

The Handbook

for the

Davenport Retirement Village

Guidelines for pleasant community living at "The Village"

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Welcome to Davenport Retirement Village

It is the desire of the residents and staff of The Village to make your life here enjoyable and pleasant. This guidebook will help to maintain a friendly atmosphere amongst everyone. These guidelines are made for the protection of the residents, the protection of the expensive equipment that we all enjoy, and the protection of each person's privacy. Each resident is charged with the responsibility of seeing that these guidelines are adhered to by all the people on the premises. Thank you for helping to make The Davenport Retirement Village a wonderful place for all.

RESIDENCY QUALIFICATIONS

- One of the residents in each unit must be at least 55 years old.
- Must be independent: able to independently address areas of personal hygiene, bathe, dress, cook, eat, come to meals, etc.
- Exceptions to above qualifications
 - If a resident is unable to function independently either for a short term or an extended period of time, it is the responsibility of the resident and/or the resident's family to make arrangements for providing the necessary services for maintaining independent living. This may be done either through help from family members or the hired services of assistants. (i.e. hired persons to help with cooking, house cleaning, bathing, medicine delivery, etc.)
 - DRV has a wheel chair and walker for DRV emergency use. It is made available on a daily or short term loan to residents who need it while they await delivery of their own personal wheelchair or walker by purchase or rental. The use of a walker or a wheel chair by an individual is still considered independent living as long as the person can use the device alone.

MEALS & DINING

- ✓ The staff is responsible for providing one nutritious well balanced meal daily, seven days a week including Sundays and holidays. This is usually an evening meal served at 6pm.
- ✓ Meals will be served in the dining room to encourage a sense of community and fellowship.
- ✓ No food will be taken from the dining room after the meal.
- ✓ Menus will be posted at the bulletin board.
- ✓ Residents must notify the kitchen by noon of changes in meal arrangements whether checking in OR out .

✓ Alternate to prepared desserts will be fresh or canned fruit . ./' Only food preparation staff members may be in the kitchen area from 4 - 7pm. Residents may use the kitchen at other times by making arrangements through the cook so as to avoid conflicting schedules.

Doctor prescribed special diets- If special diets are required to be prepared for the evening DRV meal, this may only be by written doctor's orders. Special diets may require additional fees for the purchase/preparation of specialty foods not regularly part of the menu. Personal food preferences (simple likes and dislikes) cannot generally be accommodated for this group meal.

Meals during brief illnesses- An evening meal (exactly the same food as served in the dining room that day) can only be accommodated during a brief illness and never on a permanent long term continuing basis. The emergency meal would be delivered at a time convenient to the kitchen staff either before or after the meal served in the dining room.

Dining guests- Guests are welcome to have meals in the dining room with the residents subject to space availability. Reservations for dinner should be made 24 hours in advance of dinner or sooner if at all possible. A week's advance notice is ideal!

EMERGENCY ASSISTANCE- Emergency response cords are located in each unit. Emergency pendants to wear either attached to clothing or around the neck are also available to each resident. When an emergency arises, the cord can be pulled or the button on the pendant may be pushed. Either system sends a signal to the staff office to summon emergency assistance 24 hours a day. It will be at the discretion of management as to whether the 911 emergency system needs to be activated as well. This system is to be used only for true EMERGENCY situations. For other needs, please contact the office by telephone at 725-2535.

MOBILITY -Our facility is for independent living and therefore, has no group owned van or bus. Persons needing transportation to shopping, appointments, etc. will find these services available through the Senior Center bus or from hiring a personal driver. Similar services are available at assisted living facilities or nursing homes in our area if residents no longer qualify for independent living .

- ❖ Grocery delivery is available from Family Foods. Pharmacy delivery is available from both Davenport drug stores upon request. Church service rides are available by contacting any of the local congregations .
- ❖ If residents need a ride for personal business, and cannot locate a driver to hire, they may choose to secure the services of DRV management or staff as time is available when they are not on duty. The staff should be compensated for this service in the same amount as if someone from off site had been hired to be the personal driver.

BULLETIN BOARD- Menus and available activities are posted on the bulletin board near the dining room entrance. Residents are encouraged to join in group activities such as BINGO events, weekly coffee hours, weekly Bible study, Saturday Night Movies, birthday parties, cards, crafts, exercise sessions, etc.

COMMON AREA- The common areas (grounds and public areas) are the responsibility of the Davenport Retirement Village staff. Village residents have specific areas around their individual residences that may be personalized with the consent of the manager. If you are unsure of the area that you may personalize, please contact the manager.

SECURITY-The side doors are locked twenty-four (24) hours a day. The front door is open until the dinner hour. Residents are encouraged to lock their doors when they leave their units for any \ length of time. If you notice someone that you think is suspicious, ,(please contact the manager immediately.

FITNESS & HEALTH:

- ✓ Personal Health file: The DRV office will provide a health file for each resident. This file holds information for paramedics and pertinent medical information. It is you and your family's responsibility to keep the medication and health information current at all times. Each January, DRV staff will conduct an annual review of the information with all residents.
- ✓ family notification records- Each resident is asked to provide telephone numbers of family members or friends to contact in cases of emergency. Family members who are on vacation are responsible for notifying the DRV management and providing alternate emergency contacts .
- ✓ Exercise room- This room in the Davenport Retirement Village is available to all residents to use at their own discretion. Group exercise can be made available upon the request of residents .
- ✓ Walking paths- The hallway is a great all season walking path. Twelve times around the inner court will equal a mile of comfortable walking year round.
- ✓ flu shots- These shots are given annually by a nurse for a nominal fee .
- ✓ Weekly check- Blood pressure checks are provided free by the management at the nurse office near the dining room.

MAINTENANCE & UTIUTIES-

- ✓ Service Upkeep-You may call the DRV office directly by dialing 725-2535. If you detect any faulty equipment within the DRV or your own unit that you consider to be of an emergency nature, please report this immediately to the manager. All of us working together will help maintain the optimum safety.

- ✓ Trash collection-Residents are responsible for removing trash from their unit to the disposal area. All garbage must be in tied plastic bags. Newspapers are collected in a separate area for recycling.
- ✓ Telephone-Each unit is equipped with a telephone line. Billing is individual to each resident. Additional lines for computer or other use are at resident's expense.
- ✓ Television-Each unit is supplied with basic cable channels providing a wide variety of programming options. Subscription to additional programming is at the resident's expense .
- ✓ Light bulbs - These are replaced by the manager. Just ask .
- ✓ Major appliances-Stoves, refrigerators, hot water tanks, furnace, air conditioner, exhaust fans, washer and dryer are maintained by the DRV. Please notify the manager promptly if you experience difficulty with any of these appliances .
- ✓ Furnace service- filter check is done regularly on a schedule by the manager .
- ✓ Electricity outage- Each resident is encouraged to maintain working flashlights for the rare possibility of temporary power outages. Emergency lighting in the hallways is automatic when the electricity flow is interrupted .
- ✓ Fire drills & emergency evacuation- Periodic fire drills will be conducted and evacuation procedures will be explained.

GARAGES- Some units have personal garages included. General upkeep of the garage is the responsibility of each resident. Care should be taken to remove all litter and garbage promptly to discourage rodents and avoid fire dangers.

SPECIAL SERVICES

- Beauty salon- is available on site. Residents must contact their own beautician to provide services using the beauty salon facility.
- Foot care/manicurist serves the DRV on a regular schedule. Please sign up on the sheet on the bulletin board. These services are to be paid by the resident at the time of the service.
- Postal service- mail is delivered to the DRV in a locked private postal boxes located near the main entrance. Stamps may be purchased by request from the postal delivery person.

PETS- Pets are not allowed.

INSURANCE– Each resident is responsible for obtaining personal property insurance on their own belongings as well as personal liability insurance.

REMODELING– residents need to obtain permission from the DRV board and the manager before starting any remodeling projects at their own expense.

VACATION– If you are planning to be away from the DRV overnight or for an extended time, please notify the manager. Also leave information with the office that specifies a person to notify if necessary while you are away. If your absence is for a week or more, the manager will recommend some emergency saving measures and will check your home once a week if requested.

BUSINESS OPERATIONS & COMMUNICATION CHANNELS

➤ **DRV Board of Directors:** The Davenport Retirement Village is a non-profit organization which is directed through a non-paid “volunteer” elected board of directors. The board membership consists of 4 persons who represent resident families, 4 persons from Davenport community-at-large, and one person who is a current resident of the village. The two staff members are ex-officio board members as well. The board conducts business through a monthly meeting, which is currently held the second Monday of each month at 7:00am. All regular meetings are public and open to residents and their families. Policies are determined by the board of directors and any requests for exceptions must be submitted to the board for approval. The member who is a current Village resident is expected to relay pertinent information to the other residents either at the dining room or at a special “town hall” meeting. In January, the annual meeting, which reviews all the official business for the calendar year is held in the dining hall following the residents’ evening meal. At this annual meeting, the current board of directors presents the new budget and elects new board members. All residents are encouraged to attend.

➤ **Resident “town hall” meetings**– The DRV residents meet in the dining room to promote a friendly, neighborhood relationship amongst the residents. All Village residents are encouraged to attend these meetings. They are held periodically to answer questions and provide information as needed.

➤ **Sunshine fund**– The residents voluntarily donate a set amount per month to the sunshine fund for flowers, cards, gifts and annual gratuities and other special occasions agreed to by their town hall meetings.

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