



**DIMENSIONS LIVING**  
Prospect Heights

**Residency Handbook  
Assisted Living &  
Memory Care**

**August 2022**

**DIMENSIONS LIVING PROSPECT HEIGHTS  
700 E EUCLID AVE  
PROSPECT HEIGHTS, IL 60070  
847-797-2700**



**DIMENSIONS LIVING**  
Prospect Heights

**WELCOME!**

We are very pleased to welcome you to your new home. Here is your new phone number, address, and Community Main Number.

My new phone number is:

My new address is:

Dimensions Living Prospect Heights  
700 E Euclid Ave, Apartment \_\_\_\_\_  
Prospect Heights, IL 60070

Main Phone Number: 847-797-2700

Important things to note:

Rent is due on the first day of the month; after the 10<sup>th</sup>, there is a \$20 late fee.

Rent can be mailed or dropped off at Concierge Desk.

## WELCOME TO DIMENSIONS LIVING PROSPECT HEIGHTS!

The staff of Dimensions Living Prospect Heights welcomes you to your new home. We are very pleased that you have chosen our community, and we look forward to providing you with the quality service and care that you deserve.

We understand that moving into a new home is not always easy and expect that you will have questions and concerns during this transition period. There are plenty of friendly faces and helping hands here, so if you have a question...just ask! Our staff is available 24 hours—day or night—and happy to assist you.

It is our mission to help you remain as independent as possible. Our team members are available to help you throughout the day, and we know that you will enjoy the many challenging, educational, and fun activities that are planned for you.

Please use this handbook as a reference guide to Dimensions Living Prospect Heights. Inside you will find information on many topics that are important as you get settled in your new home. Look it over at your leisure. Please don't hesitate to call me or stop any of our staff members if you have questions.

Welcome to Dimensions Living Prospect Heights!

Sincerely,

A handwritten signature in cursive script that reads "Christina Meo".

Christina Meo

Executive Director

## OPERATING PHILOSOPHY

Caring Above and Beyond is the Dimensions Living Prospect Heights senior living quality improvement system designed to assist in creating a culture of a customer-focused vision and mission: To make lives better by providing great care. Caring Above and Beyond is displayed daily through demonstration of our core values of hospitality, stewardship, integrity, respect, and humor. These values are our guideposts for words and actions and are the heart of our culture, distinguishing us in the markets we serve.

The values in action by engaged employees are deployed in conjunction with proven prescriptive processes to support our top priorities. Dimensions Living Prospect Heights is committed to providing great care and services for the residents of the communities we manage. Using proven processes described here ensures we meet that commitment.

### Mission

To make people's lives better by providing great care and consulting.

### Vision

To meet and exceed our customers' expectations.

### Values

Because actions speak louder than words, everything we do is guided by an unwavering commitment to our five core values. Dimensions Living Prospect Heights is committed to the core values of hospitality, stewardship, integrity, respect, and humor.

#### *Hospitality*

- Creating a culture that promotes teamwork and collaboration
- Listening attentively and courteously
- Honoring the uniqueness and worth of each individual
- Extending a warm and welcoming atmosphere
- Embracing new ideas, being flexible and open to change

#### *Stewardship*

- Taking initiative and anticipating the needs of others
- Contributing our time and talents responsibly
- Using material, energy, and monetary resources as efficiently as possible

- Being predictive in problem-solving

### *Integrity*

- Creating a daily practice of doing the right things
- Being accountable for and engaged in the commitments we have made
- Building trustworthy relationships with others
- Telling the truth
- Striving for quality and excellence in all we do

### *Respect*

- Cherishing and promoting the worth of all human life
- Valuing the dignity of all work
- Promoting participation of team members in decision-making
- Responding timely in communications

### *Humor*

- Embracing creativity and new ideas
- Learning and growing from our mistakes
- Encouraging joy and laughter
- Taking the work, but not ourselves, too seriously
- Having fun at work!

## **Values in Action**

Our values represent who we are as an organization; are guideposts for decisions, words, and actions; and are at the heart of our culture. However, our values are nothing unless we act on them.

Values in action:

- Grow our values-based culture
- Are used in hiring and performance management
- Provide staff framework for how to live the values
- Improve the quality of customer service
- Engage employees

## RESIDENCY POLICY

It is the policy of Dimensions Living Prospect Heights to admit residents into our community and provide services without discrimination due to color, race, religion, national origin, or handicap.

Dimensions Living Prospect Heights complies fully with:

1. Title VI of the Civil Rights Act of 1964
2. Section 504 of the Rehabilitation Act of 1973
3. The Age Discrimination Act of 1975
4. The Americans with Disabilities Act of 1990

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Welcome to Dimensions Living Prospect Heights! We would like to introduce you to our team

**Executive Director: Christina Meo**

Email: [cmeo@dimensionslivingph.com](mailto:cmeo@dimensionslivingph.com)

Phone: 847-797-2700

Any questions or concerns

**Human Resources: Doris Morgan**

Email: [dmorgan@dimensionslivingph.com](mailto:dmorgan@dimensionslivingph.com)

Phone: 847-797-2700

Employment related concerns

**Activities Director: Sandra Silva**

Email: [ssilva@dimensionslivingph.com](mailto:ssilva@dimensionslivingph.com)

Phone: 847-797-2700

Activities, community outings, resident participation, newsletters, volunteer opportunities or petty cash

**Maintenance: Mark Akins**

Email: [makins@dimensionslivingph.com](mailto:makins@dimensionslivingph.com)

Phone: 847-797-2700

Repairs within the community

**Sales and Marketing: Carah Loiacono**

Email: [cloiacono@dimensionslivingph.com](mailto:cloiacono@dimensionslivingph.com)

Phone: 224-234-0323

Friends and family referrals, educational presentations, and community events

Admissions Coordinator: Nora Garcia

Email: [ngarcia@dimensionslivingph.com](mailto:ngarcia@dimensionslivingph.com)

Phone: 847-797-2700

Admissions queries, management and facilitate moving process, family communication.

**Dietary Director: Edgar Galvez**

Email: [egalvez@dimensionslivingph.com](mailto:egalvez@dimensionslivingph.com)

Phone: 847-797-2700

Menus, special diets, guest meals or dining room seating

**Director of Nursing: Elaine Deguzman**

Email: [edeguzman@dimensionslivingph.com](mailto:edeguzman@dimensionslivingph.com)

Phone: 847-797-2700

Medical updates, care planning, medication management or health concerns

Director of Wellness: Rachel Capiz

Email: [rcapiz@dimensionslivingph.com](mailto:rcapiz@dimensionslivingph.com)

Phone: 847-797-2700

Health assessments, evaluations for Assisting Living and Memory Care.



## ABOUT YOUR NEW HOME

### Community Atmosphere

It is our wish that every resident enjoys Dimensions Living Prospect Heights as his or her home. Many others also enjoy living at the community and the warm and friendly community atmosphere shared by our residents, families, friends, and staff.

This sense of community requires good citizenship from everyone, or it can be easily upsetting. We know that you would not want to live in a community that tolerated behavior that is disrespectful, dangerous, inconsiderate, or otherwise unpleasant and/or inappropriate.

### Concierge Desk and Reception

Our Mission is to provide the best customer service and to make your life at as comfortable as possible. Our staff members will be able to answer many questions you may have. If they cannot answer your question, they will find out the answer for you or refer you to the appropriate person.

Also available at the Concierge Desk:

- Maintenance requests
- Outgoing mail (oversized envelopes or packages)
- Postage stamps
- Guest meal reservations

Please let us know how we may be of service to you!

In addition, **Sign In and Guest Books** are located at the Concierge Desk. Please be sure to read the section on Security in this handbook.

### Furniture

As an assisted living resident at Dimensions Living Prospect Heights, you are encouraged to personally furnish your apartment with items that are important to you and reflect your personal taste.

Items you should bring with you are personal toiletries, seasonally appropriate clothing, personal items and pictures, and a television and/or radio. Please keep in mind that all items need to be clean, safe, and in serviceable condition. We reserve the right to refuse any item that is soiled, unsanitary or unsafe.

## Information Sheet

When you move into Dimensions Living Prospect Heights, you will be asked to provide information for a Personal Data Sheet. Your Primary Care Physician will need to fill out a Provider Plan of Care document. The information on this form is strictly confidential and is required by state law to be on file in our office.

We will ask for family contact information and where to send monthly billing statements.

Should there be any changes in names, addresses, or phone numbers of your family or interested party contacts, please inform the Executive Director as soon as possible.

## Inspection Reports

Periodically, Dimensions Living Prospect Heights is inspected by the State of Illinois to ensure that the quality of care we provide meets the highest of standards. It is the policy of Dimensions Living Prospect Heights to share the results of our inspection with all residents, visitors, and staff.

Survey results will be posted at the Concierge Desk in the front entry. If you would like assistance in reviewing a copy of our most recent survey, please ask to see the Executive Director, who will be glad to assist you.

## Insurance Information

We are proud of the fact that we can offer so many additional services to make your life healthier and easier! Our staff will be pleased to assist you in arranging for therapy services, a podiatrist, or other providers. In order to assure prompt and accurate reimbursement for these services, we ask that you provide us with copies of your Medicare and/or insurance cards for billing purposes. If there are any changes to your coverage, please be sure to share that information with the Executive Director.

### *Medicare*

Medicare is a federal insurance program administered by the Social Security Administration for those persons over age 65 or disabled. Medicare does not pay for expenses incurred in Assisted Living. If you need more information about Medicare, please see the Executive Director or call Social Security Medicare Division.

## Locks and Duplicate Keys

For your safety and security, the door to your apartment is equipped with a secure lockset. At the time of your move-in, you will be given a key to your apartment and a separate key for your mailbox.

Should you lose either of them, we will be happy to replace them. A nominal replacement fee will be charged. Your keys must be returned to Dimensions Living Prospect Heights, should you move.

Our staff key policy requires that staff members, who might need access to resident apartments during their shift, are administered those keys at the beginning of their shift and return them at the end of their shift.

We instruct our staff members to knock on your door and wait for a response before entering. If you are not going to be home on the scheduled housekeeping day, please inform our Concierge Desk so that we may reschedule your housekeeping time. If you choose, you may give your permission for our staff to enter your apartment in your absence to complete housekeeping or maintenance tasks.

Please keep in mind that we do keep a master key for each apartment that may be used for emergency access in the event you activate your emergency call system.

## Pet Visitors

We love animals! However, in a community setting it is important to respect those who may not be fond of animals. In some cases, residents may be allergic. Pets may be permitted to visit, when on a leash or in a carrier, and with prior approval from the Executive Director. Pets may be easily frightened by strangers or a new environment. Please exercise caution and common sense when bringing in a pet to visit! Please provide the Concierge Desk with a copy of updated injections/vaccines.

## Resident and Family Forums

All residents and family members of Dimensions Living Prospect Heights are invited and encouraged to participate in the Resident and Family Forums.

The purpose of this group is to provide a formal opportunity for residents to discuss issues that affect their life at the community. The Resident Council meeting is a vital process that promotes constructive communication between management and residents. Council members are encouraged to offer suggestions that might benefit all residents.

In addition, you will find a Concerns Form near the front entrance and activity room. If you have an observation or complaint, you may also use this form. We value your input!

## Resident Rights

The staff of Dimensions Living Prospect Heights is dedicated to upholding and preserving the rights of our residents at all times. We will work to ensure that you are afforded the respect and dignity that you deserve, and the rights that are set forth in the Illinois state regulations.

At the time of your move-in you are given a copy of the Resident Bill of Rights. Please read this document carefully. Our staff has also been trained in the rights of residents and will be happy to answer any questions you might have.

## Suggestions and Concerns

Dimensions Living Prospect Heights is proud of its reputation for providing quality care. However, from time to time an issue may arise, which you feel warrants further attention.

If you have a concern or a recommendation, please bring it to management's attention. The Executive Director will be happy to meet with you at a convenient time to discuss any questions or concerns about the care provided. You can express your concerns regarding the services provided by Dimensions Living Prospect Heights without threat or fear of reprisal or discrimination.

Any suspected theft or loss should immediately be reported to the Executive Director. We will make an immediate search for the item(s). Law enforcement authorities will be notified when there is a significant theft or loss.

If you wish to express your concern in writing, you may do so by completing a Grievances Form, which may be obtained at the Concierge Desk. This form will help us respond to your concern as quickly as possible. Submit the Suggestions Form to the Concierge or the Executive Director.

Dimensions Living Prospect Heights management will evaluate your concern/suggestion and will initiate action or a resolution in a timely manner. In most cases, you should see a resolution to your concern within the next business day. Occasionally, a conference may be requested to help solve a complex issue. Unless you have expressed your concern anonymously, management will advise you personally of the action taken to address your concern/suggestion. Responses to anonymous submissions will be brought to a Resident Council meeting.

If we fail to resolve your concern to your satisfaction, you have the right to contact an outside agency to investigate your complaint:

Illinois Long Term Care Ombudsmen:  
1-888-401-8200

You may also contact our management company:

Health Dimensions Group  
12900 Whitewater Drive, Suite 201  
Minneapolis, MN 55343  
763-537-5700  
Toll Free 1-877-433-6311

## Telephone

Your apartment has been prewired for private telephone service. You are encouraged to install telephone service in your apartment prior to the date of your move-in by contacting the Concierge Desk. We will gladly arrange for the service to be installed by our provider. Simply plug it into the phone outlet to begin service.

Once your telephone service is working, please be sure to inform the Concierge Desk so we can contact you.

Your security is important to us. Our policy is to keep your phone number confidential, so we are unable to provide your number to anyone requesting it at the Concierge Desk or by phone. However, we will be glad to take a message so you can return the call.

A telephone is also located at the Concierge Desk. Please ask any staff member or contact the Concierge Staff at 847-797-2700 for any assistance you may need.

## Temperature Control

### *Your Apartment Temperature*

For your personal comfort, you may regulate the temperature in your apartment by using the PTAC unit. If you need assistance in setting a comfortable temperature, please notify our Concierge Desk.

An environment that is too hot or too cold may aggravate some health conditions. If you have a medical condition that is aggravated by extremes in temperature, please let us assist you in contacting your physician. He may wish to suggest an appropriate, comfortable setting for you.

We do ask your help in alerting staff if any of the common areas are too warm or too cold.

## Tipping and Resident Appreciation

It is a privilege that you allow us to serve you in your home here at Dimensions Living Prospect Heights, and we look forward to making your life with us a pleasant one.

It is our policy that employees do not accept gifts or tips from our residents. Accepting money or gifts from our residents and family members may be considered grounds for dismissal.

Please show your appreciation through your kind words and let us know when you are pleased with a staff member's kindness or extra effort. We'll reward them for you! You can also donate to the holiday fund.

Your satisfaction and continued wellness are our best reward.



## Visitors

Family members and visitors are always welcome at Dimensions Living Prospect Heights. Residents may receive visitors 24 hours a day.

The Executive Director recommends the following guidelines, which will help ensure your health and safety and that of visitors in case of an emergency:

- All visitors are required to sign-in and out at the Concierge Desk every time they enter or leave the community.
- Visitors who are ill are requested to refrain from visiting. Common colds and influenza can cause serious illness for the elderly and chronically ill.
- Visitors who are intoxicated, verbally or physically abusive, and/or inappropriate in behavior will be asked to leave the premises.
- Pets are permitted to visit, but only when on a leash or in a carrier and with prior approval. Proof of current immunization is required. Animals may be easily frightened by strangers. Please use caution in bringing a pet to visit.
- Children are permitted to visit, when supervised by an adult. We love to see grandchildren!

To protect the health and safety of our residents and team as well as meet regulatory guidance, Dimensions Living Prospect Heights reserves the right to amend visitation policies for reasons including but not limited to infection control and resident and staff safety.

## ABOUT YOUR CARE

### Advance Directives

Dimensions Living Prospect Heights encourages and supports everyone's right to make decisions regarding his or her own health care. We also encourage you to speak with family members about your wishes. Advance Directives are documents that enable you to state your wishes regarding the direction of your health care should you become incapacitated. It is important to be aware that advance directives do need to be "activated" to be valid in the state of Illinois.

A "Durable Power of Attorney for Health Care" is the primary document comprising the Advance Directive process; a "Living Will" and "DNR Orders" are others. Should you need assistance or information on Advance Directives, please see a member of our administrative staff.

### Additional Services

Many additional services are available to you as needed. They may be provided through community resources.

Our staff will be glad to assist you with arranging for outside services that may include, but are not limited to:

- Visiting Physician
- Podiatrist
- Dentist
- Optometrist
- Audiologist
- Lab
- X-ray
- Home Health Care
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Oxygen\*
- Durable Medical Equipment

Please keep in mind that your physician may need to provide proof of medical necessity for any of these services to be covered by Medicare or insurance.

\* If you currently use oxygen, please see our staff for proper storage procedures at our community.

## Care and Services

### *Physician Services*

As a resident of Dimensions Living, it is a state law that your care and services be under the direct medical supervision of a physician, licensed to practice medicine in the state of Illinois. You may continue to visit your own personal physician or, if you do not have a physician, we will be happy to assist you with physician referral.

### *Personalized Service Plan*

We encourage and support your involvement in the direction of your medical and personal care. You have the right to participate in the discussion of any diagnosis and in planning your treatment options.

Our Health and Wellness Director will include you in the development of your individualized service plan. This service plan will be developed shortly after you move in. Although we will continue to monitor your health status on an ongoing basis, we will review your service plan with you as needed, adjusting it to meet your changing needs.

Your questions and comments are welcome! If you choose, you may ask your family members or other responsible party to attend with you, or on your behalf.

## Doctor Appointments and Medical Records

We provide transportation for our residents to medical and dental appointments within an approximate 5 to 10-mile radius, during normal business hours and on designated appointment days. Only appointments made through our staff in advance will be honored. Family and friends may choose to accompany residents to their appointments. We will assist residents, at their own expense, with obtaining alternate transportation if the above guidelines are not possible. Memory Care residents are required to be accompanied by a friend or family member, as it is not our responsibility if they are left unattended at an appointment.

We make going to the doctor as simple and hassle-free as possible. Please notify the Health and Wellness Director as soon as you know you have a doctor appointment. We request this information for the following reasons:

1. So that we may assist you in arranging for scheduled transportation, if necessary.

2. So that the nurse can prepare the paperwork that must be completed by the physician during your visit.
3. So that we may keep abreast of your changing health care needs.

Please give any paperwork from your physician to our staff when you return home from your doctor visit.

Your personal and medical records are confidential information. Information contained in your personal or medical records will not be released to anyone without your prior written permission.

## Medication

Prior to moving into Dimensions Living Prospect Heights, your personal physician will determine your ability to safely self-administer your medications. Our Health and Wellness Director will be happy to coordinate your individual service plan to reflect your personal abilities, and the level of assistance required for the safe and timely administration of your medication regime.

We will continue to monitor your self-administration abilities on an ongoing basis, discuss any changes with you, and adjust your personalized service plan accordingly.

We do have an agreement with a pharmacy for the delivery of medications if you so choose. Simply talk to the Executive Director or Health and Wellness Director for more information.

## Transfer and Discharge

By signing and accepting the provisions of your Residency Agreement, you have consented to receive services provided, or arranged for, by Dimensions Living Prospect Heights.

If at any time you require services that are beyond the scope of those that may be provided by the community; the limits of its licensure; or if you refuse needed services; or if you do not obtain services for which you have agreed to be responsible, the staff is required to take appropriate action to ensure your health and safety as well as the health and safety of the community.

In an emergency, Dimensions Living Prospect Heights staff will take immediate action to assure that you receive proper medical attention. At the direction of your personal physician, you may be transferred to an acute care medical facility.

In a non-emergency situation, our Health and Wellness Director and Executive Director will work closely with you to discuss how your personal health care needs may be best met.

## ABOUT OUR SERVICES

### Activities

The Activity Director offers a variety of interesting and stimulating activities. We schedule many group activities to help you to meet your new neighbors and make new friends.

After you get settled in your new apartment, the Activity Director will want to talk to you about your hobbies and interests. Getting to know you will help us plan meaningful and fun trips and events.

Dimensions Living Prospect Heights is a non-denominational community. A variety of worship services are scheduled. In addition, transportation to church services may be scheduled. Feel free to talk to the Wellness Director on this topic.

Scenic drives and trips to local restaurants and shops, as well as cultural events, are offered regularly. Special outings and entertainment may have a fee associated with them. For specific dates and times, please refer to your Activity Calendar.

### Dining Services

Three meals will be served to you daily in our dining room. Meals are served restaurant style and right to your table! You will be able to choose from daily featured entrées or alternate choices. Coffee, tea, and snacks are available throughout the day.

#### Mealtimes are:

##### Assisted Living

- Breakfast – 7:30-9:45 am
- Lunch – 11:30 am-1:45 pm
- Dinner – 4:30-6:45 pm

##### Memory Care

- Breakfast – 7:30 am
- Lunch – 12:00 pm
- Dinner – 5:30 pm

## *Private Dining*

We will always be happy to assist you with planning “special occasion” arrangements with reasonable notice. Please contact our Dining Service Director for scheduling and menu information.

## *Tray Service*

If you are not feeling well, you need to see our care staff. You may have a tray delivered to your room as necessary for a short-term illness. There is a charge for long-term tray service. Please note that our dining rooms will be served first and then trays will be delivered.

## **Guest Services**

Your guests are welcome to enjoy the many amenities offered by Dimensions Living Prospect Heights.

With at least 24-hour advance notice to our staff, your guests are welcome to join you for a meal in our dining room. Current guest meal rates are posted at the Concierge Desk. We ask for 24 hours’ notice, if possible. Meal charges will be posted with your next billing statement.

Your family and friends are always welcome to join you for activities, programs, and events.

## **Hair Salon**

For your convenience, Dimensions Living Prospect Heights has an independently operated hair salon that offers many hair services to both men and women.

Fees for services are posted in the Salon and are collected directly by the salon operator. Dimensions Living Prospect Heights will have no liability or responsibility for the acts or omissions of the shop operator. Tipping is allowed for the stylist as they are an independent provider.

You may make your appointment directly with the Salon by phone, Concierge Desk, or in person during business hours. You will find the phone number posted on the door.

A menu of services and rates is available from the hair salon or at the Concierge Desk.

## **Housekeeping**

Our staff will clean your apartment weekly. Our cleaning service includes dusting, vacuuming, bed linen and bath towel changes, emptying trash, and cleaning your bathroom.

However, our staff members have been instructed not to handle your breakable treasures to prevent damage. Please prepare your shelves, tables, or counters for dusting; otherwise, we will dust around your decorations.

If more frequent housekeeping is desired, contact the Plant Ops Director for details and costs.

## Laundry Services

Our staff will take great care in laundering your personal belongings. We ask that you provide a laundry basket with your name and apt. number on it to keep your laundry separate from that of other residents. We wash and dry each person's clothing individually. You may wish to label your clothing.

On your laundry day, put the clothes to be washed in the laundry basket. Your clothes will be picked up, washed, and returned to you.

You may choose to do your own personal laundry in the washers and dryers that are available to you free of charge. Please have a staff member assist you.

## Library

For your reading enjoyment, a large selection of books and reading material can be found in our Activity Room. Many books are a part of our permanent library collection for your reading pleasure, including some large print books. Please try to return the books and periodicals you have finished reading as promptly as possible.

We will also partner with the local libraries to provide book programs, educational, travel, and entertainment programs if residents prefer.

In addition, local newspapers may be kept in common areas for your enjoyment.

## Mail Delivery

As a resident of Dimensions Living Prospect Heights, you are guaranteed the right to privacy in all your written correspondence. All incoming mail and packages that are addressed to you will be delivered directly to your mailbox. Items that do not fit into the mailbox will be left at the Concierge Desk and you will be notified promptly to pick them up. If you require assistance carrying them to your apartment, simply ask the staff who will assist you.

Outgoing mail may be deposited in the outgoing mail postal slot in the mail room, where your mailbox is located. Oversized envelopes and packages may be left at the Concierge Desk.

For your convenience, postage stamps may be purchased at the Concierge Desk during regular business hours.

At the front of this handbook, your address and phone number are provided.

## Maintenance and Modifications

If you experience a problem with any fixture in your apartment such as the heating/cooling unit, plumbing, or refrigerator, please contact the Concierge Desk for assistance. Our Environmental Services Staff will be happy to correct the problem. Maintenance may need to enter your apartment from time to time for preventative maintenance and/or repairs.

Maintenance will also be available to hang pictures and remove empty boxes as you get settled in your new home. While personalizing your apartment is encouraged (like curtains and lightweight shelving) modifications to the apartment (wall coverings, paint, structural changes) must obtain approval from the Plant Ops Director.

## Newspaper Delivery

The Activity Director will be happy to assist you with subscription information for local newspapers. If you subscribe to a local newspaper, it will be available for pick-up at the Concierge Desk. Be sure to ask that the newspaper be delivered with your name on it. We request that all payments be mailed directly to the newspaper office.

For your safety and security, newspaper personnel will be required to leave deliveries at our Concierge Desk rather than directly to resident apartments.

## Cable Television and Wi-Fi

We are pleased to announce that basic cable service and Wi-Fi are available in your apartment.

Free Cable TV is also available in the common areas.

## Transportation

### *For Activities and Scheduled Trips*

The Activity Director will schedule bus trips to local shopping areas on a regular basis. Residents' calendars will show dates and times of shopping trips as well as other planned excursions and outings (see Activities).



### *For Medically Related and Doctor Appointments*

Please inform the Nurses as soon as you have scheduled an appointment with your doctor so that we may assist with transportation scheduling.

Additional transportation may be available at an additional cost, depending on availability.

## **ABOUT YOUR SAFETY**

### **Emergency Call System**

Your apartment is equipped with an emergency call system. In the event of an emergency, either pull the cord or trigger the pendant by pushing the button.

The staff members are trained to respond properly in emergency situations. These trained staff members are on duty 24 hours a day. Once you have activated the emergency call system, a trained staff member will be paged to respond.

Although each resident is instructed in its use as part of the move-in orientation, we will be glad to review the system with you at any time! It is important that you know how to call for help in an emergency.

Should you lose the pendant, a replacement charge will be billed to your account.

### **Fire Alarms and Evacuation**

Our community is equipped with systems for fire prevention and detection.

For your safety, we conduct routine fire drills. The fire alarm system will be tested at various times during the day, evening, or early morning. We ask that you participate in each drill by cooperating with the staff and following their directions. Please remember that we are conducting the drills for everyone's safety!

We are required by state law to conduct a practice evacuation of our community. As a part of your orientation process, we will inform you of the evacuation process. Our staff will be on hand to guide you and assist you during any evacuation drills.

Simple procedures to remember when a fire alarm is activated are:

1. If you are in your apartment, please close the door and remain inside, unless a staff member instructs you to leave.
2. If you are in any common space in our community, please remain where you are, and staff will instruct you if you need to relocate to another area.

Never open a closed door unless instructed by staff.

## Security

For your safety and peace of mind, every effort is made by Dimensions Living Prospect Heights to maintain a secure environment.

All residents and visitors entering or leaving the community are required, by regulations, to sign in and out on the register at the Concierge Desk.

Our main entrance door is locked every evening at 7:00 p.m. and remains so until 7:00 a.m. in the morning.

Please remind your family and guests to use our main entrance when visiting and to please sign in at the Concierge Desk.

Our “No Solicitation” policy is designed to prevent unwanted visitors from gaining access to the community.

## A Smoke-Free Community

For your health and safety, Dimensions Living Prospect Heights is a smoke-free community. The risk of fire is greatly increased by residents who ignore the smoking policy and attempt to smoke in their apartments.

We ask for your cooperation in not smoking in your apartment or in any of the common areas. Although you may have family members or friends who still smoke, please remind them that smoking is not allowed in the community. We will all feel safer and healthier!

## Apartment Safety

Your safety and the safety of all who live and work at Dimensions Living Prospect Heights is our primary focus. Ensuring safety is a partnership between the residents, their loved ones, guests, and Dimensions Living Prospect Heights staff.

Here's some tips for a safe environment in your apartment:

- Space heaters and hot plates are not permitted
- Throw rugs are strongly discouraged as they are a trip hazard

## Firearms

Firearms and ammunition are not permitted on the property.

## Outside Care Providers

Residents contracting with their own personal providers should contact the Executive Director or Health and Wellness Director so protocol and guidelines may be reviewed.

Residents under the care of a home health nurse are encouraged to ask their nurse to communicate with a Dimensions Living Prospect Heights nurse at every visit so optimal coordination of care can take place.

The name, address, and telephone number of the home health agency should be supplied to Dimensions Living Prospect Heights in the event an urgent concern arises.

## Hiring Staff as Private Caregivers

Dimensions Living Prospect Heights Staff is not allowed to be hired by families to be private caregivers. If you are looking for a caregiver to provide extra support for your loved one, the Executive Director can help you locate agencies that provide a variety of services, from taking the resident on special outings to providing extra one-on-one care.