick up dry cleaning or laundry, ship it to Pacific Grove Cleaners, and drop it off at your apartment when it is returned to Canterbury. Residents are responsible for paying PG Cleaners directly. Note: PG Cleaners picks up / drops off cleaning each week on Monday and Thursday afternoons.
- M. **Rollaway Beds:** Environmental Services provides rollaway beds upon request for a nominal fee (\$6 the first night and \$4 each additional night). The bed includes bed linens, a blanket, a pillow and a set of towels. Residents are encouraged to make reservations in advance by calling Ext. 218.
- N. **Basement Storage Lockers:** Many apartments/ cottages (houses & detached cottages excluded) have a designated storage locker in the basement of the Administration Building. Lockers are approximately 3'wide x3'high x 2'Deep. Each Resident is limited to one (1) locker and must provide their own lock if needed. If a lock is used, a copy of the key or combination must be provided to the Director of Environmental Services. Note: Storage lockers may be accessed weekdays 6:30am – 4:30pm and weekends 7:00am – 1:30pm. All items must be stored within the resident's locker. Any unmarked items found outside of the lockers are subject to disposal. Lockers may not be traded with or gifted to other residents.
- O. **Carpet and Drapery Cleaning:** If you need your carpet or draperies cleaned, call the Director of Environmental Services Ext. 218.
- P. **Window Cleaning:** Your apartment windows will be washed by a professional window washer inside and

out once a year. Screens are brushed as part of the window washing. You will be notified by telephone in advance so you can either be present or make arrangements to let the window washer into your apartment.

XIII. DINING SERVICES

The Dining Room offers three meals a day, 365 days a year. Meals are presented as buffet service, with both hot and cold food items.

Full service for those who find it difficult to serve themselves from the buffet is offered at every meal.

Dining Room Hours:

Breakfast	7:30 am - 9:00 am (light breakfast until 10 am)
Lunch	12:00 noon - 1:30 pm
Soup, Salad, Sandwich	1:30 pm – 4 pm
Dinner	5:00 pm - 6:30 pm
Sunday Champagne Brunch	12:00 noon - 1:30 pm

Holiday dining hours may be different.

B. Posted Menus are offered in five (5) week cycles designed to offer choices for many preferences while keeping your nutritional and culinary expectations in mind. “Also Available” menu items are posted at each table. Daily menus are posted outside the dining room entrance.

C. Dress Code: Canterbury Woods has the reputation of being a friendly community. The informal atmosphere of conviviality which exists in the Dining Room is

due in part to tradition rather than to rules and regulations. To foster this spontaneous spirit of congeniality and at the same time hold to standards of gracious living, it is considered especially important to maintain a dress code for dinners. Clothes should be in good taste and appropriate for the time of day and the occasion.

- D.** Cloak Room: Residents and guests may leave coats, hats, heavy jackets and umbrellas in this room.
- E.** Check the Menu prior to entering the dining room. This eliminates residents holding up the buffet line.
- F.** Hand Sanitizers are located at the main entrance and side entrances to the dining room. Please use the sanitizers every time you enter the room. It is a good idea to use them when you exit also.
- G.** Canes may be left at the host desk as you enter the Dining Room. Be sure to put identification on your cane. If it is necessary to carry your cane to the dining table, kindly place the canes so they do not extend into the aisles.
- H.** If you are using a wheelchair or walker please enter the Dining Room from one of the side doors so that you can leave your walker or wheelchair outside. If you need to use your walker/wheelchair to reach your seat, your server will take it outside once you've been seated, keeping the aisles uncluttered.
- I.** Choose your table before going to the buffet line. This avoids wandering around looking for a place to sit while carrying your food. Residents may sit wherever they wish at any buffet meal, unless the table has

a “reserved” sign on it. It is polite to ask if you may take a vacant space at a partially occupied table.

To reserve a seat while at the buffet table, place your keys or napkin at your selected place. If the meal is a served dinner, allow the dining Host or Hostess to seat you. The Host or Hostess is available to assist you with choosing a table.

J. Table Reservations:

* If you plan on dining at a certain table or with guests, reservations should be made at the reception desk up to two weeks in advance.

* We request that you make your reservations early for Sunday Brunch, special events and holidays. This helps us with the planning required to offer you the best possible experience.

K. Weekly Menus are posted outside the Dining Room. The menus on the easel changes with each meal. A full set of the five (5) week menu cycle is available from the host to take home. It is also available on the Resident Website.

1. Residents who are unable to use the buffet may request a menu from staff, make their food choices and be served.
2. We offer a full wine list with wines by the bottle and house wines by the glass.
3. Beer may be purchased.
4. Use the “pink slips” to make your comments on the dining experience or to suggest foods to be added to the menu.

L. Buffet Procedures The food line is clockwise starting on the left. Should you choose soup or salad, start on the right.

1. Never put food back onto the buffet – take only what you think you will eat.
2. Use a clean plate if you’d like a second helping.
3. Do not handle food with your fingers – use utensils.

- M. Convenient Cuisine:** We ask that you utilize our ‘Convenient Cuisine’ program for items to be consumed outside of the dining room. (This is not available to guests.)
- 1. Take Out:** Fresh fruit is always available in the dining room. Residents may take food out of the dining room at the close of meal service (see above meal times). Food left on the dining room buffets may be taken at this time only, and only in the provided clean compostable containers. This service is for buffet items only. Please do not ask staff for food to go at any other time. For other food or beverage, please see “Order & Go.”
 - 2. Order and Go:** If you are not planning on eating a specific meal in the dining room, you may order a continental breakfast or lunch meal. A menu is available at the dining room host’s desk and should be completed before 1:00 pm. Order & Go meals are packaged in disposable containers and may be picked up from the resident refrigerator across from the Rose Room after 3:30 pm.
 - 3. Dinner at Home:** You may order an entrée to take to your home from the dining room. Menus for ordering are available at the dining room host’s desk and on the Resident Website and should be submitted by 1:30 pm. You may pick up your order in the Dining Room at 4:30 pm promptly, or you can choose to have the meal placed in the refrigerator at your convenience. Dinner at Home meals will be served in our reusable “eco-containers.” “Eco-containers” are microwave safe, but should never be placed in

an oven or on the stovetop. There is a \$2.50 refundable deposit charged to your account for each container used. Please return the empty container to the reception desk for a full refund on your account. The kitchen will wash/sanitize these containers for the next use..

4. **Tray Service:** Canterbury Woods offers a room service program for those who are ill or might have contagious symptoms. Call the Health Center at Ext. 238 at least two (2) hours ahead of mealtime to receive this service. Ask for the Charge Nurse, who will give your request in writing to the kitchen with start and end dates for tray delivery.

5. **Tray requests** close to meal times will be delivered with “chef’s choice” of food items. For longer-term tray delivery service (at least three (3) days) we will provide you with menus for your meal selections. If you require an extension of this service, please notify the Health Center in time for us to provide you with additional menus to be completed and returned at least two (2) days in advance. Completed menus should be handed to a staff member, not left on trays being returned to the kitchen. Please notify the Health Center when you are ready to return to the dining room so that we can discontinue tray delivery. Your meals will be delivered by friendly dining room staff before the scheduled dining room opening times and trays picked up before the dining room closes. If you require trays to be delivered or picked up outside of your door, please use a portable tray stand (available from Environmental Services,

at Ext. 218. Please do not leave the tray stands in the hallway.

6. **Dietician Services:** Canterbury Woods employs a Registered Dietitian to support our residents. You may schedule a private appointment to discuss your special needs. A nutritional analysis of our meals is in the library for your reference.
7. **Catering Service:** We invite you to host catered parties at Canterbury Woods. Whether it is in one of our private rooms (Canterbury, Blue or Rose Room) or a “pot luck” tray of food to be taken off property, we offer an unbeatable value. If you would like to reserve a room for a party, check with the Resident Coordinator. Secondly discuss your needs with our Director of Dining Services or Executive Chef with as much advance notice as possible.
8. **Holiday & Special Events:** Our Dining Services Department creates menus to celebrate holidays and special events on a regular basis. We often offer a bar and hors d’oeuvres along with themed meals to enhance special occasions. Occasionally, we will plan large parties with assigned seating and we may invite you to host special guests.
9. **Monthly Birthday Dinners** are held each month and are hosted by Resident volunteers who work hard on the logistics, décor and menus to make this evening memorable. This special meal is usually held on the 3rd Tuesday of every month to celebrate those who have a birthday during the current month. We are sorry

if you cannot attend during your birthday month. We cannot accommodate rescheduling your celebration to another date.

10. **Tickets for Tables** is scheduled for lunch and dinner once a month. Residents draw tickets as they enter the dining room and are randomly assigned a dining table to meet and mingle.
11. **A Bay Club Menu** is available on Monday nights and is a great way to enjoy a special evening meal out without the hassle of driving or parking! Please see staff or the Resident Website for more details.
12. **Pink Comment Slips** are available at the Host Station to note positive and constructive suggestions. Present your suggestions or request services by contacting the Director of Dining Services. Use the pink slips to make your suggestions on the dining experience or to suggest foods to be added to the menu. The Resident Dining Services Advisory Committee reviews all Pink Comment Slips at their monthly Dining Services Advisory Committee Meeting.

XIV. HEALTH SERVICES

- A. **Canterbury Woods has a Transfer Agreement with Community Hospital of the Monterey Peninsula (CHOMP).** The agreement ensures that residents receive the best emergency attention and hospitalization. If necessary local Doctors on Duty is also used.

B. Emergency Procedures: For prompt emergency attention, you may dial 911 or follow these procedures.

1. If you are able to reach the telephone dial Ext. 238 and report your problem.
2. If you are unable to reach the telephone and your problem is urgent, push the emergency button (AeroScout) near your bed or in the bathroom or your Personal Pendant should you wear one. Help should arrive within a few minutes.
3. If you are unable to ring the bell or use the telephone, remove the telephone from its cradle. After a few minutes, the switchboard will receive a signal that there is a problem.
4. If you need help and cannot get to the emergency AeroScout button or telephone, noises repeated at short intervals is the universal call for help. Bang on the floor, wall or bath tub.

C. A Licensed Nurse is on duty twenty-four (24) hours a day and is the liaison between residents and their physician. Residents should consult the nurse at Ext. 238 for medical problems.

The nurses change shifts three (3) times a day. Those going off duty give reports and details to those coming on duty. This guarantees the exchange of vital information. Unless you have an emergency, please do not interrupt the nurses fifteen (15) minutes before

or after the shift changes. These times are 6:45am - 7:15am; 2:45pm - 3:15pm; and 10:45pm - 11:15pm.

- D. **A Laboratory Technician** is available once every week at 7:30 am for routine lab work. Make an appointment in the doctors' office.
- E. **Bathing, Grooming and Visiting Hours:** Please honor morning grooming and bathing times and anytime a nurse or doctor is giving care to a patient. You may be asked to leave if disturbing residents or roommates.

Visiting Patients in CW Health Center - Please limit your visiting time so as not to tire the patient. Allow privacy for residents showering and bathing in the morning hours.

- F. **Private Duty Attendants:** Some residents may supplement their care with private duty attendants to assist them with personal needs. Residents who employ companions or private duty attendants for home health care should first notify Human Resources. All private duty attendants must register with administration, complete the required forms, and comply with state and administration regulations. Canterbury Woods administration maintains a file with the attendant's proof of insurance against workers' compensation claims and other civil and criminal liability. Residents will receive and sign acknowledgement of the policy and procedures. Private duty attendants are limited to no more than ten (10) hour shifts.

- G.** Keep your **Advance Directive** current with the Resident Coordinator whose office is located near the rear of the Reception Desk.
- H.** **Hospitalization:** If you are scheduled by your doctor to be hospitalized, notify the Health Center ahead of time when you expect to be released from the hospital so that they can be prepared for your return.
- I.** **Prescriptions:** You will be notified by telephone when an ordered prescription has been delivered to Canterbury Woods. The prescription will then be placed in your cubbie to be picked up at your convenience or delivered to your apartment by staff if you are unable to retrieve it from your cubbie. Staff **will not** leave prescriptions outside your apartment or cottage door. Safeway and Central Avenue Pharmacy deliver prescriptions to Canterbury Woods.
- J.** **Canterbury Woods Doctors:** Canterbury has three (3) on-site physicians with offices in the Administration building opposite the Administration offices. Their schedules are posted in the doctors' office. These doctors also have local Monterey Peninsula offices where they can be reached if necessary. Residents can choose one of these doctors as their primary care physician. If your primary care physician refers you to a specialist, the Doctor's Office Receptionist will prepare a Consultation Referral form.
- K.** **On-Campus Appointments:** To make an appointment to see our physicians, call the Doctors' office at Ext. 204 between 8:30 am and 4:30 pm Monday through Friday. If you need to see your doctor after hours or on Sundays or Holidays, call the Charge Nurse in the Health Center at Ext. 238.

Explain your situation and ask her to call your doctor or the doctor on call. You may need to go to an Urgency Care or Emergency Room.

- L. **Clinical Testing:** If your doctor orders clinical tests notify the Doctor's Office Receptionist here in Canterbury Woods. The Nurse will arrange for the tests and advise you. If the clinical test is for x-ray, ultrasound, etc. the Doctor's Office Receptionist will prepare the necessary paperwork for you to take to the appropriate department at CHOMP. If laboratory tests are needed the Doctor's Office will make an appointment for you to see the laboratory technician who visits Canterbury Woods each Tuesday at 7:30 am. Call the Doctor's Office at Ext. 204 for a report on the result.

- M. **Blood Pressure Check:** You may have your blood pressure and weight checked by going to the Doctors' Office or Health Center during times the medical staff is not occupied with meal service.

- N. **Levels of Care:** Canterbury Woods provides residents with personal assistance for bathing, dressing, hair care, shaving and other personal hygiene activities, storage and assistance with self-administered medications and other routine tasks of daily living as deemed necessary by the Medical Director. Such personal assistance may be provided in the resident's apartment or in other accommodations, as the Health Center Medical Director deems appropriate. Charges are applied based on the resident contract.
 - 1. **Residential Care:** Residents who are independent in ambulation, mobility, toileting, hygiene and grooming may request temporary,

non-acute home care and/or occasional personal services. Residents do not require supervision of the environment, regular or more than minimal assistance with personal care and/or arranging services. Residents must be able to identify emergency situations and call for assistance and/or take appropriate actions to resolve the emergency or remove themselves from danger. Residents make friends and attend programs on their own. Services include:

- a. Maintenance of living units
- b. Weekly housekeeping service
- c. Laundry Service for linens
- d. Occasional home visits for short-term needs
- e. Twenty-four hour emergency response
- f. Preparation and service of all meals
- g. Nutritional counseling (if requested)
- h. Short-term tray service (if requested)
- i. On-site outpatient visits
- j. Wellness checks
- k. Medication assistance
- l. Education, spiritual, psychosocial and physical activity programs
- m. AeroScout

Fees may apply based on resident's specific contract.

2. **Residential Plus:** Residents are still independent in mobility, hygiene and grooming, but require some assistance with bathing, dressing or toileting. There may be some memory loss, but the resident responds well to cueing. Resident may use a walker, cane or wheelchair independently. Residents do not

require supervision of the environment or more than moderate or occasional assistance with personal care and/or arranging services. Residents must be able to identify emergency situations and call for assistance and/or take appropriate action to resolve the emergency or remove themselves from danger.

Additional services include:

- a. Up to three (3) hours per week of assistance with individual needs, including moderate or occasional assistance with personal care and/or arranging services
- b. Arranging physician appointments
- c. Additional housekeeping assistance
- d. Shower/bath assistance in apartment bi-weekly (if requested)
- e. Limited assistance with dressing and grooming
- f. Occasional redirection
- g. Scheduling and friendly reminders
- h. Assistance with self-administration of medication
- i. AeroScout

Fees may apply based on resident specific contract.

3. Assisted Living in Jade Court/Personal Care

Residents may require some assistance with ambulation and moderate assistance with bathing, dressing, hygiene, grooming and toileting or appliance management. Residents do not routinely require incontinence care,

assistance with ambulation in their apartments, assistance with transferring, assistance with eating or behavior management. Residents must be able to respond appropriately to oral instruction during emergency situations. Residents may need encouragement to attend activities and meals.

Additional services include:

- a. Supervision of the environment
- b. Arrangement of services and transportation
- c. Daily light housekeeping
- d. Assistance with personal laundry
- e. Minimum to moderate assistance, including incontinence management
- f. Minimum to moderate assistance with medical needs

Fees may apply based on resident's specific contract.

ADDITIONAL Assisted Living Services may be provided in the resident's apartment on a case-by-case basis for short-term acute needs, or for management of a medical problem or difficult behavior pending transfer to the Health Center with a waiver from the Department of Social Services.

Fees may apply based on resident's specific contract.

5. **Health Center**

The resident's degree of impairment is greater than that defined for Assisted Living care. This includes residents with significant dementia, those requiring skilled nursing care, those unable to handle their own incontinence appliances, those requiring management of behavior or at-risk wandering and those who are bedridden. Care is provided in the Health Center for residents who are unable to leave a building unassisted under emergency conditions.

Additionally, residents in the Health Center require partial or full assistance with transferring and repositioning. Twenty-four (24) hour care is provided, which includes the following services: physician, skilled nursing, dietician, pharmacist and an activity program.

Skilled nursing care is provided by a licensed nurse (RN/LVN) including observation following acute hospitalization, wound treatment, intravenous therapy, tube feeding, pain management, etc.

Levels of service include the following:

a. Rehabilitative Care

Rehabilitative Care is provided by a licensed medical professional and includes physical therapy, occupational therapy and/or speech therapy. If your doctor orders physical therapy, the therapist will contact you and arrange for treatment either in your apartment or in the Health Center therapy room.

b. Custodial Care

Custodial Care includes incontinence care, assistance with ambulation and/or transferring, assistance with bathing, grooming, hygiene, eating and supervision of the environment intended for long term housing.

c. Palliative Care/Hospice

Care includes comfort measures for the treatment of terminal illness.

N. Personal Medical Information – Following HIPAA rules personal medical information will be kept confidential and will not be given out to other residents without your authorization.

O. Approved List of Doctors For our residents' convenience, Canterbury Woods maintains a list of physicians who usually accept Medicare assignment. When you are referred to one of the physicians on the Canterbury Woods Panel of Physicians:

You will not have to handle any Medicare forms.

You will not have to pay medical bills for covered services. (Life Care Contract only)

Give your physicians (on the approved list) the billing address on the back of your Canterbury Woods Resident Information Card. All of the financial arrangements and costs for medical services covered under the Health Care and Personal Care provision of your Life Care Contract (including referrals) will be handled and provided for by Canterbury Woods.

If “A” Contract Residents use a Physician who is not on the Canterbury Woods List of Physicians you may be responsible for part of the bill.

Your physician will file for Medicare.

You will receive a bill from your physician for you to pay.

You will receive the Medicare Summary Notice with a check for 80% of the Medicare-assigned amount, which is probably less than the physician wants for services rendered, AND THE RESIDENT MAY NEED TO PAY THE MEDICARE BILLING. (Note: as your ESC Life-Care Contract specifies, ESC pays for only Medicare covered services).

PLEASE GIVE the following documents to the Resident Coordinator:

- a. Copy of Medicare Summary Notice**
- b. Copy of receipted physician bill**
- c. Copy of your canceled check showing payment in full to the physician (front and back).**

P. If you choose a doctor who is not on the physicians panel, you are responsible for paying for their services and for the transportation to and from their office.

Q. Advance Directive: For the proper forms and information contact the Resident Coordinator at Ext. 203.

R. Emergency AeroScout Button Checks: The Stanley AeroScout Room Buttons and Personal Pendants are monitored on a daily basis. If you have a concern that

yours is not working properly contact the Director of Administrative Services at ext. 202 Monday through Friday. On weekends telephone the Health Center (Ext. 238) to alert them that you are testing. Do not hang up. Push and hold the button for three seconds or until the light blinks and then check back on the phone for confirmation that your emergency buttons are working properly.

XV. RECYCLING

What items may be recycled is an evolving program with more items being included over time. There are charts/lists of what items may be and what may not be recycled on the inside of the hall closet doors. In addition, these same charts are on the Resident Website under “Need to Know.” As new items are added they are announced in “What’s New.”

- A. **Cardboard** includes paper, egg cartons, shoe boxes, gift boxes and cereal boxes (remove plastic bags from inside), frozen food boxes and juice or milk cartons. Large cardboard boxes must be flattened and cut or folded into pieces no larger than 2' x 2', so please leave such large boxes intact on the floor in the hall closet and Environmental Services staff will recycle them.

- B. **Electronic Waste (Large)** can be recycled twice every year (May and November), at the Monterey County Fairgrounds. These include: TVs, VCRs, DVD Players, Computer Monitors, CPUs, Printers and more. Watch the paper for notices of collection dates. There will be a charge for Canterbury Woods to recycle your large electronic waste.

- C. **Electronic Waste (Small)** can be disposed of in any of the paper recycle bins. These objects include diskettes, CDs, DVDs, video and audio tapes, game cartridges, hard drives and zip drives, headsets, printer cartridges (inkjet and toner), cell phones, pagers, (and their chargers), rechargeable batteries (and their chargers), MP3 Players, iPods, digital cameras, hand-held scanners and games, computer cords, cables, boards and chips, even laptops and much more.

- D. **Glass Bottles and Jars** include those that held food or beverages. Rinse out any food or beverage residue. Discard lids, caps and corks in trash; recycle metal lids.

- E. **Household Batteries (small)** are collected in a marked container in the Cloak Room and recycled by Environmental Services through the Blind and Visually Impaired Center.

- F. **Household Hazardous Waste, Motor Oil and Filters as well as Automobile Batteries** must be taken to the Marina Landfill for disposal. Call the Landfill in advance for an appointment (384-5313).

- G. **Landscaping Waste** is picked up and recycled with Canterbury Woods landscaping waste.

- H. **Light Bulbs** may be left in the marked basket in the Cloak Room and Environmental Services will recycle them.

- I. **Medications:** Outdated or unused medications can be taken to the Health Center for disposal. Do not flush.

- J. **Paper** includes newspaper (and inserts), junk mail, (including envelopes with plastic windows), catalogs,

magazines, phone books, office and computer paper, file folders, ledger or construction paper, wrapping paper, brown paper grocery bags and shredder debris (in closed paper grocery bags).

- K. Plastic Bottles, Jugs and Other Containers** include plastic, plastic/cardboard milk cartons, juice and soda containers. Look for the recycling triangle on the bottom of the container and the Number 1 thru 7 in the center. Please rinse out any food or liquid residue. Throw the tops or caps in the trash. Plastic bags can be bundled and recycled.
- L. Reusable Goods, such as Housewares, Furniture, Mirrors, Ceramics, Art, Clothing/Shoes, Jewelry, Toys, Books, etc.** could possibly be recycled by Our Shop or one of the many local thrift shops or used bookshops. Items with marketable value can even be sold on “Craigslist.”
- M. Tin, Steel or Aluminum Cans and Lids:** Please rinse out any food or beverage residue.

Discard these articles in the Trash - They are not recyclable

1. Aluminum Foil and Aerosol Cans
2. Broken Window Glass
3. Caps/Container Lids/Bottles
4. Carpeting
5. Baggies or Plastic Wrap
6. China Dishes and Cups
7. Disposable Razors
8. Drinking Glasses and Ceramics
9. Frozen Dinner Trays

- 10.** Incandescent Light Bulbs
- 11.** Paper or Cardboard Contaminated with Food or Human Waste (i.e. used tissue or paper towels, greasy pizza boxes, etc.)
- 12.** Plastic Plates/Silverware
- 13.** Used Diapers or Sanitary Napkins
- 14.** Styrofoam Cups or Packaging
- 15.** Tupperware