



The Oaks at Pleasant Gap

Cottage Resident Handbook

Pleasant Gap, PA 16823
814.359.2782

Allegheny Lutheran Social Ministries

Our Mission

To serve people through a ministry of love, compassion and mercy, in the name of our Lord, Jesus Christ.

Our Vision

To be identified in our marketplace as a partner in our communities and as a leader in providing a continuum of quality health and human services.

Our Values

Christian Calling – We are called to action by God’s command to serve others.

Caring – We care with love and compassion, for the total wellbeing of the people entrusted to us.

Quality – We provide quality services with a competent staff who are courteous and professional.

Integrity – We hold as a sacred trust each life we touch, honoring our promises, acting ethically in our practices, and being good stewards of our resources.

Dedication – We are committed to our Christian principles and dedicated to those in our care.

Improvement – We continuously strive to better serve others.

Welcome

Welcome to the Village Cottages at The Oaks at Pleasant Gap, owned and operated by Allegheny Lutheran Social Ministries (ALSM.) The Cottages at The Oaks are intended for the comfort and welfare of persons age 55 and older who desire house-style living with the assurance of first consideration for healthcare center care if necessary.

The Cottages at The Oaks have been designed with your comfort, security and affordability in mind. This handbook will help familiarize you with the campus, it's programs and some rules for safe, enjoyable living for all residents.

ALSM is a not-for-profit, faith-based organization that has been serving eight counties in West Central Pennsylvania with health and human service programs that span the generations for over seventy-five years.

Perhaps at some time, you or a family member may benefit from one of the other services available through ALSM. These services include: children's services and in-home care services. Please contact 800.400.2285 for more information on any of these services.

If you have any questions, please call 814.359.2782.

Again, welcome to The Village at The Oaks at Pleasant Gap.

Margaret Brumbaugh
Administrator

Health & Wellness Philosophy of ALSM

ALSM promotes health and wellness for persons served for a meaningful and personally rewarding active lifestyle focusing on the following facets of health and wellness:

Physical – The physical components of health and wellness includes a focus on physical activity, flexibility, and endurance; diet, nutrition, and good eating habits; appropriate use of the medical system in a preventive manner.

Social/Environmental – The social components of health and wellness includes contributing to one's environment and community; taking an active part in encouraging healthier living and initiating better communication with those around you; seeking ways to preserve the beauty and balance of nature along the pathway; making willful choices to enhance personal relationships and important friendships; and building a better living space and community.

Emotional – The emotional dimensions of health and wellness includes recognition and acceptance of one's feelings; feeling positive and enthusiastic about one's self and life; managing feelings and related behaviors; realistically assessing limitations; developing autonomy and ability to cope with stress; maintaining satisfying relationships with others; living and working independently while appreciating the support and assistance of others; and managing life in personally rewarding ways.

Spiritual – The spiritual dimensions of health and wellness includes recognizing our search for meaning and purpose in human existence; appreciating the depth and expanse of life and natural forces that exist in the universe; and establishing peaceful harmony between internal personal feelings and emotions and the rough and rugged stretches of life.

Professional/Vocational/Occupational – The professional, vocational, and occupational dimensions of health and wellness includes personal satisfaction and enrichment in one's life through work; contributing your unique gifts, skills, and talents to work that is personally meaningful and rewarding; conveying your values through involvement in activities that are gratifying for you; choosing a profession, job, or career that is satisfying to you; and making personal performance an important component of your professional, vocational, and occupational terrain.

Cognitive/Intellectual – The cognitive/intellectual dimensions of health and wellness includes recognizing one's creativity, stimulating mental activities; expanding knowledge and skills while discovering the potential for sharing your gifts with others; cherishing intellectual growth and stimulation; exploring issues related to problem-solving and learning.

History

ALSM, the parent organization of The Oaks at Pleasant Gap, was formerly known as The Allegheny Lutheran Home. Incorporated on April 5, 1948, the organization was established “to provide care for older people in the spirit of Christian love.” The Allegheny Lutheran Home at Hollidaysburg was the first ALSM program and was dedicated in 1951, followed by the dedication of The Lutheran Home at Johnstown in 1960. Another predecessor of ALSM was Lutheran Social Services – Allegheny Region, incorporated in 1956 as Lutheran Inner Mission, a not-for-profit corporation. Lutheran Social Services included child and adult day programs, Head Start, counseling services, senior housing and senior placement services.

In 1991, The Allegheny Lutheran Homes and Lutheran Social Services – Allegheny region merged to form one not-for-profit corporation serving eight counties in central Pennsylvania and is affiliated with the Evangelical Lutheran Church in America, Allegheny Synod. ALSM is governed by a 13-member volunteer board elected by the Allegheny Synod.

ALSM continued serving the needs of the communities it served in 1992 with the creation of the Community Outreach program.

The Lutheran at Hollidaysburg provides healthcare, long-term care and independent living. The Oaks at Pleasant Gap provides personal care and independent living. The philosophy at all of our campuses is to serve residents in a manner that promotes quality, respect and dignity.

The Pennsylvania Department of Health licenses The Lutheran Home at Hollidaysburg as a healthcare community, that is Medicare-certified and Medicaid-approved. The personal care units at The Oaks are licensed by the Pennsylvania Department of Public Welfare. There are two affordable senior communities located in Somerset and Pleasant Gap.

Philanthropic Opportunities

ALSM is a not-for-profit, faith-based charitable organization, which is the parent corporation of The Oaks at Pleasant Gap. ALSM provides more than \$1.7 million annually in benevolent care to people who have exhausted their funds.

Every year, ALSM conducts annual appeals for funds to continue our mission of serving people with love, compassion and mercy. Friends, family members, congregations, and businesses are asked to financially support our vitally important ministry. Funds raised are used to support our program of benevolent care as well as other special projects and programs that might otherwise not be possible. The success of these campaigns enables ALSM to fulfill our mission.

For information regarding giving opportunities including life-income gifts, please call the Mission Advancement Office at 814.696.4500.

Introduction

This handbook is designed to give you an overview of services, as well as the rights and responsibilities of cottage residents. If at any time you have questions or concerns about campus life, please call the administrative assistant's office at 814.359.2782.

Community Responsibilities:

- Provide spiritual ministry.
- Maintain an atmosphere of fellowship and independence.
- Maintain and supervise landscaping.
- Maintain sidewalks and roadways.
- Repair and maintain the cottages and equipment/appliances as determined by the Environmental Service Office.
- Provide admission, upon availability, to The Lutheran Home at Hollidaysburg or to Schreffler Manor at The Oaks at Pleasant Gap – at prevailing rates.

Resident Responsibilities:

- Abide by the policies set forth by ALSM.
- Pay any unusual expenses of the cottage.
- Report all maintenance concerns to the administrative assistant.
- Inform the administrator of any requirements for assistance or care.
- Pay a monthly fee as set annually by ALSM's board of trustees.
- Inform the administrative assistant of planned absences of more than 48 hours.
- Fulfill the standards identified in this handbook.

The Oaks at Pleasant Gap is private property. Solicitation is not permitted. We ask that children are supervised while visiting. For safety reasons, skateboarding, rollerblading or roller-skating, bicycling, snow sledding or other snow sports are not permitted on the campus. If you observe anyone engaging in these activities, please let the administrative assistant know at 359.2782.

If you notice any suspicious behavior on our campus, such as strangers wandering around, unknown persons loading or unloading things or trespassers using the property for personal purposes, please report your observations promptly to the administrative assistant or local police (911). Thank you for showing neighborly concern for the life and property of others.

Cottage Resident Guidelines (in alphabetical order):

Absence from Cottage

For the protection of your cottage and its contents, please make the administrative assistant aware whenever you plan to be away for more than two consecutive days (48 hours). If no one is in the office, leave a note under the office door indicating when you

are leaving and the date you will return. Be sure all windows are closed and locked and all water and electrical devices are turned off. Please set your thermostat to 69 degrees F. or higher during the winter months.

Accessibility of the Administrator

The administrator welcomes your visits and active participation in the community. To provide a time that is devoted to you, the hours the administrator is available to meet with you may vary. Although the administrator may be available for emergency situations, appointments are welcomed and encouraged. Please contact the administrative assistant to arrange a time to meet.

Alterations and Decorations

Hanging pictures, mirrors and other decorative items are permitted on cottage walls. Please refrain from hanging items that weigh more than 25 pounds (with the exception of a flat-screen TV). Only regular picture hanging hooks with a single nail may be used. No physical alterations, such as the hanging of lamps, bathroom cabinets or doors are permitted without the written consent of the administrator. Please do not use contact paper on walls or shelves. We ask that nonskid adhesive materials not be placed in bathtubs. Please refrain from hanging mirrors, clothing hooks, decorative items or any other item to doors or cabinet doors. As a faith based organization, we ask that you comply with religious holiday decorating policies.

- **Christmas Decorations** - Exterior lights are encouraged. They are to be tastefully displayed and may be colored or white. Christmas trees may be artificial or live.
- **Easter Decorations** – Easter decorations may be placed beginning two weeks prior to Easter Sunday and are to be taken down two weeks following Easter. We ask that you avoid using bunny decorations prior to Easter, instead decorate with crosses and butterflies.

Door decorations are to not damage the door. Please use an over-the-door hanger for wreaths or other door decorations.

- **Paint and Wallpaper** - With the approval of the administrator, you may paint or paper the walls or replace the carpet in your unit, at your own expense. Before you vacate the cottage, we ask that the walls be repainted white.

Bullying

ALSM is committed to creating a safe, caring and pleasant environment that is free from discrimination, violence and bullying. Each of the ALSM campuses works to ensure that all residents and staff have the opportunity and support, to develop and form meaningful and cooperative bonds with others in the community.

A positive code of conduct is expected at The Oaks Community, in which all persons assist in the promotion of a pleasant atmosphere of warmth, courtesy and respect for one another. Any parties who witness acts that are harmful, disruptive or discourteous to one another, are to report these observations to a team member and/or the administrator immediately.

Cable TV Service

All cottages are wired for cable TV service. You are to arrange for cable service in your cottage.

The use of satellite dishes may be considered on a case-by-case basis and approved by the campus administrator. Those given approval are to provide a non-refundable security deposit, as outlined in the fee structure.

Cable TV service for Pleasant Gap is provided by:

Xfinity
60 Decibel Road, State College, PA 16801
800.266.2278

Clutter

Clutter can negatively impact the overall health and wellbeing of anyone. The interior conditions of the cottage are to be kept neat and orderly. The Administrator reserves the right to inspect any area which may pose a potential threat to the sanitation and fire safety standards of the community. Occupants are to keep all emergency evacuation routes open and clear of debris, for example, stacks of magazines, newspapers, boxes, etc. Any evidence of hoarding-type behaviors may jeopardize the safety of the residents of the community. Failure to adhere to safety measures may result in termination of the agreement.

Community Area Information and Rental

Residents can access the community room at no charge for community-related activities. Special events and group activities scheduled for this room are usually planned in advance. For a fee, you may request the use of this room for private use (if available). Request forms are available from the administrative assistant. ALSM will provide a list of preferred caterers including ALSM's dining service provider, who has the first opportunity to provide or decline catering services for your event. As a resident, you will be charged the cost of repairing any damages caused by you or your guest(s).

The community room, conference room and kitchen may be rented on a first-come, first-serve basis. ALSM reserves the right to refuse a request by any person or organization.

- Reservations are to be made at least one month in advance. If the event includes catering service and use of the kitchen, written notice of this is required.
- A refundable security deposit is required for the rental of the community room and the use of the kitchen. The kitchen may be used only for an event in conjunction with the rental of the community room.
- The Oaks is a tobacco-free community.
- Alcoholic beverages are permitted at the expense of the resident renting the kitchen. ALSM assumes no liability for the serving of alcohol.
- Audio/visual equipment is at the expense and set-up by the resident. ALSM does not provide equipment.
- ALSM reserves the right of first refusal to provide catering services through the on-site manager.
- Catering services are billed separately by ALSM.
- A fee will be charged for the use of the kitchen by other approved caterers and is added to the rental fee.
- All scheduled events may begin no earlier than 8 a.m. and end no later than 10 p.m.
- Reservations are not to interfere with any scheduled resident event or activity.

The room is to be cleaned after use. All cleaning materials are to be brought onto the site and trash removed from the premises by the residents renting the kitchen. ALSM reserves the right to withhold the refundable security deposit and charge a housecleaning fee, if necessary, to return the room to its proper condition. The renter will be charged for the cost of repairing any damages caused by the negligence of guests. Any requests for environmental service assistance to set up the room would be at an additional cost (refer to the current fee schedule).

The room rental fees are only waived for residents of The Oaks at Pleasant Gap for such personal events as resident birthdays, anniversaries or other events approved by the administrator.

For more details or to reserve, please contact the administrator.

Community Health

In the event of a community health hazard such as a pandemic, guidance will be provided by the campus administrator to enable your safety. These guidelines will be based on advice of the regulating and licensing bodies and other health care professionals.

Cottage Damage

You are responsible for any damage to permanent fixtures such as kitchen cabinets, refrigerators, ranges, heating/cooling units, flooring, etc., caused by negligence. To prevent electrical damage, please do not use more than two plugs in any electrical outlet.

Cottage Occupancy

Cottage occupancy is limited to two regular residents. Occupancy is for those persons listed on the original Independent Living Agreement. Boarders or guests are not to stay for a period greater than 30 days.

Please report any change in the number of individuals occupying your cottage to the administrator. Additional occupants may incur increased rates.

Criminal Background Checks

ALSM is committed to creating a safe environment for our residents. As a safety precaution, prior to admission, all applicants will be screened through the Megan's Law website and a criminal background check will be run. Admission to the community may be denied pending the results. The fee for these checks is part of the application fee.

Applicant(s) are to sign a consent form allowing all relevant criminal information to be released.

If you have resided outside the state of Pennsylvania for the past two years, you will be required to obtain your own FBI background check and provide it to ALSM.

The administrator reserves the right to deny occupancy to any applicant who:

1. Was convicted of illegal involvement with drugs or alcohol
2. Is required to be registered as a sex offender (Persons classified as sex offenders will be permanently denied occupancy regardless of when the conviction occurred.)
3. Was convicted of violent or criminal activity within the last 10 years that could threaten the health and safety of residents or management staff
4. Was convicted of any felony charge in the past 5 years.

There are no exceptions to this policy.

Driving on Campus

The maximum speed on public roads around the campus is 15 miles per hour. Please be careful driving on campus. There may be pedestrians at any time of day or night. Observe stop signs and be especially careful leaving driveways and parking lots. Prior to use please obtain authorization by the administrator for the use of mini-bikes or motorcycles. Motor homes and trailers are not permitted to park on campus grounds. Unauthorized vehicles will be towed at the owner's expense.

Vehicles are not to park along Colby Circle. Visitors are asked to use one of the parking lots on the campus. When driving to The Court or to Schreffler Manor, please park your car in a parking space. Please do not leave your car for any length of time in front of the main doors because emergency vehicles require access to the entrances at all times.

Emergencies

Non-medical emergencies occurring between 8 a.m. and 4 p.m. Monday through Friday are to be promptly reported to the administrative assistant. Emergency examples are fire, lack of heat, power failure, being locked out of your cottage and plumbing problems that may cause damage if not addressed immediately. After 4 p.m. please call 814-359-2782.

Emergency Ambulance - Call 911 for a prompt response. The 911 operator will ask whether the emergency is medical, then ask for the name of the patient, the nature of the problem and the address. If possible, unlock your door and have all your medications on-hand.

Emergency Evacuation - In the event of an evacuation, go immediately to the community room of The Court to await further instructions or permission to return to your residence. Please remember to utilize the red door hanger on the outside entrance of your cottage, when an emergency evacuation is necessary.

Emergency Medical Information - Please provide the administrator with emergency medical information that may be given to healthcare personnel in a medical emergency. Forms are available through the administrative assistant. We ask that the information, (which is kept confidential) be periodically updated, and information for at least one emergency contact person be provided.

Emergency Response System - Each cottage is equipped with an emergency response system. Your call will go directly to a 911 center and a plan of action, pre-determined by you, is put into place.

Environmental Service

To request routine maintenance and repairs, please contact the administrative secretary at 359.2782 to request a maintenance work order.

If the office is closed, please call the main number to The Oaks at 359.2782 to contact the environmental service team members. Non-emergency maintenance requests are accepted Monday through Friday between 8 a.m. and 4 p.m. Environmental service team members will not enter your cottage for normal or routine maintenance or repair services unless you are home. In an emergency; however, they will enter your cottage accompanied by another team member or resident.

Maintenance and repairs are part of the duties of the environmental service team members. Please do not tip the staff. All ALSM environmental service team members have photo identification.

If appliances in the cottage do not function properly or other maintenance issues arise, please call the administrative secretary at 359.2782 to request a maintenance work order. Please do not attempt to make repairs yourself. Problems such as plumbing leaks, stopped drains or toilets, failure of light fixtures, etc. are addressed as soon as possible.

Equipment and appliances owned by ALSM are maintained and repaired by environmental service team members. Replacement is at the discretion of ALSM. Repairs, maintenance and replacement of your personal property are your financial responsibility.

Items not covered by the rental fee include carpet cleaning, interior window cleaning, defrosting refrigerators, maintaining personal property and purchasing light bulbs. To prevent falls or injuries, environmental service team members may help install light bulbs in fixtures that are out of reasonable reach.

Contracting with outside service providers is not permitted. Problems such as plumbing leaks, stopped drains or toilets, failure of light fixtures, etc. will be addressed as soon as possible. Emergency repairs may also be arranged by calling The Oaks at 359.2782.

Please properly maintain and clean your cottage. If you are unable to do heavy cleaning you are encouraged to make arrangements with a friend, relative or cleaning service. ALSM will approve all service providers prior to obtaining service. We ask that all off-campus service providers register at the front desk at The Oaks upon arrival and before departure from the campus. You are responsible for any damage to your cottage caused by an off-campus service provider.

- **Appliances** - When you move into your cottage, ALSM team members will explain the functions and controls for the heating and air conditioning systems, refrigerator, stove and all other appliances. You are to maintain any appliances you purchase. You may request to upgrade appliances at your expense. All upgraded appliances are the property of ALSM and will remain in the cottage upon the termination of the lease. Requests to upgrade are to be pre-approved in writing by the administrator.
- **Heating/Air Conditioning** - Heating and air-conditioning units are controlled with a thermostat. If you are without heat or air-conditioning, please contact the administrative assistant promptly. If repairs cannot be made right away, accommodations will be made to ensure your wellbeing.
- **McKee Circle – instructions for Heating & Cooling**
 - **Please see Attachment A**

- **Furnace** - Filters are checked during spring and fall cottage checks, and as necessary, by the environmental services department.
- **Housekeeping** - Please maintain your cottage in a clean, sanitary and orderly condition. If you do not maintain your cottage in a reasonable manner, ALSM has the right to maintain the cottage, and the cost of additional cleaning and/or maintenance will be charged to you. When you leave your cottage, it is expected to return to move-in condition.
- **Lawns and Grounds** - ALSM strives to maintain the lawns and other outside areas in an attractive condition. To prevent wear and tear of the lawns, please walk on the sidewalks around the building. We ask that for your safety that you walk on the sidewalks. Please refrain from walking in the street or pushing wheelchairs in the street.

We ask that you refrain from throwing food on the lawns or grounds for birds or animals. It causes a health hazard. Please refrain from displaying lawn decorations. In consideration of your neighbors, wind chimes are not recommended.

Prior to planting please obtain written approval from the administrator. Landscaping changes surrounding your cottage are to be pre-approved by the administrator, and maintained by you as the resident. Please refrain from placing political signs of any kind on the campus. We ask for sanitary and safety reasons, that you please do not feed stray animals.

- **Maintenance and Repairs** - Grass cutting, snow removal and all landscaping are the responsibility of the environmental services department. A regular maintenance schedule is developed yearly for such services. Any other services in excess of routine services are your financial responsibility. Any alterations to the grounds surrounding your cottage are to be pre-approved by the administrator.
- **Painting** - Exterior painting is the decision and responsibility of ALSM. Interior walls are painted as necessary. Other painting as you request is your financial responsibility and requires administrative approval.
- **Pest control** – A local extermination company provides pest control for The Oaks to prevent any possible infestation by insects or other undesirable pests. If you notice conditions that may warrant additional services, please contact the front office immediately.
- **Structural Changes, Upgrades, Additions and Redecoration** - Any structural (such as awnings and privacy fencing) or physical changes or redecoration of

your cottage is to be approved in writing by the administrator and is your financial responsibility. Any changes become the property of ALSM.

- **Windows** - Exteriors are cleaned before you move in; thereafter, the exterior of the windows are cleaned once per year in the spring.

Fax Machine/Copy Machine

A fax/copy machine is located in the administrative assistant's of Schreffler Manor. Please be considerate of the administrative secretary when requesting assistance. Hours are from 9 a.m. to 3 p.m. Sending a fax costs \$1 per page. Receiving a fax costs \$1 per page. Copies are 25 cents per page (white paper only).

Fire and Safety

Each cottage is equipped with smoke detectors. Batteries in the smoke detectors are checked during spring and fall cottage checks and replaced as necessary. To permit emergency access at all times, we ask that you refrain from changing the locks.

In the event of a fire, immediately leave your cottage and call 9-1-1. For your own safety, do not go back to your cottage until you are told it is safe to do so. Wait at Schreffler Manor or the Court Apartments for guidance from emergency personnel and/or the administrator.

Fitness Room

An exercise room is available in The Court apartment complex on the ground floor. The room includes a treadmill, exercycle and weight machine. The use of equipment is at your own risk. Release forms are available at the administrator's office and are to be signed prior to using the equipment. Guests are not to use the equipment for safety reasons. If the equipment is used without a signed release form, use is still at your own risk.

Flammable Materials (Storage of)

Portable kerosene, coal or oil heaters are not permitted. Storing flammable materials (gasoline, kerosene, fuel or motor oil, oil-based paint, paint thinner, turpentine, etc.) in your cottage is not permitted. Instead, store such items in your garage safely. Stains or damage caused by such materials is to be removed or repaired at your expense. If you have any questions regarding safe storage and disposal practices, please contact the environmental services office.

Garage/Yard Sales

No garage or yard sales are permitted without the prior written consent of the administrator.

Gifts and Monetary Exchange

Our team members are not able to accept gifts or gratuities. If you wish to express appreciation, simply say, "thank you." It is the mission of ALSM to serve. The personnel policies of ALSM do not allow team members from accepting tips, gratuities, and gifts.

Guests

Guests are always welcome within our community and you are encouraged to invite friends and relatives to visit. We ask that guests abide by the following rules:

- All visitors are asked to park in your driveway or curbside where permitted.
- Guests are welcome to stay overnight.
- A guest may stay no longer than 30 days. Extended stay guests (one week or more) are to be registered with the administrator.
- While visiting guests are asked to abide by all community rules.

Hair Care

Hair care services are available at Schreffler Manor's hair care center. Appointments are on a first come first serve basis. The hours of operation may vary.

Insurance

ALSM carries insurance on each cottage. It is recommended that you secure renter's insurance to cover personal property. ALSM's insurance does not cover your furniture, household goods or other personal property in your cottage. You are encouraged to maintain adequate personal liability, fire and theft insurance on the contents of your cottage. If you wish to insure these items, you are to do so at your own expense. If you own a motor vehicle, Pennsylvania State Law requires insurance coverage.

Internet Service

You are responsible for contracting and payment for an internet service provider. If a second phone line is required for a computer, the requests are to be coordinated with The Oaks and will be at your cost.

Keys

Keys are issued for your cottage and mailbox, and we ask that they not be used by any other person. Please report the loss of keys to the resident services advisor immediately. If the resident services advisor is not available, please see the administrative secretary. Damaged or worn keys will be replaced without charge upon surrender of the old key to the resident services advisor. There is a replacement fee for a lost or stolen key (refer to annual fee schedule).

Lease

Your lease is the Independent Living Agreement between you and ALSM. It is important to read and thoroughly understand the document. If you have any questions concerning your lease, contact the administrator.

Life Enrichment

You are invited to participate in the independent living life enrichment activities, special programs and other events, as well as the activities at The Oaks at Pleasant Gap.

We ask that parties that may disturb other residents end by 10 p.m. Please refrain from using noise-making equipment on Sunday.

Locks

Please do not alter any installed lock or install a new lock or knocker on any door of your cottage. Exterior doors are to be locked for safety.

Mail Service

To assist with mail delivery and identification, your address will be displayed on your mailbox. Changing or altering your mailbox requires prior consent from the administrator.

Meals

Mealtime is a good opportunity to become acquainted with your neighbors and to enjoy appetizing and nutritious meals. As part of the services provided, a meal plan is offered. Charges for meals will appear on your monthly bill.

Menus are distributed monthly. To order your meal selection, please call 359.1104. If inviting guests, we ask that reservations be made two days in advance. Charges for guest meals will appear on your monthly bill. If you want to cancel your order, please call 359.1104, so that you do not incur a fee.

All meals are served in the dining room at Schreffler Manor or The Court Apartments.

Medical Service

Illnesses and accidents are often frightening and frustrating experiences. For emergency medical attention, immediately call 911 or use your emergency response system. Ambulance services are billed directly to you by the provider.

Motorized Scooters

Residents are permitted to use motorized vehicles but are expected to drive them safely. Any damage to property as a result of an accident or reckless driving by the resident or any person who operates the scooter will be the financial responsibility of the resident who owns the scooter.

Moving

Moving furniture in or out of your cottage is permitted Monday through Saturday from 9 a.m. to 4 p.m. Any damage to doors or walls while moving in or out will be your responsibility.

Noncompliance

Any violation of the handbook rules may result in a monetary penalty as determined by management.

Office Hours

The administrative assistant's office is open Monday through Friday from 8 a.m. to 4 p.m., unless otherwise noted. All business, including a maintenance request, is done in the administrative assistant's office.

Open Flame Containers (ie. Grills, Fire Rings/Pits, Chiminea, Outdoor Fireplaces)

For your safety and the safety of your neighbors, ALSM does not permit open flame containers such as fire rings/pits, chimineas and outdoor fireplaces. Covered grills and pellet grills are permitted on cottage back patios as long as they are operated using the manufacturer's safety specifications. Any damage that may be caused as a result of the use of a grill is the responsibility of the resident. Please do not use grills in your garage.

Outdoor Clothesline

ALSM does not permit the installation, placement or use of clotheslines outdoors at a cottage or apartment residence.

Oxygen Use

For health reasons, it may be necessary for you to have oxygen available in your home. Oxygen is a flammable gas; therefore, you are asked to report to the administrator if you use or store oxygen in your cottage. Please exercise every necessary precaution when using and storing oxygen and/or other flammable gases.

Parking

All vehicles are to fit properly in your driveway or garage. Please make sure your vehicle is up-to-date on inspections, registration and license plates. Driving or parking on the grass is not permitted. For your own safety, keep your car locked at all times. ALSM is not responsible for damage or theft to your car in the parking lot. No repair work other than that of an emergency nature is permitted in the parking lot or your driveway. Unauthorized vehicles will be towed away at the owner's expense. Parking of recreational vehicles is not allowed on campus grounds.

Parking is prohibited in front of the main entrance at The Oaks, as well as the service entrance next to the main entrance. When parking at The Oaks, please park in the parking lot.

Patios/Porches

Patios and porches are visible to guests of the community. We ask that these areas do not become storage areas. A maximum of four chairs and one table is appropriate depending on the size of your patio or porch. For clarification of what is most fitting to your outdoor living space, please discuss with the administrator for prior approval. Any violations of this policy will result in added charges. Please refer to the rate sheet for the penalty fee.

Pets

1. The administrator approves all live-in pets.
2. Approved pets reside in the resident's cottage.
3. When outside, pet owners are to control their pets.
4. All pets are required to have current veterinary care, including appropriate vaccinations.

5. Pets will be cared for by the owner.
6. Pet owners are to properly dispose of waste.
7. Pet owners will be held responsible for any damage to property or injury to others.
8. Emergency care instructions are to be available for pets including the name and contact information for the person who will care for your pet during your absence.
9. Any pet deemed to interfere with the health and wellness of others will be asked to reside off the campus.
10. Refer to the residential agreement for fee schedule relating to pets.
11. No reptiles, monkeys or other exotic or undomesticated animals of any type are allowed.
12. If the pet is no longer appropriate or able to live with the resident, the pet owner will be responsible for providing a new home for the pet. This decision is at the discretion of the administrator.

In addition to the following if you have a pet you are asked to adhere to the pet policy.

13. Pets are limited to:

A. Dogs – limited to one

1. Is spayed or neutered
2. All shots are current (rabies and distemper)
3. Is appropriately licensed
4. Requires a \$500, nonrefundable deposit.

B. Cats – limited to one

1. Is spayed or neutered
2. All shots are current (rabies and distemper)
3. Requires a \$500, nonrefundable deposit.

C. Birds – maximum number is two

1. Birds are to remain in a cage at all times.

D. Fish – Maximum aquarium size is 20 gallons.

E. Small mammals – maximum number is two for gerbils, hamsters, guinea pigs, etc., and these animals are to be caged at all times.

14. It is recommended, but not mandated, that pet owners secure a sufficient amount of pet liability insurance to cover all damages caused by a pet. Pet owners may also be financially responsible for any flea or other insect infestation that affects your unit or adjacent units because of the pet. Any damages that exceed the amount of the non-refundable deposit will be the responsibility of the resident.

15. Non-Resident or Visiting Pets: Visitors bringing pets into the building are to keep the pet on a leash or in a crate. Up-to-date immunization records are to be available to the team

members upon request. Visiting pets are not permitted to roam free anywhere on the campus.

Rent Rebate

You may be eligible for the Rent Rebate Program through the Pennsylvania Department of Revenue if you meet income eligibility. Claim forms are available by calling toll-free 1-800SRCLAIM (1.800.772-5246).

Rental Statements

Monthly rental statements are mailed to you during the first week of the month. Your monthly fee and collection policies are detailed in your Independent Living Agreement.

Payments may be made by automatic withdrawal, check or money order and delivered to the administrative secretary, Monday through Friday between 8 a.m. and 4 p.m. For your convenience, there is a secure drop box by the administrator and administrative assistant's office for evening or weekend drop-offs. You may also mail your payment directly to ALSM's Administrative Office. A late charge of 1.5% will be added to balances that are past due. Late charges are outlined in your agreement for balances that are past due. Fees are established annually by the ALSM board of trustees and will be changed with 30 days' written notice.

Residents' Council

We encourage you to form and/or participate in a resident council. The council submits their report monthly to the administrator.

Security

Security is important at ALSM; however, no security system is totally effective if you do not always observe security rules and regulations. The security of your personal property and yourself begins with proper precautions within your cottage. The following guidelines are to be followed:

- Do not allow anyone to enter your cottage without properly identifying themselves and their purpose for being there.
- Never leave cash, credit cards, jewelry or keys displayed in the open within your cottage.
- The doors to your cottage are to be locked at all times.
- Off-campus service providers are asked to sign in at the front desk at Schreffler Manor.
- You are asked to make the administrator aware of planned absences of more than 48 hours.

Smoking

The Oaks at Pleasant Gap is a tobacco-free campus.

Snow Removal

Following a snowstorm, the main areas of the campus are plowed to facilitate emergency vehicle access. After this first phase of snow removal is completed,

driveways and walkways are addressed. Cooperation and patience are appreciated as various areas of the campus are cleared.

Soliciting

Please do not sell merchandise or solicit funds on the campus without prior written approval of the administrator.

Storage

No storage units may be placed on the campus. Storage is to be inside your cottage or at an off-site commercial storage unit.

Suggestions

Please present any suggestions or complaints, other than normal maintenance requests, to the administrator.

Team Members Serving in Legal Capacities

Team members may not serve as a witness to any documents that are to be signed or completed by person's served. Team members may not serve as a person's served POA unless already established prior to admission to an ALSM program.

Telephones

You are responsible for setting up your own telephone service with the provider of your choice.

Transfer Policy

If you are unable to live independently, The Oaks at Pleasant Gap will make every reasonable effort to provide the proper level of personal care as soon as possible.

The accommodations at other locations will be charged to you at the prevailing rate at the time the services are received. If a bed is not available or if you do not accept the accommodations offered by The Oaks, team members will assist you in finding alternative accommodations, which will be at your expense.

If a higher level of care is appropriate for you, and you would like to be considered for admission to one of the healthcare centers at ALSM (in Hollidaysburg) or personal care (in Pleasant Gap), you will be given preference for the first available appropriate space at one of those locations. If your care cannot be met at the location of your choosing, a team member will provide you with additional resources.

Transportation

As an independent living resident, you are expected to provide your own transportation. You may use The Oaks' transportation for medical appointments. Arrangements are to be made in advance. Transportation may be provided upon availability. A fee is charged for the service and will be added to your monthly billing statement. If you would like assistance scheduling transportation please see the administrator.

Scheduled transportation at no charge is available for grocery shopping one day per week. A visit to Wal-Mart, Giant, Wegman's or other grocery stores nearby occurs, as long as at least three residents are scheduled to go.

You may sign up for regularly scheduled trips on a first-come first-serve basis to the grocery store, shopping mall and to social and cultural events.

Van service provided by the Centre County Office of Transportation:

- 355-6807
- Free service for adults age 60 or older.
- Weekdays only. Appointment times are between 10 a.m. and 3 p.m.
- Call to arrange the service before 1 p.m. the business day before the appointment.

Documentation required at time of call:

- Social Security Number
- Address
- Destination
- Specify if car or van is required (van is wheelchair accessible)
- Proof of age will be required for the first trip.

Centre Ride:

- 353-7433
- Adults ages 65 or older
- Special Centre Ride photo identification card is required. You may use the service to take you to the photo identification center to complete an application and obtain your card.
- A nominal fee is charged.
- Call 24 hours in advance to make a reservation.
- Transportation is provided from 6:30 a.m. to 11:30 p.m. (door-to-door).

Trash Removal and Recycling

Curbside trash and recyclables are picked up weekly. Trash is to be placed at the curb by residents at the appropriate time. Trash cans and recycling bins are to be removed from the curb within 24 hours of trash pick-up. The dumpsters on campus are for apartment and personal care use only. Cottage residents are not to use the dumpsters on campus.

Utilities

Payment for the following utilities is your responsibility: electricity, telephone, cable TV (if applicable), water and gas. Electricity, gas, and water meters are read by the respective utility companies.

The water bill is based on usage over the previous three-month period. Village residents receive monthly bills. Therefore, the quarterly bill is divided so that you pay an equal amount each month to reflect your water usage for the previous three months.

Volunteers

Volunteer opportunities are available through ALSM and can be arranged by contacting the life enrichment department. Volunteering can be a rewarding, meaningful experience and a wonderful means of making new friends. Membership information is also available for the Centre County Chapter of the ALSM Auxiliary.

Weapons

No weapons of any kind are permitted on ALSM's property. Weapons will be removed.

Worship Services

A Lutheran worship service is held weekly in The Oaks community room. Special services are scheduled for holidays and are announced in monthly activities calendars. Pastoral visits may be arranged by contacting the pastor.

The Oaks at Pleasant Gap Team Members

Ambulance	Pleasant Gap Ambulance	911
Administrator		359.1102
Administrative Assistant		359.1100
Dining Service Manager		359.1103
Enrichment Coordinator		359.1101
Environmental Service Manager		359.2782
Pastoral Care		359.4679
Resident Care Manager		359.1188
Pharmacy	Thompson Pharmacy	944.6139

ALSM Support Services

President/CEO	Christopher Reighard	814.696.4556
Accounting Representative	Tina Cunningham	814.696.4504

Professional Service Consultants

Medical Director	Personal Care Medical Associates LLC
Rehabilitation Services	Benchmark Therapy Services
Podiatry Services	Dr. Brian Hoover
Laboratory Services	Mount Nittany Medical Center Labs
Medical Imaging Services	Physician's Mobile X-Ray
Pharmacy Services	Thompsons Pharmacy
Psychology Services	Dr. Michael Keil

Absence	7	Keys	16
Accessibility of Administrator	8	Lease	16
Alterations & Decorations	8	Life Enrichment	16
		Locks	17
Bullying	8	Mail Services	17
Cable			
TV	9	Meals	17
		Medical Services	17
Clutter	9	Mission & Vision	2
Community Area Info & Rental	9	Motorized Scooters	17
Cottage Damage	11	Moving	17
Cottage Occupancy	11	Noncompliance	17
Community Health	11	Office Hours	17
Community Responsibilities	7	Open Flame Containers	18
Criminal Background Checks	11	Outdoor Clothesline	18
Driving on Campus	12	Oxygen Use	18
Emergencies	12	Parking	18
Emergency Response System	13	Patios/Porches	18
Environmental Services	13	Pets	18
Appliances	13	Philanthropic Opportunities	6
Heating/AC	13	Rent Rebate	20
Furnace	14	Rental Statement	20
Housekeeping	14	Resident Council	21
Lawns & Grounds	14	Resident Responsibilities	7
Maintenance/Repairs	14	Security	20
Painting	14	Smoking	20
Pest Control	14	Snow Removal	20
Upgrades, Additions		Soliciting	21
Redecorating	14	Storage	21
Windows	15	Suggestions	21
Fax/Copy Machine	15	Team Members Serving	
Fire Safety	15	in Legal Capacities	21
Flammable Materials	15	Telephones	21
Garage/Yard Sales	15	Transfer Policy	21
Gifts/Monetary Exchange	15	Transportation	21
Guests	16	Trash Removal/Recycling	22
Hair			
Care	16	Utilities	22
Health & Wellness Philosophy	4	Volunteers	23
History	5	Weapons	23
Insurance	16	Welcome	3
Internet Service	16	Worship Services	23
Introduction	7		

Attachment A

INSTRUCTIONS FOR HEATING AND COOLING SYSTEM IN MCKEE CIRCLE:

The **round thermostats** (gas furnace) control the radiant heat in the house. The thermostat in the master bedroom controls the heat in bedrooms and bathrooms. The thermostat in the living room controls the heat in the living room, dining room, kitchen, and sunroom. The thermostat in the garage controls the heat in the garage.

The **square thermostat** controls the heat pump. The square thermostat is for air conditioning and emergency heat for the whole house. The garage is not air-conditioned. The heat pump can be used to heat the house in the winter (note it is only efficient as long as temperatures are above freezing. It can still be used, but the theory is that a gas furnace will be more efficient.)

THERMOSTAT SETTING FOR SUMMER:

Set all three **round thermostats** to 60 or below.

Use the mode button to set the **square thermostat to** the cool setting, then put the fan to auto fan, then with the up/down arrows, select your desired temperature.

THERMOSTAT SETTING FOR WINTER:

Set all the **round thermostats** to the desired temperature. Note to only increase and decrease once set in 2-degree increments. If you change the thermostat significantly, it will take longer to heat up and cool off relative to the outside temperature.

Use the mode button on the **square thermostat to** change to heat, then use the up-down arrows to set heat to 62. Note if you fail to change the mode and leave it in the cool mode and change the temperature below the round thermostats the two systems will be working against each other. The gas furnace will be trying to heat and the heat pump will be trying to cool.