



KENDAL[®] *at Oberlin*

Resident Handbook

How to Use This Book

This manual has been prepared to foster good will and understanding in the community. It is intended to inform you and acquaint you with the customs and practices observed by residents and staff members of Kendal at Oberlin.

Few rules are necessary in adult communities such as Kendal at Oberlin; however, the observation of certain standards will contribute to the health and happiness of all. The policies and procedures outlined here may be changed from time to time as the needs of the community change.

To fulfill our high ideals and maintain standards of excellence, the cooperation of each resident and each employee is necessary. Please do not hesitate to contact any Kendal at Oberlin staff member if you desire more detail or need clarification on the policies and information herein.

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EMERGENCIES

Medical Emergency – What is it?

Medical care is available 24 hours a day, 365 days a year for all residents who live at Kendal. Assessing care when you need it requires an understanding of whom to call when you need care.

It is important to report persistent and/or alarming concerns to the staff so that care is not delayed. The staff can assist you in determining what must be evaluated immediately, the same day, what can wait until the next available appointment, or what might be handled by telephone.

A nurse from the Health and Wellness Clinic (HWC) will address your medical needs during normal business hours (Monday – Friday, 8:00am-4:30pm). When the HWC is not open (after 4:30pm. weekdays, during weekends and holidays) care is available in the Stephens Care Center by dialing 775-9800 where a registered nurse is always on duty.

Reportable conditions of concern include:

- Oral temperature above 101° F
- Prolonged (more than four hours) vomiting and/or diarrhea
- Dizziness which causes balance problems
- New pain in the head, chest or abdomen
- Skin tears or cuts which are bleeding profusely
- Any other new symptoms, condition or injury which is alarming you

An emergency is defined as a medical situation in which one's life or safety is in immediate jeopardy. Examples include:

- Severe chest pain or pressure
- Sudden difficulty breathing or choking
- Major bleeding
- Inability to get up after a fall
- Sudden limb paralysis
- Sudden difficulty with speech, vision or mental status

Any of these require emergency medical attention and you should not hesitate to call 911 and pull your emergency cord.

When you dial 911, the local emergency services will respond immediately to the site of the call. The 911 operator will notify the Kendal Stephens Care Center that an emergency call has been placed, and a Kendal nurse will also

proceed to the site. After assessment and if indicated, the emergency personnel, with your consent (you have the right to refuse services and treatment), will transport you to the emergency room for further evaluation by a physician. Kendal will notify the emergency room and give a report of your condition. Your family and/or Kendal buddy will be notified upon your request. Kendal will also stay in contact with the hospital while your condition is being evaluated. If you are released, the emergency room will notify Kendal that transportation is needed. The paperwork you receive from the hospital should be given to the HWC staff to ensure that you receive the appropriate follow up care as ordered.

If you take yourself to the emergency room without reporting to Kendal, the hospital does not notify Kendal. The paperwork you receive from the hospital should be given to the HWC staff to ensure appropriate follow up care as ordered.

If you are admitted to the hospital from the emergency room, the Kendal Social Services staff, once alerted to the admission, will establish contact with the hospital, stay informed of your situation, participate in care conferences as needed and assist in coordinating your return to Kendal.

The staff members of Kendal at Oberlin are always available to help you when emergencies arise. Should you have any further questions regarding these procedures, please call the HWC at 775-9807.

Emergency Preparedness

Kendal at Oberlin has plans in place for unexpected disasters. Every department is equipped with a Disaster Manual. A Staff Emergency Team is identified for contact at all times. In addition, there is a complete list of community emergency resources in Lorain County that staff can call on as necessary.

Emergency Fire Procedures

Kendal at Oberlin is protected by sprinkler systems, smoke and heat detectors, and has fire alarm pull stations located throughout the facility. All of these are connected to the main Fire/Emergency alarm panel located at the Stephens Care Center main desk, which is also monitored by the Oberlin Fire Department. State required testing is conducted on the system annually by an outside contractor and Kendal staff perform monthly tests and conduct drills with Stephens Care Center staff.

The sprinkler systems are tested quarterly by an outside contractor. Fire extinguishers are located throughout the facility near each manual pull-down

fire alarm station and at each exit. Fire extinguishers are checked monthly by Facilities Services staff. In the event of a fire, the following directions are recommended:

If there is a fire in your unit, IMMEDIATELY:

1. Leave your unit.
2. Pull the lever on the red fire alarm station nearest you.
Fire alarm stations are located along the walkway on the exterior wall of each one-story cottage building and in the corridors of the two-story apartment building, the Community Center, and the Stephens Care Center. Please become familiar with the location of the fire alarm box nearest your unit.

OR

3. Find the nearest phone you can get to safely and dial 911 (emergency number) and give the best description possible of the location, nature, and size of the fire.
4. Alert your neighbors.
5. Go to a safe place well away from the fire. **DO NOT USE THE ELEVATOR.** From the second floor of the apartment building, proceed down the nearest stairwell.
6. Stay clear of walkways, streets, and areas surrounding the fire.

If the fire alarm sounds in the apartment building but the fire is not in your unit:

1. Stay in your apartment.
2. Place wet towels in the gap between the corridor door and the floor.
3. **DO NOT EVACUATE** the building unless instructed to do so by fire department personnel. The safest place for you during a fire is inside your apartment unless the fire is located under or adjacent to you. In that case, the fire department will determine whether or not to evacuate you.
4. If instructed to evacuate, leave the building by the closest exit and congregate a safe distance from the building where authorities can account for you. Do not block exits.

If the fire alarm horn sounds at your cottage building, IMMEDIATELY:

1. Evacuate your cottage and congregate with your neighbors a safe distance from the building where authorities can account for you.

If you observe a fire anywhere on the premises outside your unit IMMEDIATELY:

1. Pull lever on the red fire alarm station nearest you.
2. Find the nearest phone you can get to safely and dial 911 (emergency number) and give the best possible description of the location, nature, and size of the fire.
3. Alert your neighbors.
4. Stay clear of walkways, streets, and areas surrounding the fire.

Fire Extinguisher Procedure

It is not the responsibility of Kendal at Oberlin residents to fight fires. However, in the event of a small fire you may choose to extinguish the fire. A fire extinguisher effective for electrical, chemical, and acid fires, as well as ordinary combustible fires is located near each pull-down manual fire alarm. **DO NOT PUT YOURSELF AT RISK.** If you choose to fight the fire with an extinguisher, please use the following procedure:

1. Remove extinguisher from cabinet.
2. Stand six (6) feet away from the fire.
3. Remove ring-pin from the handle of the extinguisher.
4. Hold the extinguisher upright and aim the nozzle at the base of the fire.
5. Squeeze handle.
6. Use a sweeping, side to side motion while spraying the fire.

Remember, people are more important than property!

Emergency Generator

Kendal at Oberlin is equipped with an emergency electrical generator. During an interruption of normal electrical service, the generator provides power for: emergency lighting (exit signs, specific corridor and covered walkway lighting), the fire alarm/emergency call system, the apartment building elevator, the heating system (for the Apartment Building, Community Center and Stephens Care Center) and main kitchen systems. In the Stephens Care Center, red electrical outlets are on emergency power as are door security systems. The generator is tested weekly for proper operation.

Emergency Pull Cord Procedure

Each bedroom and bathroom are equipped with an emergency pull-cord alert system. These are not fire alarms. The pull-cord alert is a back-up to the telephone for use when telephoning is difficult or impossible. To use the system, pull on the cord. This will initiate an alarm at the Stephens Care Center nurse's station. When activated, a nurse will immediately attempt to reach you by telephone. If after 3 rings you do not answer, a nurse and Facility Services staff person will come to your unit. Intervention by emergency services and physicians will be initiated as appropriate. To turn

off the alarm, push the button (red colored in the Stephens Care Center, white in the apartments and cottages) up towards the top of the cord panel.

All residents are protected by the pull-cord alert system. Please remember that the alarm should be reserved for those medical situations requiring immediate, emergency action.

Emergency Preparedness for Disasters

Blizzards

If at all possible, remain in your apartment or cottage. You may wish to have your own battery-powered radio and flashlight with spare batteries for both (keep them separate until needed). Candles, lanterns and oil lamps provide lighting in case of electrical outages. It is reasonable that you store an additional limited supply of water and non-perishable food in your unit. (For meals, please see Weather Related Meal Delivery in Dining Services Section of this handbook.) Facility Services personnel will attempt to clear roads and walkways as quickly as possible and in a personal emergency can be called to help you. If you are unable to exit your unit due to blocked exits, alert Facility Services (775-9899).

Chemical Emergency

A chemical emergency may occur anywhere hazardous materials are manufactured, stored or transported. Select a place in your unit that has few or no windows, such as a bathroom. (Do not count on hearing the City of Oberlin's emergency alarm for anything but tornadoes.)

- Shut off heating, cooling and fans that draw air from the outside.
- Close the damper if you have a fireplace.
- Shut and lock doors and windows.
- Seal gaps under doorways with wet towels.
- Close curtains and draperies.
- Stay tuned to a television station (also check Kendal Channel 19) or radio alert until an "all clear" message is broadcast.
- Stay off your home and cellular phones which should be used for emergency calls only.
- Be prepared to evacuate, if ordered to do so.

Emergency Communications

A weather radio in the Stephens Care Center carries messages about weather and any national security concerns. You may wish to have your own battery-powered radio, flashlight and spare batteries for both (keep them separate until needed). Candles, lanterns and oil lamps provide

lighting in case of electrical outages. If you store flammable liquids, do it only in very small quantities and in approved containers only.

Emergency Equipment and Tools

You may wish to have on hand: hammer and nails, screwdrivers, glue, rope, wire and twine. Duct tape and plastic sheeting can be helpful in case of a biohazard accident. Individuals are safer to stay in their home using plastic sheeting and duct tape to protect against a cloud of fumes than to go outside risking exposure.

Extreme Temperatures

In the event of prolonged extreme temperatures (hot or cold) when the heating/cooling system cannot maintain an adequate temperature, with the approval of Administration, you may seek temporary shelter in the Heiser Community Center or Stephens Care Center. Contact Facility Services (775-9899) or the Stephens Care Center (775-9800) if you are experiencing an extreme temperature situation. After regular hours, please contact Facility Services at (440) 370-5926.

Extreme Weather Meal Delivery

When extreme weather conditions create potential safety hazards, meals may be delivered to your unit.

Food, Water and Other Staples

It is reasonable that you store an additional limited supply of water and non-perishable food in your unit.

Important Papers

Secure papers that can prove your age, citizenship, marital status, property owned, debts and assets. If you use a computer for personal identity papers, be sure you have back-up hard copies that can be accessed as needed.

Reverse 911

The Community Telephone Emergency Notification System, called Reverse 911, is designed to provide a geographically selected group of phone numbers, automatically call each number, and play a pre-recorded message giving emergency instructions to whomever receives the message.

The system program uses the existing E911 database when contacting residents. Phone numbers for this database are automatically updated

weekly through local phone company providers. If a resident or business moves or changes a phone number, this information will be provided to the City within 10 days. Numbers supplied by the phone company should include unlisted numbers and "Do Not Call" numbers. However, these phone numbers do not include cellular phone listings.

If you have an installed home phone (Frontier) beginning with 774, 775, 776, or 777, your phone number is automatically in the data bank and you do not need to re-submit that information. Re-submission of this information will create problems and possible loss of original data.

Residents or businesses using cellular services, and that wish to be notified in an emergency, can sign-up for the Lorain County Emergency Alert system by completing the registration form available through the City of Oberlin's website.

Tornado Safety

The National Weather Service will issue a "tornado watch" or a "tornado warning" as follows:

- Tornado watch: issued when weather conditions are such that tornadoes might develop.
- Tornado warning: issued when a tornado has been sighted.

If a tornado watch is issued for Lorain County:

1. Stay abreast of current weather conditions. Check television channels 3, 5, 13, or local cable channel 9 (for Oberlin police and fire department) or tune your radio to AM 1320-WOBL, AM 930-WEOL, or AM 1380-WLRO.
2. Check outdoor patios for any objects which might become dangerous if blown about by high winds. Secure chairs, close umbrellas, and place small items indoors.
3. Keep a working flashlight and battery powered radio handy for use in the event electric service is disrupted.

If a tornado warning is issued for Lorain County:

1. Seek shelter in a ground floor interior room or corridor with no windows. Try to have as many walls between you and the outside as possible.
2. Cottages: seek shelter in a bathroom or closet.
3. Apartments: seek shelter on the first floor in a bathroom, laundry room, stairwell, or corridor away from windows.
4. Community Center: seek shelter in public restrooms, in interior corridors away from windows, or close to the walls in the auditorium.

5. Stephens Care Center: in the main desk area, seek shelter in adjoining rooms without windows. In other locations, seek shelter in public restrooms, bathing rooms, interior corridors, or resident bathrooms.

If Oberlin is in the path of an approaching tornado, the city will sound a sustained blast on its perimeter siren system including the siren on Kendal property. Listen for the siren from your sheltered location.

Use blankets, drapes, or furnishings to shield yourself from flying glass and debris. Stay low to the ground in a “tucked” position.

Stay in your sheltered location until the weather has calmed. The city does not issue an “all clear” signal. Rely on your battery powered radio for weather information.

ABOUT KENDAL

The Kendal Corporation

The Kendal Corporation is a nonprofit corporation based in Kennett Square, Pennsylvania. A majority of the Board of Directors are members of the Religious Society of Friends (Quakers). The Board is a working body that meets as a policy-making entity at least quarterly. The Board is represented by members who have a wide range of experience and backgrounds and bring a rich blend of talents to its deliberations. Board members are actively involved in and concerned with all aspects of the Kendal organization. Often, a Kendal community is represented on the corporation's Board of Directors.

For more information about the founding of The Kendal Corporation, please see the pamphlet "*An Act of Faith*." Another pamphlet that is particularly helpful in understanding the philosophy of The Kendal Corporation and the Kendal communities is "*Values and Practices*." This document is provided to every resident as part of the admission process. In addition, every staff member is provided a copy. Both pamphlets are available in the library. A book specific to Kendal at Oberlin, can also be found in the library. It is entitled "History of Kendal at Oberlin." It was written by a Kendal resident in commemoration of Kendal at Oberlin's 20th anniversary.

Kendal at Oberlin

Kendal at Oberlin is a continuing care retirement community which offers flexible, proven ways of meeting the needs of older men and women. Day-to-day operations, as well as care giving, are guided by basic Quaker values. Kendal at Oberlin is affiliated with The Kendal Corporation which provides management services to Kendal at Oberlin and Kendal Northern Ohio are nonprofit, charitable organizations which receive tax-deductible gifts for a variety of charitable purposes including resident financial assistance, staff member education and development, enhancement of the quality of life in our communities, and services to the wider community. Our governing body, Kendal at Oberlin's Board of Directors, is also deeply committed to basic Quaker values and practices.

Kendal at Oberlin emerged from a vision held by a group of Oberlinians who, in March of 1987, came together to find a way for people to remain in Oberlin to enjoy life-long friends and the educational and cultural amenities that Oberlin offers. After visiting many other communities, the Oberlin Retirement Community Committee visited Kendal at Longwood and Crosslands in Kennett Square, Pennsylvania. There they found a community that fosters

independence, health, and security and embraces a progressive health care philosophy offered in homelike surroundings for its residents. The committee appreciated Kendal's dedication to creating an environment in which residents might realize their full potential. The Kendal Corporation agreed that Oberlin could provide a very special location for a new Kendal retirement community. After four years of development work, all approvals were in place and 60% of the 192 independent-living units were secured with deposits. Ground was broken on March 16, 1992 and Kendal at Oberlin opened on October 4, 1993.

Kendal communities are open to all without regard to race, color, creed, gender identity or gender expression, age, national origin nor sexual preference. Our residents include many former professors, teachers, librarians, physicians, nurses, business owners, engineers, clergy, and others. They come from over 35 states.

Kendal at Oberlin is a full-service continuing care retirement community which serves older persons. Through a variety of contract options residents are assured of the coordination of health care including short and long-term nursing services. (Please refer to your personal Residence and Care Agreement). Equally important, residents enjoy an independent, enriching living experience. Kendal strives to create and nurture a sense of community and caring among its residents. Residents have their own private residences but are relieved of the burdens of maintaining a home. They are free to continue their occupations, pursue their own interests, travel, and participate in the many varied activities coordinated by the Kendal at Oberlin Residents Association (KORA) and its committees. Entry and monthly fees cover the cost-of-living accommodations, utilities, housekeeping, and maintenance services in addition to many health services which may not be covered by Medicare or supplemental insurance.

Mission

Founded as a nonprofit organization based on Quaker values, we are a vibrant, diverse, inclusive, caring community focused on healthy aging. We support individual lifestyles by promoting independence, continuous learning, engagement in and service to the wider community, social and intergenerational relationships, and excellent health care.

Vision for 2025

Leadership

Kendal at Oberlin will continue to be the model for innovation and quality in health care, services, and housing options for older adults in Northern Ohio. We provide supportive environments for living, gathering, and work,

where love is made visible through a broad interaction among those we serve, staff, and boards, and where trust and understanding grow from open communication and listening.

Principles and Services

Believing every individual should be treated with respect and dignity, we will continue to innovate and provide options to maximize independence, community engagement, and personal satisfaction for both resident and non-resident members and for staff.

Commitment

In accordance with Kendal values and consistent with our charitable purposes, we are committed to inclusivity, outreach, social responsibility, and accountability. Through inclusive policies and programs, we will serve an increasingly diverse group of older adults with a range of financial capabilities. Increased reserves will offer financial assistance to members, so they can remain in our community, and we will study potential ways to assist applicants who otherwise could not afford to enter.

Partnerships

In keeping with our charitable mission, we will maintain and extend our impact through Kendal affiliations and other partnerships to offer services to people in the wider community, focusing initially on health care and wellness services.

Operations

We will remain focused on being efficient, effective, flexible, and known for exceeding benchmarks in the field of aging, including minimizing fee increases for those we serve. Our standards of practice will ensure we are an excellent option across the continuum of services and for career development and employment. These objectives will be accomplished using fiscally responsible practices and at competitive prices.

Core Values

In accordance with the Values and Practices developed by the Kendal Family of Communities, we seek to achieve the following:

- To enhance quality of life and nurture a sense of community
- To provide high quality wellness and health care programs which offer a broad range of services

- To create a warm and comfortable home
- To employ a financial design which promotes stewardship and security, and serves our social objectives
- To encourage persons of diverse backgrounds to live in our community and serve on our staff and committees
- To foster a high-quality work experience for employees
- To pursue excellence in management and governance
- To engage in continuing education, evaluation and growth
- To encourage engagement in the larger community
- To provide leadership in the field of care for the aging and take an active and innovative role in addressing aging issues

KENDAL AT OBERLIN BOARD OF DIRECTORS

LIZ BURGESS
Chair

DOMINIQUE STECKER
Vice Chair

JOAN VILLARREAL
Vice Chair

BARB BENJAMIN
Secretary

JACK SOUTHWORTH
Treasurer

RICHARD BAZNIK

WUU-SHUNG CHUANG

MARY HABER

ALEXIA HUDSON-WARD

ROBERT MONCHEIN

SCOTT MOORE

GARY OLIN

ALISON RICKER

MARIANNE RILEY

DIANA ROOSE

DAN STORER

DAN STYER

GRACE TOMPOS

CARMEN VERHOSEK

KENDAL AT OBERLIN MANAGEMENT TEAM

Administration

Barbara Thomas, Chief Executive Officer
Stacy Terrell, Chief Health Services Officer
Laurie Dupee, Director of Community Outreach
Teresa Maynard, Office Manager

Admissions

Margaret Stark, Director of Admissions/Marketing

Creative Arts Therapies

Michele Tarsitano-Amato, Director of Creative Arts Therapies

Early Learning Center

Jeni Hoover, Director of Kendal Early Learning Center

Facility Services (Grounds, Maintenance, Transportation)

Rey Carrion, Director of Facility Services

Finance and Information Systems

Ann O'Malley, Chief Financial Officer
Judy Miller, Director of Information Technology and Accounting

Hospitality Services (Dining, Housekeeping and Laundry Services)

Greg Zehe, Director of Hospitality Services

Human Resources/Staff Education/Operations

Toni Merleno, Director of Human Resources and Operational Services

Clinical Services

Shenell Hinton, Director of Clinical Services

Therapy Services

Matt Baloun, Therapy Services Manager

Description of Management Team Responsibilities

Barbara Thomas, Chief Executive Officer

Barbara provides strategic and operational leadership reflecting Kendal Values and Practices. As the Chief Executive Officer, she carries full responsibility for all aspects of our retirement community with the support of a very capable management team. She is responsible to Kendal at Oberlin's Board of Directors as well as to The Kendal Corporation.

On a monthly basis, residents have a formal opportunity to hear about relevant issues with representatives of the administration via a community-wide meeting that includes a question-and-answer period. Additionally, Barbara, or a representative of administration, attends the Kendal at Oberlin Resident Council (KORA) meetings regularly to provide a report of current activities of interest to KORA. The Chief Executive Officer welcomes the opportunity to answer questions and discuss concerns or observations at any time. Residents are encouraged to stop in to make an appointment.

Barbara brings over 40 years of management experience working in continuing care retirement communities and joined Kendal in 1992, prior to opening. Her undergraduate degree was from Kent State University and she received a Master of Business Administration degree from Baldwin Wallace University. She is a licensed Nursing Home Administrator.

Stacy Terrell, Chief Health Services Officer

Stacy assists the Chief Executive Officer in the daily operation of the community, including specific responsibility for managing the health services departments, and compliance with state and federal regulations for the Stephens Care Center licensure and certification. Stacy's job scope includes much of the daily community life issues here at Kendal. He also fulfills the responsibilities of a Corporate Compliance Official.

Stacy holds a Master of Business Administration degree from Kent State University and a Master of Divinity from Ashland University. He began his career in the Life Plan Community field in 1981 and has held a number of operational and administrative positions and has been a Licensed Nursing Home Administrator since 1991. He joined Kendal in 2007. Stacy resides in Amherst.

Teresa Maynard-Pais, Office Manager

Teresa is the Chief Executive Officer's Assistant, providing administrative support related to resident, staff and board responsibilities. Additionally, Teresa manages the staffing and operation of the Heiser Front Desk and clerical support staff for the Administration office.

Teresa began working at Kendal in May of 2009. She previously worked at Charles Schwab, Richfield, Ohio, where she was the Executive Assistant to the vice president of customer relations and operations.

Maggie Stark, Director of Admissions/Marketing

Maggie directs and coordinates all occupancy activities related to the marketing and admissions process for cottages and apartments. Maggie also has responsibility for Kendal's advertising and public relations. She also oversees intra-community moves. Maggie's team includes the Assistant Marketing Director, Admissions Assistant, and Community Relations Coordinator.

Maggie has been with Kendal since 1994. Prior to Kendal, Maggie had 15 years in sales and management with both national and regional companies. Maggie graduated from Ohio University.

Jeni Hoover, Director of Kendal Early Learning Center

Jeni has the responsibility to oversee our nationally accredited licensed child day care center, serving our staff's and Oberlin community's children. The Director of this program oversees a child capacity of 30 with different staff ratios for preschool children.

Jeni has been a teacher with Kendal since 2009 and came with director and early childhood education experience. Jeni's strong commitment to growing our intergenerational programming while maintaining our NAEYC and Step Up to Quality accreditations assures our Kendal Early Learning Center will continue to provide the quality education and positive life experiences it has had for many years.

Michele Tarsitano-Amato, Director of Creative Arts Therapies

Michele's responsibilities include the oversight of recreational programming for the Stephens Care Center residents, volunteers and students. Using her background as a master's level Art Therapist, Registered and Board Certified, Michele sets the tone of programming to assure each resident can participate at his/her level, and

each resident has an opportunity to experience a high quality of life. The Creative Arts Therapy team includes a full time Music Therapist and part-time Creative Arts Therapy Assistant.

Michele received her undergraduate degree from Ohio University in 1988 and graduated from Ursuline College in 1991. Michele is a “founding staff” member having started her employment with Kendal in 1993.

Greg Zehe, Director of Hospitality Services

Greg has responsibility for directing our Housekeeping, Laundry and Dining programs. Greg’s leadership team includes the Stephens Care Center Housekeeping Supervisor, Independent Living Housekeeping Supervisor, P.M. Housekeeping Supervisor, Laundry Supervisor, Executive Chef, Dining Room/Catering Manager, Langston Bistro Manager, Community Nutritionist, and the Executive Administrative Assistant. Greg has a degree in Business Administration and is a Licensed Nursing Home Administrator. He has many years of operations management experience and joined Kendal in 2007.

Ann O’Malley, Chief Financial Officer

The Chief Financial Officer directs and oversees all the financial affairs of Kendal at Oberlin. She is responsible for bringing the financial point of view to bear on most of the important decisions made at Kendal. Ann’s team includes the Director of Information Technology & Accounting, Accounts Payable/Payroll Coordinator, Billing Coordinator, Insurance Coordinator, Staff Accountant and Ancillary Supply Clerk.

Ann received her bachelor’s degree in Accounting and Business Law from Ohio University. She is a Certified Public Accountant in the State of Ohio. Prior to joining Kendal in 2001, Ann worked for Ernst and Young, LLP, for over 15 years in a variety of areas including the External Audit Practice, The Dispute Resolution and Litigation Services Practice and as an area industry leader for the Internal Audit Services Practice.

Rey Carrion, Director of Facility Services

The Director’s responsibility includes the entire physical plant and grounds of our Kendal community. The Director develops plans, organizes, and directs all operations which include maintenance, grounds, transportation, security and building construction. The Director receives assistance from the Assistant Director

of Facility Services, Facility Operations Manager, Maintenance Coordinator, Transportation Coordinator, and Administrative Assistant.

Judy Miller, Director of Information Technology & Accounting

Judy oversees the administration of both the local and wide area networks for Kendal at Oberlin and Kendal at Home and coordinates these operations with information systems of The Kendal Corporation. She also supervises billing, accounts receivable, accounts payable and the payroll operations of the Finance Department. Judy works closely with the Chief Financial Officer in the creation and presentation of the monthly financial reporting for the Kendal Board of Directors and department managers. Judy is a Certified Network Administrator with over 20 years of information technology and accounting experience and joined Kendal at our opening in 1993.

Shenell Hinton, Director of Clinical Services

Shenell brings over 23 years of experience in nursing with the past 15 years in nursing administration. She graduated from Kent State University with her BSN in 1995 and is a Certified Rehabilitation Registered Nurse (CRRN) and a Certified Case Manager (CCM), currently working on her MSN/MBA with a focus on Nursing Administration.

The Director of Clinical Services incorporates the role of Director of Nursing of the Stephens Care Center and also adds oversight of our Health and Wellness Clinic. Shenell is responsible for promoting residents' health through direction and development of staff, as well as collaborating with physicians and all interdisciplinary team members. Shenell is also responsible for providing physical and psychological support for residents, and other Kendal related individuals, while directing and supervising Kendal's entire nursing and Health & Wellness Clinic teams.

As a key member of the management team, her attention remains ever vigilant of the necessary regulations and best standards of practice that are part of our licensure under the Ohio Department of Health and voluntary accreditation with CARF-CCAC.

Laurie Dupee, Director of Community Outreach

Responsible for ensuring successful integration of Ohio Living Home Health & Hospice on the campus, being a liaison between Ohio Living and Kendal at Oberlin and connecting resident needs with Ohio Living services. Laurie also

spends time marketing the available rooms in the Stephens Care Center, both nursing and assisted living, as well as collaborating with community partners that offer services that older adults need and can benefit from in Lorain County. Laurie is an LPN and has been with Kendal since opening in 1993.

Therapy Services Manager

Manages all therapeutic services, including physical, occupational, speech, and aquatic therapies. The goal of these services is to restore residents to their highest functional level while remaining as pain-free as possible. These goals are achieved by implementing wellness-oriented exercise programs or rehabilitation regimens which restore physical abilities.

Kim Preston & Kim Peters, Social Services Associates

The role of the Social Services staff is to assist Kendal residents and their families in times of transition, such as during admission to or discharge from the Stephens Care Center, and at other times when emotional or psychological support is needed. They are knowledgeable about the community and can link residents and their families with appropriate support resources. Assistance with questions about end-of-life planning and advance directives is also available through the Social Services staff.

Toni Merleno, Director of Human Resources & Operational Services

Toni oversees all personnel functions including benefits and policy administration according to Kendal's Values and Practices. She also screens all applicants for regularly scheduled department openings. Staff education encompasses the development and implementation of training programs, including in-services and staff communication tools such as the staff newsletter, *Ripples in the Pond*, and e-learning. The Director of HR & Operational Services supervises her team of an HR Generalist and an HR Assistant, the Director of the Kendal Early Learning Center, and the Director of Hospitality Services. Toni also serves as Risk Manager and oversees the Safety Program.

Toni Merleno received her bachelor's degree in English from The King's College and was a high school English teacher before changing her profession to human resources, working 14 years in the retail, horticulture, and manufacturing industries before joining Kendal in 1998.

GENERAL INFORMATION

The Kendal at Oberlin telephone number is: (440) 775-0094.

The reception desk in the Heiser Community Center is open at the following times.

8:00am - 5:00pm Weekdays

8:00am - 4:00pm Weekends and Holidays

Messages for staff may be left with the receptionist. If you need to see a member of the administrative staff, please ask to be announced by the receptionist. For emergencies when the reception desk is closed, call: 775-9800. This number connects you directly with the Stephens Care Center which is open 24 hours a day.

Absences from Kendal at Oberlin

Kendal at Oberlin is your home, and you are free to come and go as you wish. When you will be away overnight or longer, please sign-out or complete a Resident's Absence form at the reception desk to indicate where you can be reached in the event of an emergency. If your unit will be occupied in your absence, please notify the Director of Admissions/Marketing. For security purposes, please notify the receptionist promptly when you return to Kendal at Oberlin.

Alcohol

Wine and beer may be brought by residents to accompany meals in The Fox and Fell dining room. On Christmas, Thanksgiving, Annual Anniversary dinner and other occasions where The Fox and Fell has reservations that exceed capacity, wine and beer is approved to be brought into the Langston. No other alcoholic beverages are permitted. This policy was approved by the Board of Directors after community input.

Apartments and Cottages

Apartment Laundry Rooms

Two washers and two dryers are located on each floor of the apartment building. Arrangements may be made with Laundry for large, weighty items needing to be laundered, i.e. washable rugs, bedspreads, etc.

Bathroom Tub/Shower

The fiberglass tub/shower unit is easily cleaned with soap and water. **Abrasive cleaners such as Comet and Ajax must not be used.** The tub/shower and all other bathroom fixtures are cleaned as part of your housekeeping service. Appliques should not be affixed to the bottom of the tub. The use of a rubber mat is recommended.

Carpets and Floor Coverings

Housekeeping cleans and maintains carpeting on a regular basis. For small spills, a light sponging of the carpet surface with tepid water is usually sufficient. In the event of an accident which may stain the carpet, please contact Housekeeping at 775-9199 for assistance. The option of one carpet clean per year is available free of charge at your request. Arrangements can be made at the contact number above.

For resident-installed carpet, Housekeeping will be responsible only for bi-monthly vacuuming. Kendal is not responsible for any incidental damage to Oriental rugs, throw rugs, etc. These should be removed prior to your cleaning time. If you choose to allow us to vacuum them, you should first complete a waiver.

Cottage Hot Water Heater

Individual hot water heaters are installed in each cottage. Only maintenance personnel are authorized to adjust these units. If your hot water heater needs service, please notify the Facility Services Department.

Damages to Apartment or Cottage

If the carpeting, tile floors, or window treatments, if provided by Kendal, are damaged by a resident, all costs for repairs are the responsibility of the resident.

Extermination Service

Extermination is rendered through an outside contract for the rare situation of roaches, rats, mice and other vermin only. The treatment of normal household pests, i.e. ants, flies, etc., is the responsibility of the resident. If you have a problem which you believe is beyond your control, contact the Facility Services Department. If extermination services are required as a result of your pet, you will be charged a fee.

Fireplace

If you have a fireplace, please observe the following precautions:

- Open the damper before using the fireplace.
- Do not burn trash in your fireplace.
- Do not use the fireplace without andirons or a grate and a fireplace screen.
- Do not leave your unit or go to bed/sleep with the fire burning.
- Keep the damper closed when not using the fireplace.

Heating and Cooling

The temperature in your home may be controlled by using the thermostats. Please refer to the manual of instructions for your particular unit (which you received on arrival).

Kitchen Sink

The sink and appliances should be cleaned only with soap and water or with liquid cleaners (such as Soft Scrub). **Do not use abrasive cleaners (such as Comet, Ajax, or steel wool).**

Modifications and Additions

Modifications include, but not limited to addition or removal of a wall, bathroom fixtures and decorating selections of non-standard finishes, wallpaper and flooring. Additions include, but are not limited to screen doors, powder room, shelving, and patio enclosures. Additions affixed to a structure will remain with the accommodation.

Operating Instructions for Equipment and Appliances

Appliances and equipment in your unit have been selected for their quality, serviceability, and your convenience and comfort. As with all mechanical equipment, they require reasonable care. Please carefully read the operating manuals found in your kitchen. If you need service or assistance in the use of your appliances and equipment, contact the Facility Services Department.

Residents in cottages and ground level apartments are responsible for the maintenance of their patio gardens. Flower gardens or shrubbery plantings are permitted beyond the patio edges within 5 feet. To obtain this handout or advice on your garden, please contact a member of the resident Horticulture Committee. If you do not have a garden, the grass will be mowed up to the patio edges. Please note, requests for extended gardens or special plantings

are to be submitted via the Resident Landscape Project Authorization Form. These projects require permission from Facility Services. A copy of this form may be found in the Appendix of this Handbook and are also available at the reception desk.

Patio Enclosures

Enclosures may be constructed on classic cottages as specified by approved Kendal at Oberlin plans. Considerations taken into account for these plans were uniform outside appearance, location, impact of the plan on neighboring areas, and maintenance access to equipment.

Range

All Kendal at Oberlin independent living units are equipped with an electric range with oven. Please refer to your operating manual for instruction on its use.

Refrigerator

The refrigerator requires little care other than regular cleaning. A setting of "3" on the temperature control is normally satisfactory. For colder temperatures, turn the dial to 4 or 5; for warmer temperatures, turn the dial to 2 or 1.

Restoration

Fees may be charged for modifications to cover the cost of returning the accommodation to original condition for future residents. The restoration fee(s) assessed is identified at the time the modification form is approved and before the work is started.

The Residence & Care Agreement addresses modifications in paragraph 8; "Modifications to any living accommodation, other than those we undertake, will require the approval of the Chief Executive Officer and, if so approved, will be at your expense and will thereafter become our property. Approval of such modification may be conditioned upon your payment to us of a sum sufficient to later restore the living accommodation to its original condition." Work by outside contractors still requires Kendal approval and may be subject to the restoration fee.

Screen/Storm Door

A screen/storm door for the front cottage door can be ordered and installed at

your own expense by submitting a Request for Modification Form to Facility Services.

Washer and Dryer

Each cottage is equipped with a stacked washer/dryer combination. Beginning in 2016, apartments also are equipped with a combined washer/dryer one-unit system. The apartment building continues to house a laundry room with full size washers and dryers. For instruction on each, please refer to the operation manuals.

Buddy System

Kendal at Oberlin's "Buddy System" is a much-encouraged voluntary program designed to enhance the safety and security of independent residents. Each participating resident selects a buddy with whom he or she engages in daily contact to affirm that everything is O.K. The buddies decide the method of contact. It can be non-invasive, for example: checking to see if your buddy has taken in his/her newspaper or opened a certain shade or curtain or, as in the case of the apartments, placing a certain item on the corner shelf outside the front door. Participants can also contact one another regularly by phone.

Most buddies check on one another in the morning; however, any agreed upon time is acceptable. It is most important that buddies inform one another when they will be away from Kendal, and that they get a substitute to check on their buddy in their absence.

If your buddy does not respond or fails to make contact with you, please call him/her to make certain he/she is alright. If you are unable to contact your buddy, call The Health and Wellness Clinic (775-9819) or, after hours, the Stephens Care Center main desk (775-9800).

Bulletin Board Policies

The bulletin boards have four panels. Panel I is for Administration and KORA Council use. Panel II is devoted to events for residents and for personal notices. Panel III is for town and college events of interest to residents. Panel IV is for wellness activities, RAF shops, and volunteers.

1. Posters or notices larger than 8-1/2" X 11" cannot be accepted.

2. No solicitations will be posted. This includes political requests to vote for a certain candidate or political party. Notices of non-partisan candidate meetings will be posted.
3. Residents should not place items on the board themselves. Instead, items should be placed in the BULLETIN BOARD OPEN MAILBOX at the far-right end of the open mailbox section.
4. Notices having a specific performance date shall be posted no more than three weeks ahead of that date and will be removed immediately after.
5. Brief, easily read dates of performance or deadlines is desired. Computer generated or hand lettered announcements in large print which can be placed at the top of the board and still be read will help utilize all available space.

For other specific information and advice on posting, please call the Chair of the Bulletin Board Committee. (Please see KORA section of Bulletin Board.)

Canoeing or Kayaking on Kendal Ponds

Canoeing or Kayaking on Kendal Ponds should only take place on occasions pre-approved by Administration, such as the Annual July 4th Celebration. On these occasions, only Farmer's Pond, Rock Pond and Triangle Pond may be used due to safety concerns. Wearing a life jacket is mandatory and great care should be taken getting into and out of canoes and kayaks due to the mud surrounding these lakes which can make it difficult to move or walk.

Contractual Arrangements with Kendal at Oberlin

Medical Insurance Billing

Many medical services provided at Kendal are covered in part by Medicare, supplemental insurance, or by the resident's Kendal contract. When prescribed by one of the Kendal physicians, Kendal will furnish medical services, general nursing care within its facilities, special dietary services, some or all prescription medicines (depending on the resident's Kendal contract and excluding medications which can be purchased without a prescription), and physical, occupational, and speech therapy.

Kendal residents are solely responsible for drugs available without prescription (even if prescribed), prescription drugs not on our formulary (unless determined to be medically necessary by a Kendal physician), refractions, eyeglasses, contact lenses, hearing aids, dentistry, dentures, incontinence supplies, etc. A

complete list of excluded services is listed in the resident's Kendal contract. The cost of such services may not be covered financially by Kendal, Medicare, or supplementary insurance plans.

Kendal at Oberlin also provides periodic medical reviews. These reviews help the physicians and the Health and Wellness Clinic staff to assist each resident in managing his/her health status. Annual physicals are a Medicare-covered service. In some cases, residents may request preventive services that the physician may determine are not necessary or indicated. This medical opinion will be shared with the resident. When such a test or service is requested and received (and it is not a Medicare-covered service or prescribed by a Kendal physician), the cost will be billed to the resident's secondary insurance if applicable, and uncovered amounts will be the resident's responsibility.

Residents receiving Medicare skilled therapy services will receive a statement from Medicare listing the amount that was paid, as well as the co-insurance portion. The co-insurance portion will be billed to the resident's supplementary insurance carrier, and any remaining unpaid portion will be billed to the resident.

Residents who receive billing-related statements from prescription drug or medical insurance companies should share the information with the Health and Wellness Clinic staff or with the insurance and billing specialists as appropriate.

Medical Insurance - Required

The Residence and Care Agreement requires that you carry Medicare Parts A and B and an acceptable supplemental insurance plan as determined by Kendal at Oberlin. The supplemental insurance should include, but is not limited to, coverage of Medicare co-pay amounts, in full, for inpatient hospital stays, outpatient hospital services, outpatient therapy, ambulance and physician's services, and skilled nursing facility stays.

Residents are advised to check their insurance company's allowable network provider list to be sure that Kendal is included. Changes can occur frequently.

If you do not have Medicare A and B and acceptable supplemental insurance, you will be billed the difference between what your insurance reimbursed and what the required insurance would have reimbursed.

Contracts signed July 2006 or later require Medicare Part D for prescription

coverage or other creditable coverage.

Should you fail to arrange for appropriate medical insurance coverage, Kendal at Oberlin will have the option to submit application on your behalf for any insurance required in the above paragraph and to pay on your behalf premiums in connection with such insurance and to charge the cost to you. If you are unable or unwilling to qualify for such insurance, Kendal at Oberlin may require that you pay a higher monthly fee than that charged residents who do so qualify, or, at our option, to charge you the full cost of medical and nursing services.

Medical Insurance - Optional

Other medical insurance is not usually needed or recommended. However, some residents may wish to have additional insurance to: a) insure medical coverage when away from Kendal, b) protect the option to choose physicians or hospitals, including Kendal as a care/service provider, c) insure medical coverage when traveling out of the country, and d) reimburse the costs not covered by Kendal under the Residence and Care Agreement.

Over-the-Counter Drugs

The cost of non-prescription medications is not covered by the Kendal Residence and Care Agreement even though they may be ordered by a physician (i.e., vitamins, antacids, some cough and cold medications, aspirin, Tylenol, etc.).

Prescription Drugs

If specified in the Residence and Care Agreement, Kendal at Oberlin may cover the cost of prescription drugs ordered by Kendal physicians or specialists referred by Kendal physicians. Residents with contracts written after July 1, 2006, are responsible for the cost of prescription drugs. Please note, all covered prescription drugs are listed on Kendal's formulary. Residents pay for all over-the-counter drugs and non-formulary drugs (see above).

Reimbursements and Claims

We have arranged for Kendal physicians to file medical insurance claims for you as required by law. Kendal's Insurance Coordinator will keep track of all medical insurance claims, answer questions, and assist with problems. Upon move-in to Kendal, it is suggested that you arrange for an appointment with the Insurance Coordinator to discuss your Medicare and supplemental insurance coverage.

Kendal at Oberlin pays for medical expenses as outlined in the contract. Services provided by Kendal at Oberlin that are reimbursable expenses are submitted to Medicare. Kendal at Oberlin is responsible for payment of any part of the annual Medicare Part B deductible (if the services were provided or referred by Kendal at Oberlin) on covered services as outlined in the contract.

Medical insurance reimbursements for medical costs paid by Kendal at Oberlin, even those made payable to the resident personally, should be given to the Insurance Coordinator. In this way, Kendal at Oberlin is partially reimbursed for the medical costs it has covered, and the resident fulfills his/her contractual agreement with Kendal at Oberlin.

Copy Reproduction Service

Residents may make their own copies for a minor cost on the library copier or arrange with the receptionist to have documents copied.

Corporate Compliance and Ethics Program

Kendal at Oberlin's Compliance and Ethics Program covers the compliance issues, laws and regulations, and guidelines that are relevant to the scope and range of our services. This includes but is not limited to Medicare regulatory issues; guidelines from the Office of Inspector General, Internal Revenue Service, the Office of Civil Rights of the Department of Health and Human Services, Occupational Safety and Health Administration, the Ohio Department of Health; as well as other federal and state regulatory and business issues. The program fosters a culture of compliance that promotes legal and ethical behavior in the workplace by creating processes that detect and prevent fraud, waste, abuse, and policy violations.

Kendal at Oberlin has partnered with Friends Services for the Aging (FSA) to provide resources for training and auditing, ensuring the integrity and vitality of our Compliance and Ethics Program through FSA's Peace Church Compliance Program. FSA's Vice President of Compliance serves as our Compliance Officer. This person has the responsibility to assist the Kendal at Oberlin's Compliance Official, CEO, and Board of Directors in designing and overseeing efforts in establishing, maintaining, and monitoring compliance within our organization.

Kendal at Oberlin's Chief Health Services Officer serves as the Compliance Official of Kendal at Oberlin, overseeing daily oversight of our Compliance and Ethics Program and chairs Kendal at Oberlin's Corporate Compliance Committee.

Hospitalized Resident Information Committee

Many Kendal residents want other residents to be informed if they are unexpectedly hospitalized longer than overnight. To comply with HIPAA and confidentiality requirements, Kendal at Oberlin requires written authorization to provide such information. Completing and signing this **optional** form gives Kendal permission to notify the Hospitalized Resident Information Committee where you are. Once completed, the form should be returned to the Health and Wellness Clinic which will call the committee with the information on the next Health and Wellness Clinic business day. Please look at the KORA section of the bulletin board to find the current Chair of the Hospitalized Resident Information Committee.

Medical Ethics Committee

The Medical Ethics Committee of Kendal at Oberlin serves as a resource for residents, families, medical staff, and other personnel concerned with ethical issues in resident health care. The Committee is available to provide clarification, advice, education, and emotional support on request. Its recommendations are non-binding and are intended solely to be helpful and supportive during difficult situations, taking into account the best interests of the resident, the expressed wishes of the resident, or of a duly appointed proxy, the equanimity of family and friends, sound and compassionate medical practice, and Kendal's *Values and Practices*.

Committee membership is drawn from the fields of nursing, medicine, social work, hospice care, administration, law, clergy, family members of Stephens Care Center residents, and persons from other Kendal departments having contact with residents, ensuring a variety of backgrounds, experiences, and perspectives. A minimum of two Kendal at Oberlin residents also serve. A list of Ethics Committee members is posted on the Heiser Community Bulletin Board, and any resident, family member, physician or staff member may request consultation by contacting anyone on the list. The person contacted will help complete a simple request form and see that timely and appropriate arrangements are made for a consultation. The consultation itself is informal and is intended only to elicit the details of the circumstances which prompted the expressed concern.

Reporting Compliance Concerns

If you have a concerns or questions of a compliance or ethical nature, please contact the Chief Health Services Officer/Compliance Official, any member of the Corporate Compliance Committee, or the CEO. Kendal at Oberlin also maintains a Corporate Compliance Hotline. The Compliance Line is available 24 hours a day, 7 days a week, for callers to report compliance-related issues. Concerns that are reported to the Compliance Line are taken seriously.

The Compliance Hotline Phone Number is 800-211-2713.

All calls are confidential, and you may call anonymously if you choose.

Resident Care and Concerns

1. To receive complete information regarding diagnosis, treatment and prognosis; such information should be in terms that are easily understood and should be provided in a timely manner to assist decision-making
2. To participate fully in the development and implementation of your health care decisions and to be aware of your status
3. To refuse treatment and to be informed of the medical consequences of this refusal
4. To formulate advance directives and appoint a surrogate to make healthcare decisions as permitted by law
5. To expect that your Advance Directives will be honored when ethically possible
6. To receive physical, emotional and spiritual support during times of illness
7. To have freedom from restraints or from any form of seclusion
8. To be informed of realistic care alternatives and to receive guidance in the pursuit of those alternatives if desired
9. To be informed of and to give or withhold consent to any human experimentation or other research / educational projects affecting your care or treatment

10. To access the Kendal at Oberlin Ethics Committee if you have ethical issues concerning your care
11. To be informed of the right and given the means to file a complaint or grievance, request to have care reviewed, or notify regulatory and certifying agencies by contacting Kendal at Oberlin's Corporate Compliance Official at extension 440-775-9811, or by contacting the Corporate Compliance Hotline at 1-800-211-2713.
12. To know the disposition of such complaints and to voice grievances without fear of discrimination or reprisal

Resident Privacy and Safety

1. To have confidentiality ensured regarding personal business or information concerning your medical care, including your medical record
2. To have personal privacy protected under HIPAA Privacy regulations
3. To be cared for in a safe setting, and one free from all forms of abuse or harassment
4. To review the information contained in your medical record; and to have the information explained or interpreted as necessary
5. To voice your grievances without fear of discrimination or reprisal for having done so
6. To be informed of available protective services if needed

Resident Responsibilities

To help us meet your healthcare needs and provide you with appropriate care, your responsibilities as a Kendal at Oberlin resident are:

1. To provide, to the best of your knowledge, all necessary personal and family health information including your present complaints, past illnesses, hospitalizations, medications and other matters related to your health and to report any changes in your condition to the responsible practitioner.

2. To participate to the best of your abilities in making decisions about your medical treatment and in carrying out the plan of care agreed upon by you and your caregivers.
3. To ask questions of your physician or other caregivers when you do not understand any information, instructions or what is expected of you.
4. If you believe that an error has been made in your medical care, to inform Kendal staff and/or your physician. You are responsible for reporting your symptoms in an effort to assist our health care staff in preventing medical errors.
5. To inform your physician or other care providers if you do not understand your diagnosis or treatment or if you desire a transfer of care to another physician, caregiver or facility.
6. To be considerate of others receiving or providing care.
7. To keep appointments reliably and promptly or to notify appropriate staff when you are unable to attend an appointment.
8. To observe facility policies and procedures.
9. To accept your financial obligations associated with your care and request financial assistance if needed.
10. To be reasonable in requests for medical treatment and other services.
11. To accept responsibility for your actions if you refuse treatment or do not follow the physician instructions and to recognize the impact of your lifestyle on your health.
12. To advise your caregivers of any dissatisfaction you may have.
13. To ensure the financial obligations for your treatment are fulfilled in a timely fashion.

14. To be familiar with your health insurance coverage and your Kendal contract, if applicable.

Resident Rights

1. Based on the mission and Values and Standards of Kendal at Oberlin, we believe that every patient has the right:
2. To receive considerate, respectful and compassionate care that promotes dignity, privacy, safety and comfort regardless of gender expression or identity, sexual orientation, religious belief, race, nationality, age, ability, and sources of payment
3. To receive medically appropriate services and treatment within Kendal's mission and policies, and applicable laws and regulations
4. To request assistance when visual or hearing impairments affect communication
5. To receive appropriate assessment and management of pain and symptoms
6. To have family members or representatives of your choice and your own physician notified promptly of your admission to a hospital
7. To know the names and roles of the people treating you and to request a second opinion or a change of physicians without fear of reprisal
8. To examine and receive an explanation of your bill and to be informed of available payment methods
9. To know of business relationships that Kendal has that may influence your treatment and care
10. To be transferred to another facility as recommended or requested and to be informed of risks, benefits and alternatives to transfer

For more information on these rights or responsibilities, ask any Kendal at Oberlin staff member.

Day-to-Day Information

The main sources of day-to-day information are the resident and administrative bulletin boards located in the Heiser Community Center, Kendal TV station WKAO (various channels depending on your TV service/provider) and the Kendal websites. You are urged to consult these sites regularly for announcements from administration, department heads, and the Kendal at Oberlin (KORA) committees. You may also receive information in your open box, or if you choose, by email. The “Kendalight”_newsletter contains a monthly calendar of events known at the time of publication.

Extreme Weather Meal Delivery

When extreme weather conditions create potential safety hazards, meals may be delivered to your unit. The Dining Services Department will advise when conditions warrant a delivery option.

Firearms

Our facility prohibits employees, residents, visitors, or others from possessing firearms while in any of our common spaces. Ohio laws are followed in regard to your independent cottage or apartment.

Garden Plots

Garden plots are available to residents for a nominal fee (\$10 per 10ft²) and are located on the hill near the Facility Services Building. To reserve a plot, please contact the Horticulture Committee chairperson(s).

Grievance Procedures

Most concerns get addressed by communicating in person directly to the department involved, or through committees whose purpose is to review such matters. Kendal at Oberlin is a community that values communication between residents and staff. Regular resident meeting opportunities such as the Afternoon Exchange, KORA’s monthly Council Meeting, and the drop-in sessions with the Suggestions and Concerns Committee (Please see “Purpose of KORA Committees and Groups” in the Residents Association section of the Handbook.) provide natural ways to address issues before they build into serious complaints.

If you are not satisfied with such mechanisms and wish to submit a formal written Grievance, you may be assured that your action will not result in retaliation or barriers to services at Kendal. (A Grievance Report Form is available at reception desk and a copy of the form may be found in the Appendix of this Handbook.)

These are the steps that Kendal follows if Administration receives a formal Grievance from a resident living in a cottage or apartment. There is a similar procedure established for residents living in Stephens Care Center, a licensed area as determined by Ohio regulations.

1. The Grievance is first evaluated by Administration to determine which department is best suited to address the Grievance.
2. The person submitting the Grievance will be informed by Administration within 2 business days what action steps will be taken to address the Grievance. Often, time may be needed to gather additional information. If desired, a meeting will be arranged face to face to begin the effort for resolution.
3. A person submitting a Grievance may wish to have an advocate join them for any review of the matter. The person may also request assistance from Kendal to provide an advocate.
4. The Administration or department that has been assigned the Grievance will discuss with the individual the projected time frame for a response to the Grievance. Every effort will be made to resolve the Grievance promptly. A status of the matter will be provided no later than one week, assuming it is not of an emergency nature. In some cases, the next step may be to agree to preliminary actions toward consensus of a resolution.
5. When a resolution is agreed upon, it will be put in writing by the appropriate person at Kendal at Oberlin. This often is a department head or a member of the Administration.
6. If the matter cannot be resolved satisfactorily to both parties, it will be referred to the next level of authority including Administration or even to the Board of Directors. A form is available through the receptionist if you wish to submit a grievance.

Kendal prides itself on having residents and staff who can resolve most matters by working continuously at communication and a mutually supportive relationship to be the best retirement community possible. Like every responsible business however, we will use whatever means necessary, including the steps described above to resolve a Grievance.

Grills

Policy: Subject to the terms of this policy, KaO residents may be permitted to keep gas cooking grills on campus for their own use.

Apartment Building: Kendal at Oberlin does not permit grills in our apartment building as a result, residents may not keep them in or near their apartments.

Basic Requirements and Specifications: Residents of single-story cottages at Kendal at Oberlin may keep gas or electric grills for their personal use, subject to the other terms of this policy. Grills are to be fueled by liquid propane (LP) tanks with a capacity of not more than 20lbs or electricity by 120V outlet; charcoal grills are not permitted for resident use on campus. Grills are to be limited in size and portable (wheeled), having a maximum of three burners and a cooking surface of no more than 650 sq. inches.

Use and Safety: Residents must follow all of the manufacturer's guidelines for safe operation of the grill, including the starting procedure, use of appropriate LP gas tanks, and start-up procedures after long periods of not operating. All grills must have electronic ignition and must be maintained in good condition and proper working order. While cooking, grill must be placed at the farthest edge from the cottage on the open-air patio but kept away from mulched areas. After cooking is completed, the grills should be left to cool completely before being moved or stored. Grills should be cleaned after use and grease traps must be cleaned on a regular basis to prevent fires in the trap or collection compartment. When grill is not in use, both grill burner controls and the valve to the LP tank itself should be completely closed. Electric grills should be unplugged preventing potential fire.

Grills must not be used within 10 feet of a building, to avoid the risk of fire; vinyl siding is also easily damaged if exposed to the heat from a nearby grill. Grills should not be operated near adjacent open windows or doors as building smoke alarms may trigger, causing evacuation of the building. Residents operating grills should be mindful of whether smoke from the grill is blowing toward neighboring cottages.

Maintenance and Storage: Residents must follow all of the manufacturer's instructions for proper maintenance and storage of the grill and keep it safely in good working condition. When not in use, grills (fully cooled) should be covered and stored on patios or in carports; grills and LP tanks may not be stored in

cottages or apartments, or in common areas, exterior storage sheds or enclosed patios. While stored, grill wheels should be locked in place to avoid possible movement due to high wind conditions. It is highly recommended that LP tanks remain with the grill and be securely attached to the grill. LP tanks must comply with most recent regulations regarding permissible tanks.

Financial Responsibilities: Residents or guests will be held financially responsible for property damage and/or personal injury resulting from the use of a grill. It is the responsibility of the resident to understand and follow all safety precautions to prevent such occurrences.

Income Tax Deduction for Medical Expense

Because entry and monthly fees cover a resident's health care costs, a portion of each resident's entry fee and monthly fee may be considered a medical expense for federal income tax purposes under Revenue Ruling 76-481. The portion varies from year to year and depends upon the type of contract you have entered into. Residents are encouraged to consult their own tax advisors for further information since a number of variable factors affect each resident's individual financial circumstances.

"Per-Capita Method": Kendal at Oberlin calculates the medical costs that are associated with the monthly fee and entry fee medical expenses using the per-capita (actuarial) method. The actuarial method assumes that the per-capita amount will continue to apply regardless of the level of care. This method provides a single dollar amount per year per resident. While the general approach is known to be acceptable to the IRS, the specific method of computation has never been approved or disapproved.

Landscaping Guidelines

Kendal at Oberlin is fortunate to have a Horticulture Committee, Arboretum Committee, and Grounds staff that help make our campus beautiful. Areas surrounding cottages have their own unique landscape features, but there are general guidelines to be followed by all to ensure a beautiful, safe campus for current and future residents.

Landscaping Close to Your Cottage

You are responsible for the landscaping within 5 feet of the back and side (when applicable) of your cottage or apartment. If you desire more than 5 feet, you must submit a "Landscape Project Authorization Form". This form

can be obtained from the receptionist in the Heiser Community Center. If you can no longer care for the 5-foot landscape area, please contact the Grounds Supervisor to discuss options available to you.

Landscaping in this area needs careful consideration. Please take into account the following points when gardening:

- Trees, shrubs, and woody vines are not to be planted within the river stone border in front of cottages. If these plants are present and problematic, Grounds will work with the resident to manage the issue, which may require removal.
- Trees of any size should not be planted within your 5-foot area without first discussing with Grounds to be sure that the species/cultivar is size appropriate. If you are interested in planting a tree, please fill out the "Landscape Project Authorization Form". For suggestions of appropriate plants or questions, please contact the Grounds Supervisor.
- Before planting, consider the expected size of plants at their maturity.
- Plants should not be allowed to grow within 18-inches of buildings, AC units, transformers, or other fixtures for which space is required for maintenance and repairs.
- Consult with the Grounds Supervisor for locations of underground lines, pipes, and other infrastructure before installing raised beds, lattices, or trellises; all of which must be free standing, not attached to a permanent structure.
- Mulch or other landscaping materials need to be at least one inch below the vinyl siding to avoid water damage to underlying wood.
- Compost, topsoil, and mulch are available for a nominal fee. Please contact the Grounds Supervisor, if needed.
- Lawn mowers need 7-feet of overhead clearance and have difficulty maneuvering sharp angles. The Grounds staff try to exercise care, but damage to encroaching plants is sometimes unavoidable.
- Bird feeders, pet anchors, hoses and reels, lawn ornaments, etc. should be within your garden and not in the lawn during mowing season.

Care of Beds in Common Areas

There are many beds and courtyards throughout campus that are collectively cared for by staff and residents. If you are interested in helping care for these areas, contact the Grounds Supervisor.

Integrated Pest Management

The Grounds staff practices integrated pest management – a technique which includes biological, cultural, and chemical methods to manage the health of our campus. River stone in front of cottages is treated by the Grounds Staff periodically to control weeds. Residents have the option to decline treatment, but then are responsible to maintain their area free of weeds. The Grounds Supervisor will notify residents before treatments begin in the spring, including the option to request no treatment. White bands will be attached to the covered walkway posts in front of cottages that request no treatment.

Other areas around campus are occasionally treated for various reasons. When lawn applications are scheduled near cottages, residents will be made aware by the Grounds Supervisor.

Green Waste Disposal

Green waste includes twigs, weeds, leaves, sod, soil, and other compostable material. It does not include trash or recyclables such as pots, plastic bags, plant tags, wreaths or floral arrangements with metal, plastic, or foam.

The green waste is collected by Grounds and is professionally composted by an outside company. If you would like your green waste collected, place it in a compostable bag or box and leave it outside your trash room.

Alternatively, you can take it to the green waste pile southeast of the employee parking lot.

Mail

United States Postal Service (USPS)

Resident mail is received Monday through Saturday and distributed by the U.S. Postal Service to your individual U.S. mailbox which can be opened with your unit key. Outgoing mail is picked up once a day from the mailboxes located in the main corridors of the Heiser Community Center and Stephens Care Center. Parcel notices will be placed in your U.S. mailbox. Parcels can be picked up at the reception desk during normal hours from 8:00am to 7:30pm.

Should you be away from the community for a few days, you can either allow mail to accumulate in your mailbox or lend your key to a friend to pick-up the

mail. For longer absences, through the receptionist, arrange with the post office to either have your first-class mail forwarded while other mail is held or have all mail held for you at Kendal at Oberlin.

The receptionist is able to sell you a few stamps and send certified (but not registered or insured) letters and ordinary packages. (Packages to be sent may be left at the front desk, ready for sending, and only when the receptionist is on duty).

Should your package to be mailed include any food or other perishable items, we urge you to take it directly to the U. S. Post Office or bring it to Kendal on the day of pick-up only.

Registered mail is signed for by the receptionist. The letter will then be placed in your U. S. Mailbox.

Open Mailboxes

Open Mailboxes are located in the main corridor of the Heiser Community Center and Stephens Care Center. These boxes are for Kendal at Oberlin internal mail, personal messages from other residents, administrative notices, and monthly statements. It is important to check your Open Mailbox daily. Internal mail for residents of the Stephens Care Center may also be delivered to the nursing station.

The open mailboxes are also used by Kendal at Oberlin Administration and by KORA to solicit contributions to such funds as the Residents Assistance Fund, the Employee Vacation Fund, the Employee Holiday Fund and the KORA Budget Fund. Outside organizations may solicit funds or distribute information only by requesting a Kendal resident who is a member of that organization to distribute the information, preferably to residents who are likely to be interested. The solicitation, or notice, must be personally signed in a sealed envelope.

A Kendal resident who is a member or supporter of a nonprofit organization may use the open mailboxes to distribute information, course brochures, and flyers or solicit funds or sell tickets for that organization. However, there is to be no mass distribution of solicitation appeals in the open mailboxes. It should be limited to no more than 20 other residents whom you have addressed in a signed, handwritten note put in a sealed envelope. "Stuffing" of most or all mailboxes is discouraged. Payment by check in a sealed envelope is

recommended. The envelope may be returned to the soliciting resident's open mailbox, or, if privacy is desired, directly to the non-profit organization.

Other Shipping

UPS deliveries will usually be made directly to your cottage or apartment. If you are not at home, packages will be left at the reception desk at the Heiser Community Center. Federal Express and other package delivery firms deliver only to the front desk. For information on sending packages, see the receptionist. (Packages to be sent may be left at the front desk, ready for sending and only when the receptionist is on duty.)

Monthly Statement

Your Kendal at Oberlin monthly statement reflects three types of information: 1) regular monthly charges and credits, 2) miscellaneous charges, and 3) various credits (meal allowance, pharmacy and transportation credits). Questions regarding your monthly statement should be directed to the Billing Coordinator. For information on medical insurance claims, please contact the Insurance Coordinator.

The regular monthly charges and credits apply to the following month. These include your monthly fee, carport fee, garage and miscellaneous charges (if applicable).

Miscellaneous charges, such as guest rooms, guest meals, special trips, beauty shop, telephone service while in the Stephens Care Center, and extra maintenance or housekeeping services are billed for the previous month (pharmacy charges, companion charges).

Meal allowance credits are available if you are away from the community for 14 continuous days or longer. To receive a meal credit, please submit a Resident's Absence form prior to your departure. Blank forms are available at the receptionist's desk.

Moves Within the Community

Relocating Closer to Heiser Community Center

Occasionally, residents are able to extend independent living by moving to a location closer to the Heiser Community Center. When agreed upon by the resident and the interdisciplinary care team, a move may occur when a suitable

accommodation becomes available. Internal moves within Independent Living are approved at our discretion. Moves for reasons of health should be between like-sized accommodations. If there is no like-sized accommodation, the monthly fee will be adjusted until such time that the resident is permanently transferred to the Stephens Care Center and the monthly fee would return to the then current amount of the size of accommodation originally contracted. In addition, there will be no refund of the entry fee. Please contact the Admissions/Marketing Department if you are contemplating a move for health or other reasons.

Moves to the Stephens Care Center

The Stephens Care Center provides a more protected and convenient living situation than is possible in independent living. Nursing assistance is provided as needed; however, Stephens Care Center staff strives to enable residents to live as independently as possible. If Kendal at Oberlin medical, nursing, and social services staff determine that you are unable to live independently, a plan will be put in place for you to transition to the Stephens Care Center. Exceptions to such determinations may be considered on an individual basis. The final decision regarding transfers to the Stephens Care Center will be made by the Resident Care Committee in consultation with you, your physician, and when appropriate, your family. Kendal at Oberlin maintains qualifying criteria for each tier of care and a written policy and procedure should a change in tier of care be indicated.

Newspapers

The following newspapers are available for subscription and will be delivered directly to your cottage or apartment:

- The Chronicle Telegram (Elyria)
- The Morning Journal (Lorain)
- The New York Times
- The Oberlin News-Tribune
- The Cleveland Plain Dealer
- The Wall Street Journal

Although the receptionist may be able to offer advice, you are responsible for your own subscription.

Notary Public & Witnessing Documents

Please do not ask staff to witness documents. If you need the services of a Notary Public, there is one in the Administration Office most weekdays. This service is offered free of charge. The Northwest Savings Bank branch in the Heiser Community Center also offers this service.

Parking

Resident parking areas are located near each cottage and apartment cluster to serve the surrounding units. When available, covered parking may be assigned to a resident who has a car and must be relinquished when the resident no longer has the car. A fee is charged, subject to periodic adjustments. A single unit (or residents of one cottage) may rent only one garage unless a second one is available and no other resident without a garage has requested it. The second garage must be relinquished when a request for it is made by a resident without a garage. A parking space in an open lot may be reserved by a resident for a car at no charge, and must be relinquished when the resident no longer has a car. To request covered parking and/or reserved open parking space, please call the Facility Services Department office (775-9899).

When residents move to the Stephens Care Center, they will be reassigned a parking place in the employee parking lot, providing nearby access.

Daytime and handicapped parking is available in front of the Heiser Community Center. This parking area is intended for guests and Stephens Care Center visitors. However, residents may use the spaces too, but should refrain from parking in front of the Heiser Community Center for extended periods. Residents and guests are urged to keep their cars locked at all times.

Pet Ownership Guidelines

These guidelines are to help maintain a safe community for residents, staff, and pets. Kendal at Oberlin is among a minority of retirement communities that allow pets. This privilege is strictly contingent on the understanding that residents meet all the owner obligations. When one resident is not respectful of agreed upon responsibilities, it puts our ability to maintain pet privileges at risk. Residents with 'visiting' dogs need to inform their guests of these responsibilities.

1. Upon arriving at Kendal, all residents will receive a "Pet Registration" form. Please complete this form and promptly submit it to the front desk or Marketing office.

- a. Should a resident get a new pet after moving into Kendal, a “Pet Registration” form must be completed and submitted to the front desk or Marketing Office. Blank forms are available at the front desk or at the Medical Clinic’s reception desk.
 - See “Pet Owner’s Handout” for details regarding completion of this form.
2. This form, along with updated county license data and health records for the pet, will be updated annually by the Registration Subcommittee of the Pet Matters Committee.
3. All pets (cats and dogs) must always be completely under your control.
 - a. Refer to “Pet Owner’s Handout” for specific suggestions regarding controlling your pets within the Community.
 - b. All pets are required to have one documented vaccination for rabies.
4. Dogs are required to have a legal license purchased annually from Lorain County – <http://www.loraincounty.com/auditor/dog-license>.
5. Oberlin City Ordinance requires pet owners to pick up animal waste.
 - a. See “Pet Owner’s Handout” for details on where to dispose of pet debris.
6. Your Pet Registration Form will indicate for Administration who is to care for your pet in the event of an emergency when you are unable to care for your pet.
 - a. In an emergency, Social Services (or the nurse manager - during evenings) will notify the emergency pet caregiver, after medical needs are addressed.
7. Pets are prohibited in guest rooms, Try-it units, all dining rooms, and common rooms i.e.) library, auditorium, conference rooms. Residents cannot give permission to others for a pet to be in a common area. (This is a Kendal policy and is to be respected). **An authorized service animal, however, is not restricted at Kendal in any of our common spaces.** See someone in Administration if this situation is pertinent to you or a guest.
8. Pet owners are responsible to assure Kendal staff members have safe access to your cottage or apartment for authorized entry, especially in your absence. A picture or sign on your door identifying there is a pet residing in your cottage/apartment is requested. If staff are not safe to enter your

cottage/apartment in your absence, Facility Services and Housekeeping must be notified via phone call (Facility Services – 775-9899, Housekeeping 775-9199) or via email.

9. Should a resident's cottage/apartment acquire fleas, treatment for this is the responsibility of the resident. Any damage/ additional need for cleaning to the resident's unit will be the responsibility of the resident.
10. New residents coming to Kendal will be limited to two (2) pets per unit. This would be a combination of 2 cats or 2 dogs or 1 dog and 1 cat, for example. Current residents will be allowed to maintain their pets.
11. Staff cannot be recruited to care for a pet.
12. Failure to follow Guidelines –
 - a. The Pet Matters Committee will contact the resident to review the guidelines and attempt to assist the resident to resolve the issue (referral to trainer if appropriate).
 - b. Repeat offenses will be referred to Administration for proper resolution.
13. Handling of complaints regarding pets
 - a. Complaints about pets should be directed either to the Pet Matters Committee Chair or member of the Pet Matters Committee or, if not resolved, to the Suggestions and Concerns Committee. Suggestions and Concerns are able to offer impartial application of Kendal policies when other steps are taken first. Matters presented to Suggestions and Concerns Committee will be relayed to the Pet Matters Committee in an attempt to enforce policy and resolve the situation. If repeated violations of policy occur, Administration would need to intervene.

WHEN THERE IS AN INCIDENT INVOLVING DOG AND CAT BITES, ALL MUST ADHERE TO THE FOLLOWING PROTOCOL:

1. When there is any bite or injury caused by a pet, a Kendal incident report must be completed by
 - a. Pet owner, medical staff, victim, and any witness.
2. A record of the animal's current vaccinations must accompany the incident report.

3. The bite wound must be evaluated by a health care professional as soon as possible.
4. The animal must be kept under quarantine by the resident, in the cottage/apartment, for a period of ten days. If the animal is healthy at the end of the ten days, it can be assumed the animal did not transmit rabies.
5. The animal **should not** have a rabies vaccination during the quarantine period.
6. Should the animal become ill, begin acting strangely, be killed or die during the quarantine period, the Lorain County Health Department must be notified immediately.
7. Administration will evaluate any pet with a history of multiple incidents that may put the safety of others at risk. Owners will participate in the discussion to determine if their pet may remain at Kendal at Oberlin.
8. The Stephen's Care Center has its own set of regulations and guidelines and they can be found in the Stephen's Care Center Handbook or by contacting Michele Tarsitano-Amato (Director of Creative Arts).

Questions regarding pets should be directed to the Chair of the Pet Committee.

Recycling and Trash

Recycling bins are located in the trash rooms near the carports and on each floor of the apartment building. Items to be deposited for recycling should be washed and, if possible, flattened. Paper for recycling may also be placed in containers under the mailboxes in the Heiser Community Center. Trash should be placed in sealed plastic trash bags and then in the trash containers. All items not listed below are to be placed into TRASH.

Recycling Guidelines

Batteries

Rechargeable batteries may be recycled by Facility Services. All other batteries are trash.

Compact Fluorescent Light Bulbs (CFLs)

Place CFLs and LED bulbs in the designated containers in the Trash Rooms. If broken use the following procedure for disposal:

- Because there is such a small amount of mercury in CFLs, the glass shards pose a larger risk than the mercury. If a CFL breaks, sweep up (but do not vacuum) the glass fragments. Place broken pieces in a sealed plastic bag and wipe the area with a damp towel to pick-up any stray shards. Place the used towel in the plastic bag and discard in trash. If weather permits, open the window to allow the room to ventilate.
- Incandescent bulbs are trash.

Hazardous Materials & Electronics

This would include corrosives, flammables, toxic materials as well as computers, TVs, microwaves, and cell phones. These items should be placed on floor of trash room for appropriate disposal by Facility Services. Call Facility Services with questions and / or assistance with large items.

Packing Materials

Materials such as Styrofoam packing “peanuts” and other Styrofoam items as well as deflated plastic packing “pillows” should be placed in the designated containers in Trash Rooms #3 and #8.

Paper

Newspapers (all sections), magazines, phone books, junk mail, and cardboard - including cereal and similar boxes (flattened) should be placed in containers labeled PAPER. Other paper collection containers for recycling are located under the mailbox shelves.

Plastic Grocery Bags

Place reusable (clean, dry, intact) grocery bags in designated container in Trash Rooms #3 and #8 only. Torn or dirty bags go in trash.

Plastic Newspaper Sleeves

Place reusable newspaper sleeves in box under open mailboxes for use by pet owners OR return to newspaper delivery service for re-use by leaving in a plastic bag outside your door.

Printer Cartridges

Recycle cartridges in carton under the copy machine in Kendal’s library or at the site of purchase.

Thank you for cooperating in this important effort. Questions may be directed to Facility Services or to the Environmental Concerns Committee.

Resident Information Form

You should have already completed the Resident Information Form. It is important to keep it up-to-date and notify The Health and Wellness Clinic and the Administration Office if any changes occur. Having such information readily available is helpful to you and to the Kendal at Oberlin staff.

Resident-Staff Relations

Gratuities

Gratuities, tips, gifts, exchanges, sales, or transfers between any resident and any employee are not permitted under any circumstance. Should a staff member accept a gratuity, tip, or gift from a resident, his/her employment at Kendal at Oberlin may be jeopardized. A resident may be asked to leave the community for abusing this policy.

As an alternative to offering gratuities, tips, or gifts to staff, residents may show their appreciation by contributing to the Staff Holiday and Vacation Fund. Collected funds are distributed to staff twice annually. Boxes for the funds are placed at the reception desk. Contributions are not obligatory; this is your home and you have been promised certain services for which gratuities are not required nor expected. However, contributing to the fund allows you to acknowledge staff for the various services performed throughout the year, should you desire to do so. Contributions may be tax deductible and are acknowledged in writing from administration.

Private Employment of Community Staff Members

Employees are not permitted to work privately for residents.

Arrangements of a personal nature approved by the department must be charged on the basis of all wage and hour laws. This may result in a time and a half situation when requested of a full-time employee.

Subletting

If you are away from Kendal at Oberlin for an extended period of time, you may sublet your cottage or apartment for all or part of the time you are away. Notification must be made in advance to the Admissions/Marketing Department and must be approved by Administration. It is important that all parties keep in mind that sub-lessors do not gain access to Kendal at Oberlin health care

services. They are, however, welcome to enjoy all other community activities.

Telephone Service and Equipment

You have your own private residential phone. Your phone number and email will be listed in the Oberlin telephone book as well as in the periodically updated Kendal at Oberlin community telephone directory. The community directory is provided only to residents and staff; it is not made available to solicitors or other outside parties. Names and unit numbers of new residents are posted on the bulletin board and in the "Kendalight" newsletter. Please enter changes in your directory. Telephone numbers are available from the receptionist. Receptionist is not permitted to disclose your phone number to non-residents.

You will be billed for your landline telephone service directly by Frontier, the local phone company. If you need repairs, please contact Facility Services to investigate the problem first. Often, phone problems experienced at Kendal are not the responsibility of Frontier and may result in unwanted service charges from Frontier if they make a service call. Kendal staff will generally be able to identify the source of the problem and inform you whether or not you should contact Frontier. If you do need Frontier repairs, special or additional equipment, or extended service, dial the Frontier Customer Care - Repair number: 1-800-921-8104 or www.frontier.com.

Watering

You are encouraged to water trees in your area when needed. The Grounds Coordinator can advise you on watering protocols.

Work Requests

All work requests and suggestions regarding services should be directed to Facility Services or the receptionist, as appropriate. Please do not initiate work or service requests with individual employees. All service requests are processed and prioritized on a computerized system called WorxHub. You can submit a service request through the WorxHub software or obtain a form from the receptionist. An informational guide on the use of WorxHub is included in the Appendix of this Handbook. If you need assistance setting up your account in WorxHub, please contact Facility Services. Specific work request forms include "Service Request", "Request for Modification" and "Resident Project Authorization".

SAFETY AND SECURITY

Automobiles

For identification purposes, a record is kept of all residents' cars. A Resident Automobile Registration form is provided and should be submitted to the Reception Desk if you have not already done so. The Facility Services Department will provide a decal to place on the rear window of your car. Please complete a new form in the event you change your car or license number.

Automobile Insurance

If you own or drive an automobile at Kendal at Oberlin, you provide your own insurance against bodily injury, liability, and property damage. Kendal at Oberlin is not liable for motor vehicle accidents to you, your passengers, or damage to property or your automobile on Kendal at Oberlin premises or elsewhere. Should you have any questions regarding the adequacy of your automobile insurance, check with your insurance agent. Should there be reports of irresponsible or careless driving incidents, Kendal has the right to require a professional driving assessment and withdraw privileges on campus based on the results.

Death of a Resident

In the event of a resident's death, it is Kendal's procedure to secure the apartment/cottage by changing the lock on the door. Access to the apartment/cottage will be limited to those persons specifically identified on the Resident Information Form which should be updated regularly and kept on file in the Administration Office and The Health and Wellness Clinic. If the deceased resident shares the apartment/cottage with a spouse or another resident, the lock will not be changed.

Before changing the lock, Kendal staff will determine whether or not there are guests visiting/staying in the departed resident's unit. If the guests are identified on the Resident Information Form, they will continue to have authorized access and will be responsible for the apartment/cottage. If the guests are not listed, an explanation of Kendal at Oberlin policy will be given, and the guests will be requested to stay in one of the Kendal guest rooms or to make other arrangements.

Electrical Appliances

Please turn off all electrical appliances and unnecessary lights before leaving your

unit. Doing so will enhance safety, preserve the equipment, and reduce electricity costs.

In consideration of neighbors, please keep the volume of television, radio, and stereo low, particularly during the late hours of the evening and when windows and doors are open. Social Services can recommend devices to assist with volume without disturbing neighbors.

Hazardous Items

Kendal at Oberlin reserves the right to regulate any items hazardous to you or to other residents. Portable electric heaters are not permitted as they are a fire hazard.

Keys

Your key will operate the locks on the front and back door to your unit, the patio storage compartment, and your mailbox. Residents who live in an apartment will have a separate key fob for the exterior apartment building doors for use after 10:00pm. It is important to remember to lock doors and windows when you leave your unit. Do not leave your unit/mailbox key on a key ring at a car port or other common area. For security purposes, it is not advisable to "hide" a key outdoors.

If you are locked out of your unit during the daytime, contact the Facility Services Department. If the reception desk is closed, go to the Stephens Care Center reception desk and ask that the Facility Services staff person on duty be contacted so that you can be let into your unit. If you lose your key, notify the Facility Services Department which will provide a replacement at a reasonable fee.

Locking of Exterior Doors

The exterior doors of the apartment building, Stephens Care Center wings, pool entrance and Heiser Community Center are locked at approximately 10:00pm each evening. For access after-hours, contact Kendal staff at 775-9800 or use the intercom phone at the foyer entrance of the Heiser Community Building. Key fobs for after-hours entry into the apartment building are available. Contact Facility Services for more information.

Mobility-Assisting Devices

General

The following guidelines cover mobility-assisted devices such as walkers, wheelchairs, rollators, electric carts and motorized wheelchairs.

1. Parking is permitted in designated areas only. Designated areas are identified with parking signs out of the way of pedestrian traffic and emergency entrances. Parking is NOT permitted in the corridors of the Heiser Community Center, Stephens Care Center or apartment building nor in the outdoor covered walkways.
2. If a resident needs to use his/her device to reach a dining room table, a qualified, trained staff member should be requested to assist the resident's transfer and to move the device to a parking location outside the dining room. After the resident has finished the meal, a staff person should again assist by bringing the device back to the table and escorting the resident from the dining room. It is expected that residents using the device will use a table near the entrance of the dining room so that the device can be easily and quickly removed to and from a designated parking area. Devices may not be parked in the dining rooms, except for residents who remain seated in a device during the meal service. (Also, please see below.)
3. All devices should be labeled with the resident's name.

Electric Carts and Motorized Wheelchairs

1. Pedestrians will have the right of way, but mutual courtesy is expected. Drivers and pedestrians should stay on the right side of the hall or roadway and take special care to stay to the right when turning corners. Mirrors have been installed to assist pedestrians and drivers to see approaching persons and avoid accidents. Carts and motorized wheelchairs are required to be equipped with rear-view mirrors. An auditory signal that sounds when the reverse mode is activated is encouraged for added safety.
2. Especially indoors, carts and motorized wheelchairs should be driven at speeds not to exceed the average walking speed. A speed control (governor) will be required on all such devices used at Kendal and will be set by the Therapy Services Department. Repeated complaints of excessive speed will result in a new evaluation of the operator's ability to follow requirements.

3. Insurance coverage is urged for all operators. Operators should contact their insurance carrier to arrange appropriate coverage.
4. When parked, motorized devices should be positioned for forward start. Drivers should back into parking spaces and the elevator for ease of exit.
5. Residents planning to purchase an electric cart or motorized wheelchair should consult with their physician and the Therapy Services Department. The Therapy Services Department is responsible for evaluating initial and on-going users. Reasonable vision and physical strength are essential for safe operation. A driver's education and operators test assess knowledge of operation and Kendal "rules of the road". Each operator will be tested, and proof of insurance required prior to regular operation of the device. Should an incident occur involving the unsafe operation of the device, the Therapy Services Director will assess safety knowledge and the operator's ability to pass a maneuverability test. Residents who are assessed as unable to safely operate a device will be restricted from using the device until able to meet these requirements.
6. Batteries should be limited to gel types because an acid-type battery can cause more damage to floor coverings if there is an accident. Manufacturer's instructions should be carefully followed for charging a battery. A charger should be placed on a solid surface, NEVER ON CARPET. Blocking ventilation may cause fire. A copy of the owner's manual should be placed on file with the Therapy Services Department. "Check-ups" are advised and will be periodically announced to ensure safety and proper maintenance.
7. Electric cart and wheelchair owners should not allow others to use their mobility-assisted device. Family and friends are requested not to operate these devices.
8. For safety, electric carts are not permitted in Langston and must be parked along the wall with the grandfather clock or in the Heiser lounge. Residents should carry assistive devices (e.g., cane). The Therapy Services Department can advise residents about safe ambulation.
9. Motorized wheelchairs may go down the tray line and should be used as seats while dining. Staff will carry trays to the table and staff, or friends, should be asked to return trays when finished to the Langston's conveyor belt for washing - or leave your dishes on the table to be removed by staff.
10. Residents who use motorized wheelchairs are requested to use waited service in the Fox & Fell Dining Room to avoid the risk of accidents in the service area.

Rollators

1. Rollators may go down the tray line and salad bar. However, residents should not put their trays on the rollator seats. Staff will carry trays to the table.
2. When the resident is seated, staff or friends should take the rollator to a designated parking space outside the dining room. They must not block doorways, corridors or bulletin boards. A staff member or friend should retrieve the rollator at the end of the meal.
3. People waiting for the Langston to open for dining service may sit inside the dining room if there is inadequate seating outside of the room.
4. After dining and when getting desserts all residents are requested to push their chairs under the tables to create more space and decrease congestion.

Auditorium Seating Accommodations for Mobility-Assisting Devices

In order to accommodate our larger resident population safely and comfortably, a few procedures for the use of mobility devices are important.

1. Residents using mobility devices (other than rollators) should sit on the right side (facing stage) of the auditorium, placing their device as close to the end of a row of chairs as possible. This aisle is purposely wider to permit another mobility device to pass.
2. To provide better access to this aisle, residents using mobility devices should enter and leave the auditorium through the door closest to the dining rooms.
3. Residents using rollators should leave their device outside the auditorium, in an alcove, or if in the hall, as close to the auditorium wall as possible. If they must use it to reach their seat, a friend might remove/retrieve it, or they should use the right aisle of the auditorium. If those options are not available, they may use the back row in front of the doors, in which case their rollator should be kept as close to them as possible to avoid obstructing the aisle when others enter or leave.
4. To be considerate of the performers and audience, everyone should be punctual and enter or leave only during an appropriate break in the performance if at all possible.

Neighbor-To-Neighbor Shut-In Assistance

Neighbor-to-Neighbor is a “friends helping friends” network. It is designed for residents living alone who need short-term help when they suffer sudden, incapacitating symptoms too mild to require admission to the Stephens Care

Center, but too disabling to permit normal activities. Neighbor-to-Neighbor volunteers provide home delivery of essential items to eligible neighbors, such as meals, medications, sundries, and mail. Whenever possible, volunteers will home-deliver these essentials by early evening on the day the request is received.

Another service provided by Neighbor-to-Neighbor volunteers is shopping for small, necessary items for Stephens Care Center residents who have no other way to obtain these items.

Please contact any Neighbor-to-Neighbor Committee member to receive services or, for meal delivery, please follow the guidelines below.

Personal Property

Although the community will provide all reasonable safeguards for your possessions, it is not responsible for loss or damage to your property due to theft, fire, or other causes. You are urged to carry suitable insurance against these risks and to use a safe deposit box for valuable documents and possessions.

Privacy

Because Kendal at Oberlin is an open and friendly community, it is especially important to be sensitive to the privacy of all who live here. As a common courtesy, it is often best to telephone first rather than drop by unannounced when calling on your fellow "Kendalites". Visitors asking for a specific resident at the receptionist's desk at Heiser Community Center will need to identify themselves. The receptionist will then telephone you for permission to direct the visitor to your unit. This procedure is intended to protect your privacy. The receptionist may not give your phone number to a caller but may offer to call you with a message.

Right of Entry

It is the intention of Kendal at Oberlin never to enter a unit without the resident's actual presence, unless the resident has given prior permission. In cases of medical, fire, mechanical emergency, or necessary maintenance, Kendal has right of entry. Permission may be routinely requested for such services as scheduled by Housekeeping.

Security

Kendal at Oberlin Facility Services personnel are on duty twenty-four hours a day and can be reached by calling the receptionist at 775-0094 or the Stephens Care Center at 775-9800.

Smoking Policy

Kendal at Oberlin is committed to protecting the health and safety of the entire community. In compliance with the City of Oberlin's Clean Indoor Air Act (Ordinance No. 91-55) and Chapter 3794 of the Ohio Revised Code, Ohio Smoking Ban and recognition of Kendal at Oberlin's "wellness" philosophy, smoking is only permitted in residential units if residents entered Kendal before 2019. Smoking is not permitted in the Stephens Care Center. Employees, or hired companions are not permitted to smoke on the Kendal at Oberlin premises. Smoking is prohibited in all guest rooms and Try-It Units.

Any time that a resident stores and/or uses oxygen, flammable liquids, materials or combustible gases in a unit, the resident or visitors will not be permitted to smoke in that unit (includes a patio or patio enclosure).

Residents in units in which oxygen or other inflammatory or combustible materials are stored or in use are required to post signs informing others of that fact. Signs are available through the Health and Wellness Clinic and are to be posted at an easily visible location outside each unit's entrance.

Violations of this policy could pose a serious risk to the safety and well-being of other residents and the community. Continued violations will result in disciplinary action and could put at risk a resident's contract for services and living arrangements at Kendal at Oberlin.

Those residents who do smoke are encouraged to discuss smoking risks with their physician. Information about smoking cessation programs is available through the physician, nursing staff or social worker.

Snow Removal

The snow removal process will begin at an accumulation level of approximately 1 inch. If an accumulation of 2 or more inches is anticipated, residents should remove or roll up door mats. Walkways will be cleared when snow starts to accumulate and ice melter will be used as needed. During weekdays, the grounds crew will respond as needed. The maintenance person on duty during evenings, weekends, and holidays will call the grounds manager who will assemble a snow crew if the need should arise. Snow removal is prioritized as indicated below:

1. Ambulance entrances, main roads, and employee parking lot.
2. Internal sidewalks and resident parking lots.

3. Perimeter walkways, Non-covered walkways and emergency **walkways**.

Tornado Safety

The National Weather Service will issue a “tornado watch” or a “tornado warning” as follows:

- Tornado watch: issued when weather conditions are such that tornadoes might develop.
- Tornado warning: issued when a tornado has been sighted.

If a tornado watch is issued for Lorain County:

4. Stay abreast of current weather conditions. Check television channels 3, 5, 13, or local cable channel 9 (for Oberlin police and fire department) or tune your radio to AM 1320-WOBL, AM 930-WEOL, or AM 1380-WLRO.
5. Check outdoor patios for any objects which might become dangerous if blown about by high winds. Secure chairs, close umbrellas, and place small items indoors.
6. Keep a working flashlight and battery powered radio handy for use in the event electric service is disrupted.

If a tornado warning is issued for Lorain County:

1. Seek shelter in a ground floor interior room or corridor with no windows. Try to have as many walls between you and the outside as possible.
2. Cottages: seek shelter in a bathroom or closet.
3. Apartments: seek shelter on the first floor in a bathroom, laundry room, stairwell, or corridor away from windows.
4. Community Center: seek shelter in public restrooms, in interior corridors away from windows, or close to the walls in the auditorium.
5. Stephens Care Center: in the main desk area, seek shelter in adjoining rooms without windows. In other locations, seek shelter in public restrooms, bathing rooms, interior corridors, or resident bathrooms.

If Oberlin is in the path of an approaching tornado, the city will sound a sustained blast on its perimeter siren system including the siren on Kendal property. Listen for the siren from your sheltered location.

Use blankets, drapes, or furnishings to shield yourself from flying glass and debris. Stay low to the ground in a “tucked” position.

Stay in your sheltered location until the weather has calmed. The city does not

issue an “all clear” signal. Rely on your battery powered radio for weather information.

Walkway Obstructions

It is important to keep a safe and reasonably clear walkway in front of residential units. Walkway obstructions are particularly problematic for safe passage of pedestrians, electric carts, and cleaning equipment, etc. You may be requested to remove any item in front of your unit if problematic for other residents, guests or staff needs. Unnecessary items are also hazardous in snowy, breezy, or rainy weather and may interfere with snow removal. Remember, your front entrance is community shared space, and its appearance should be orderly at all times. Exceptions to this guideline must be approved by Administration.

TRANSPORTATION

Guidelines for Transportation Arranged by Kendal

Please be aware that efforts will be made by Kendal staff to coordinate trips, grouping appointments to the same or near-by location. In addition to Kendal vehicles and drivers, staff may use other available local resources, such as, Lorain County Transit, cab, ambulette, or outside private vendors.

- Fill out a Transportation Request Form available near the Heiser reception desk or outside the Health and Wellness Clinic (HWC) and place it in the request bin five days before service request. You will receive a written notice about the transportation arrangements in your mailbox approximately 24 hours before the scheduled appointment. Short notice requests for transportation usually require a minimum of 48 hours to assure service by Kendal. Notice left on a weekend will not be calculated toward this advance notice of 48 hours.
- Please keep in mind Kendal's scheduled trips when you schedule a follow-up medical appointment that will require Kendal transportation. Contact the Transportation Coordinator for guidance before setting your appointment if you are unsure. You will receive a written notice confirming an appointment has been made and transportation assured.
- Consider KORA directed transportation options, a compliment to transportation by Kendal.
- Passengers are asked to be ready within 15 minutes ahead of pick-up time. When drivers arrive to pick you up, they are permitted to wait a limited time of 5 minutes, so you may wait inside the building.

Guidelines for Medical Transportation

When a resident must travel outside Kendal at Oberlin for health care services, Kendal at Oberlin will provide local transportation (within Lorain County) for health care services covered by the Residence and Care Agreement. However, we do ask that residents schedule their transportation as soon as they have made their medical appointment. The scheduling software that Kendal uses allows for trips to be scheduled for any date and time in advance. Immediate notification when an appointment has been made will allow the Transportation Coordinator to secure that appointment and efficiently manage the logistics of transports for that day. This includes things such as staff time, location of driver for return trips, and vehicle availability, etc.

To schedule your transportation, contact the Transportation Coordinator by phone or email or complete a Medical Transportation Request slip (available in front of the open mailboxes). Last minute transportation appointments will be accepted based on availability, but residents must provide at least a 48-hour notice. Transportation requests made later than this jeopardizes fulfillment of transportation for all due to existing schedule and assigned drivers. Residents should expect the possibility of having to reschedule their medical appointment if a request is made later than the 48-hour notice.

Transportation in Lorain County will need to be coordinated with the Transportation Coordinator. This can be arranged by calling the Transportation Coordinator at 775-9832.

Kendal at Oberlin does provide a “credit” to Kendal residents who have covered medical services that are provided in locations that are out of Lorain County and have been arranged for by Kendal at Oberlin’s transportation program. The “credit” would be based on the current year’s Budgeted Cost of Transportation Services provided to Kendal Residents that are within Lorain County. The amount of the “credit” will be further calculated within the following geographic zones:

- Zone 1: Between 1 and 10 Miles outside of Lorain County
- Zone 2: Between 11 and 20 Miles outside of Lorain County
- Zone 3: Between 21 and 30 Miles outside of Lorain County

The “maximum transportation credit” will be applied based on round trips – to and from Kendal at Oberlin’s campus that are taken within a month timeframe. This information will be tracked by Kendal at Oberlin’s Transportation Coordinator and provided to The Finance Department based on the designated billing cycle date.

In order for the “transportation credit” to be applied, the covered medical transportation would need to be coordinated by Kendal at Oberlin’s Transportation Coordinator using a professional driving company. If the resident pays for the transportation directly to the transportation company – the resident would need to submit the documentation of payment to Kendal at Oberlin’s Transportation Coordinator for the “credit” to be considered.

No “credit” will be applied for medical appointments provided within Lorain County; No “credit” will be applied for medical transportation provided by friends, family,

spouse, a volunteer medical companion, or another volunteer resident transportation program.

The “credit” will be recalculated annually as part of the annual budgeting process and adjusted with an effective date on January 1st of the New Year and published on the annual Transportation Rate Sheet.

Guidelines for Non-Covered Medical Transportation

In accordance with the Residence and Care Agreement, Kendal at Oberlin provides “local transportation” for Kendal-referred medical appointments within Lorain County.

Non-covered medical transportation includes:

- Services that are located outside of Lorain County
- Services not covered under Kendal contract, i.e., dental, podiatry, psychiatry, certain eye appointments and renal dialysis

However, Kendal arranges such medical transportation within Lorain County on an as-available basis with a charge.

Staff will arrange transportation with Kendal vehicles as a shared trip with other residents on an as-available basis. Use of outside transportation providers will be among the options Kendal offers to assist with transportation arrangements. For such appointments, Kendal expects to make the appointment so it can be arranged with other area appointments whenever possible.

Guidelines for Travel Outside the Community

As outlined in the Residence and Care Agreement, most health care will be provided by community physicians in the Stephens Care Center and The Health and Wellness Clinic. In the event it becomes necessary to travel outside the community for health care services, Kendal at Oberlin will provide transportation for health care services covered by the Residence and Care Agreement. Coverage is based on local transportation (within Lorain County) only. An ambulance may be used for transportation to a hospital. Kendal at Oberlin vehicles or other local transportation resources will be used to transport residents to physicians' offices and/or hospitals.

When transportation for services not covered by the Residence and Care Agreement is required, the community assists in two ways:

- Staff will help you secure private transportation based on available private resources.
- The Kendal weekly shuttle has been arranged so transportation to and from some appointments can be made in a Kendal at Oberlin vehicle by contacting the Health and Wellness Clinic, the Stephens Care Center or the Transportation Coordinator.

Kendal at Oberlin does not pay any costs for such transportation not covered by the Residence and Care Agreement.

If you are uncertain whether or not the community will provide transportation for an off-campus health care appointment, please check with the Transportation Coordinator and/or The Health and Wellness Clinic.

Other Transportation

Lorain County Transit Oberlin Connector Service

To arrange for service, call 1-800-406-7541 or 440-366-0258, Then Press #1 to schedule a ride or to cancel a ride or Press #2 to talk to Dispatch. Persons who are hearing impaired should call 1-800-750-0750.

Things you should know about using the Oberlin Connector Service:

- The hours of operation for this service are Monday & Thursday 9:00 am-6:00pm. The last pick-up time is at 5:30pm.
- On Thursdays, the bus will make trips to Elyria or Lorain in addition to in-town service. The bus will depart Oberlin at 9:00am and 1:30pm. First and third Thursdays will be for trips to Elyria. Second and fourth Thursdays will be for trips to Lorain.
- There are reasonable rates for Senior Citizens, but the exact fare is required.
- Reservations may be made for appointments in Oberlin up to 14 days ahead, but often can be easily made the same day for service.
- When you call for service, be prepared to state the address of where you are to be picked up from at Kendal (parking lot number or Heiser Center),

time of departure, address of where you are going (not just street intersections), and when you want to be picked up to return to Kendal.

- Passengers are asked to be ready within 15 minutes on either side of the scheduled time for pick-up. When drivers arrive to pick you up, they are permitted to wait a limited time of 5 minutes, so you may wait inside a building.
- The vehicles all have a lift for a wheelchair, walker or person who cannot use the steps. (The American Disabilities Act regulations require that a person who cannot enter a vehicle using the stairs and who does not use a wheelchair must be allowed to enter the vehicle using the lift, if equipped with grab bars. Driver will ride the lift with the passenger to help steady them, if requested to do so.)
- Personal care attendants ride at no charge. The scheduling dispatcher must be advised that an attendant will be riding with the passenger.
- It is the passenger's obligation to cancel a reserved ride before 4:30pm the day before the scheduled pick-up. Any cancellation after this time will be counted as a late cancellation. A late cancellation equals a "no show". After 3 consecutive "no shows", the rider will be denied transportation for 3 months.
- **If you realize that you will not be finished with your appointment in time for your scheduled pick-up, call Dial-A-Ride again (800- 406-7541, dispatcher is #2)** and they will arrange a new time for pick-up. In addition, the driver will notify the dispatcher that another stop will need to be made and to expect a call from the rider.

Shopping Trips

The community provides regular transportation for shopping in and around Oberlin and nearby communities. Times and destinations are developed by the Transportation Coordinator in conjunction with the Transportation Committee. Schedules are posted on the bulletin board under "Transportation" and sign-up sheets are placed in front of the resident message boxes.

Worship

Some places of worship offer transportation service. Residents should arrange transportation with their chosen place of worship.

COMMUNITY SPACES

Heiser Community Center

Arts and Crafts Rooms

All arts and crafts rooms are located in the Heiser Community Center. There are five main rooms: 1) an Art Studio and Floral Creations Room, 2) a Craft Room, 3) a Paint Room, 4) the Woodshop, 5) and an in-house TV Studio. These spaces are used under the guidance and planning of resident leadership.

Auditorium

The auditorium has a maximum occupancy of 250 persons and is available for meetings, presentations, concerts, and other functions. To reserve the auditorium (or other meeting rooms), check with the receptionist for availability and then submit the Request for Room Set-up Form. The form allows you to specify seating arrangements and/or any equipment needed for the event.

Bank

Northwest Savings Bank operates a full-service branch office in the Heiser Community Center. The office is open Monday, Thursday, and Friday from 10:00am to 2:00pm. For added convenience, an Automatic Teller Machine (ATM) is also provided by the bank and is always available.

Conference and Meeting Rooms

Conference and meeting rooms may be reserved for internal use at no charge if no special arrangements are needed from Facility Services or Dining Services. Area nonprofits may also qualify to reserve space. Charges will be made for requests that require a re-arrangement of furniture or catering by Dining Services. Please contact the receptionist for availability and submit a Request for Room Set-up Form to reserve a room. Note that priority will be given to Kendal at Oberlin staff and Board for these rooms to conduct Kendal business. The Training Room in the Education Center may only be reserved through Human Resources.

Dining Rooms

Residents have a choice of 3 dining rooms within Kendal at Oberlin. Meals are served in The Fox and Fell, Langston, and Friends Corner in the Stephens Care

Center. The Langston is also open during hours other than mealtimes for snacks and grocery items. The William Penn and Den in The Fox and Fell can be reserved by residents for special occasions.

Library

The library is located in the Heiser Community Center and is for education and enjoyment. Residents will find daily newspapers, current periodicals, and Kendal at Oberlin materials for reading in the library as well as books and DVDs for borrowing.

Styling Salon

The salon at Kendal (a unisex salon) is located in the Heiser Community Center. Appointments should be made by telephoning the salon (775-0094). In keeping with Kendal's "no tipping" policy, residents should not tip the stylists. Stylists are not permitted to receive any personal gifts at any time. Stylists are included in the Staff Vacation and Holiday Funds.

Kendal at Oberlin Fitness Center

Exercise Equipment Room

Located in the Fitness Center, the equipment room provides a space for residents and staff to work out independently. Trained fitness staff are available to orient users on the equipment and the guidelines for the space. Some of the equipment available includes, treadmills, bikes, Nu-Steps, elliptical, free weights, Smith machine, dual use machines, a Tuff Stuff total exercise unit, and much more. Staff is also available for program development. Please remember to consult your physician prior to initiating any exercise program and contact Fitness Center staff for an orientation prior to use.

Fitness / Relaxation Room

Located in the Fitness Center, the Fitness and Relaxation Room is a space used for classes, meditation, wellness services, DVDs, the Wii, and other types of group and independent sessions. Reiki and Craniosacral Therapy is also available by appointment. Trained fitness staff teach classes and provide instruction on how to use the equipment in this space. Some of the equipment available includes trampolines, BOSU balls, different types of balance building equipment, weights, yoga supplies, meditation supplies, music, DVDs, TV and Wii. Please remember to consult your physician prior to initiating any exercise

program and contact Fitness Center Staff for an orientation prior to use.

Pool

Located in the Fitness Center, there are two pools. A four-lane lap pool that measures 24' by 60', and is approximately 87 degrees, and a therapy pool that measures 12' by 30', and is approximately 95 degrees. Both pools are used for classes, meditation, one-on-one sessions, water walking, recreational swimming, and lap swimming. You must have an orientation before using the pool. You can contact fitness staff to schedule an appointment. Swimmers are expected to follow the guidelines and make sure any family or guests follow the guidelines at all times. Please remember to consult your physician before starting any exercise program.

Kendal Early Learning Center (KELC)

About KELC

Kendal's Early Learning Center (KELC) opened in January 1994 and is licensed by the Ohio Department of Job and Family Services. KELC is a small intimate center serving preschool-age children. KELC has been accredited by the National Association for the Education of Young Children as a quality Early Learning Center since 1997 and follows NAEYC standards. In January 2008, KELC completed the assessment process and applied to the state of Ohio to become a quality star-rated center. KELC became one of Ohio's Three-Star Centers in March 2008. After the state changed from a Three-Star to a Five-Star Rating System, KELC was the first in Lorain County to be awarded a Five-Star Rating in March 2014. KELC has also received awards from "Nature Explore" to have a certified outdoor classroom as well as being designated a "Wild School Site" from the Ohio Division of Wildlife.

Participating in KELC Activities

We recognize the great talents our Kendal residents have to offer to our children. Residents are welcome to stop by and participate in our daily activities. KELC would also love to schedule a one-time special visit with residents to share their expertise with the children if not wanting to commit to weekly or monthly visits.

Use of the KELC Play Yard

If a resident's family visits and would enjoy using our Kendal Early Learning

Center play yard, they are free to utilize the space and equipment there. However, we do ask the play yard's materials are returned to their places when finished.

HOSPITALITY SERVICES

Dining

Flexible Meal Plan

- Residents are entitled to the same number of meals as there are days in the month. For example, since August has 31 days, residents on this plan would have 31 meals to use at their discretion anytime throughout the month.
- The resident monthly meal plan will not “roll over”; each month is a new period.
- Monthly meal balance information will be available at the Kiosk located in the Langston and is available from 7:30am to 7:30pm daily.
- Guests are not eligible to use the resident monthly meals and the resident monthly meals cannot be exchanged for groceries or catering.

Additional Meal Plans

Extra Daily Meal Plan

- In addition to dinner, residents are entitled to breakfast or lunch each day. Residents may choose which meal they wish to attend and vary it, but missed meals are not replaced. Guests are not eligible to use the resident monthly meals and the resident monthly meals cannot be exchanged for groceries or catering.

Two Extra Daily Meal Plan

- In addition to dinner, residents are entitled to breakfast and lunch each day and missed meals are not replaced. Guests are not eligible to use the resident monthly meals and the resident monthly meals cannot be exchanged for groceries or catering.

Meal Delivery Service

Should you become temporarily ill or disabled, a no-charge meal delivery service is available if approved by The Health and Wellness Clinic. Arrangements must be made with the Health and Wellness Clinic staff on weekdays between 8:00am and 4:30pm or with the nursing staff in the Stephens Care Center during evenings, weekends, and holidays. Meal delivery service approval is monitored on a daily basis.

Without prior medical approval, you may also arrange to have meals delivered to your cottage by calling the Dining Services Department. Reasonable notice is necessary, and a small delivery fee will be charged.

Meal Delivery Guidelines

- In the event you need meal delivery, notify The Health and Wellness Clinic (775-9819) or, after hours, the Stephens Care Center main desk (775-9800).
- You may submit your selection by calling Dining Services, 775-9805, after The Health and Wellness Clinic approval.
- Facility Services will pick-up your meal at Langston and deliver it to you. Meal delivery usually occurs between 5:30 and 6:00pm
- To continue meal delivery, residents must make arrangements with the Health and Wellness Clinic on a daily basis.

Meal Delivery Service During Extreme Weather

When extreme weather occurs over the dinner hour such as very high or very low actual temperatures, a heat index in the 90s, wind chill temperatures in the low to mid-teens, or heavy snow and icy conditions, Administration may declare it an extreme weather situation. If an extreme weather situation is declared, it will be broadcast on Kendal's TV channel before 2:00pm. In that case, cottage residents have the option to order a meal consisting of an entrée, two side dishes and a soup which will be packed and delivered free of charge to their home. You will likely need to reheat your meal. Please call the Dining Room/Catering Manager's office at 775-9801 between 2:00pm and 4:30pm to place your meal order. Delivery will be between 5:15pm and 6:00pm.

Meals Catered

Dining Services offers a wide range of catering services for special occasions. Residents should contact the Dining Room/Catering Manager (775-9801) for details or to obtain a brochure.

Meals "To Go"

After much discussion and reflection, we reached consensus regarding the best way to allow choice and to reassure the community there is fairness in our meal plan. We ask that you follow these guidelines when choosing to carry out your meal.

- Please remember that the Fox and Fell is a buffet and does not offer carry out. Consequently, all carry out meals are to come from the Langston.
- The cost of your meal will be calculated at the Langston cash register based on the posted pricing. The meal of the day credit will be applied.
- On the rare occasions a carryout meal exceeds the meal credit, the balance will be applied to the resident's account.

The above approach allows residents the most flexibility in choice and keeps meal costs consistent with what has been defined as a “meal of the day.” Your cooperation is greatly appreciated. Thank you!

Mealtime Guests

Residents may charge their guests' meals to their account. If your guests prefer to pay for their own meals, payment must be in cash or check; credit cards are not accepted. All meals in the Fox & Fell will be charged at the all-inclusive buffet price. Standard meal prices will be charged for guests in any of the Stephens Care Center dining spaces. A la carte pricing is available in the Langston.

Due to limited seating, we request that you please notify Dining Services or Jameson House staff at least two hours in advance if guests are expected for a meal in Friends Corner or Jameson House. Mealtime also provides an opportunity for residents and their guests to dine together at any other Kendal at Oberlin dining room. If you are a Stephens Care Center resident planning to dine away from the Friends Corner, or Jameson House, arrangements should be made with the nursing staff.

Menus

Menus for each meal are posted daily. If you should have specific questions, please contact Dining Services. Consultation is also available with our Community Nutritionist by making an appointment at 775-9065.

Menu Items Always Available

Please call ahead for prompt service - 775-9802

Bacon	Hamburger
Baked Potato	Hot Dog
Baked Sweet Potato	Oatmeal

Broiled Fish	Omelet*
Broth (low sodium & gluten free)	Pasta (wheat or gluten free)
Chicken Breast (boneless, grilled)	Rice
Cottage Cheese	Sandwich
Deli Wrap	Soup
French Fries	Tofu (grilled)
Fruit (fresh or canned)	Vegetables (steamed)
Grilled Tofu	Vegetable Stir Fry*

*Vegetable selection can be made from salad bar and given to server for cook to prepare in back. Do not mix with cheese!

Unless a seasoning/condiment is requested, these items will be served plain.

- Seasonings: cinnamon, oregano, curry, lemon pepper, cayenne pepper, chives
- Herbs: rosemary, sage, parsley, dill, tarragon
- Condiments: sesame oil, mustard, ketchup, mayonnaise, salsa, marinara sauce, BBQ sauce

Please contact any Neighbor-to-Nighbor Committee member to receive services or, for meal delivery, please follow the guidelines below.

Options for Dining

Kendal at Oberlin residents and their guests are welcome in any of the three dining rooms – The Fox & Fell, Langston, or Friends Corner. Serving times for each dining room are as follows:

Langston: Monday – Saturday	Langston: Sunday
Breakfast: 7:30am - 9:30am	Breakfast: 7:30am - 9:30am
Lunch: 11:30am - 1:15pm	Brunch Seating: 11:30am - 1:30pm
Dinner: 5:15pm - 7:00pm	Dinner: 5:15pm - 7:00pm
Fox & Fell: Monday – Saturday	Fox & Fell: Sunday
Breakfast: Closed	Brunch Only: 11:30am - 1:30pm
Lunch: Closed	
Dinner, Waited Service: 5:15pm - 6:30pm	
Dinner, Buffet Service: 5:15pm - 7:00pm	
Friends Corner: Every Day	Lunch: 11:30am - 1:00pm

Breakfast: 7:30am - 9:00am	Open Dining: 1:00pm - 4:00pm
Continental Breakfast: 9:00am - 10:00am	Dinner: 4:45pm - 6:30pm

Fox and Fell

The Fox and Fell is an upscale buffet that also offers full waited service on request. The host staff in The Fox and Fell Dining Room will seat you as you arrive for meals. If you desire full waited service, you will be given a menu and our wait staff will take your order tableside. Wine and beer are permitted in The Fox and Fell.

Fox and Fell Dining Room Reservations

Reservations can be made by calling the office of the Dining Room / Catering Manager (775-9801). Reservations should be made before 10:00am for the Sunday brunch and before 2:00pm for the evening meal. For large luncheon or dinner groups (10 or more), please make the reservation 48 hours in advance. We can only accept reservations for 6:30pm or earlier. Reserved tables will not be held more than ten minutes beyond the reservation. For the convenience of all, Sunday Brunch reservations are best made for 11:30am or 1:00pm to allow other parties to use the table during brunch.

Friends Corner

Located in the Stephens Care Center, the special needs of our Stephens Care Center residents are served in this dining room. This includes any prescribed needs for diet composition and/or texture. However, with prior arrangements, we can usually serve these needs in any dining room.

Langston

Langston is the café at the heart of our community. It is open to serve community residents, staff, and visitors from 7:30am - 7:00pm every day, offering a variety of choices to those who wish to dine or use the tables during non-serving times. Additionally, you may also purchase snacks and some grocery items.

Tray Service

Research has shown the therapeutic value of communal dining, but should you become temporarily ill or disabled while residing in the Stephens Care Center, tray service is available when approved by the Nurse Manager. Your need for continued tray service will be monitored and approved on an as needed basis.

Property of the Dining Room

China, silverware, and table equipment are not to be removed from the dining rooms or kitchens.

Recyclable & Compostable Containers

Cans, glass, plastics #1 - 7, milk and juice cartons should be rinsed clean and then combined in RECYCLABLE container.

Certain take-out food containers from Dining (e.g., cups, soup and "clam shell" containers) are compostable in commercial operations. To ensure they are included in the weekly compost pickup, they should be rinsed then placed on the conveyor belt in the Langston Dining Room or in the brown bins at the loading dock for commercial composting.

Note: Vegetable and fruit waste may be taken to the compost pile located near the community gardens. The compost pile is for plant material only. No meat, cheese, fats, animal waste, branches or plastic.

Supplies for Emergencies

To ensure you are prepared for an unforeseen emergency or event, it is recommended that you store an adequate supply of bottled water and non-perishable food in your unit.

To provide for our Stephens Care Center residents in an emergency situation, Kendal at Oberlin keeps on hand a supply of food and bottled water sufficient to supply the residents of the Stephens Care Center with simple meals for 3 days and drinking water sufficient to supply one half gallon per person per day for 3 days.

Housekeeping

When you join the community, the Housekeeping Supervisor will meet with you to share your cleaning day and time. The length of time allotted is based on the unit size. You will receive weekly linen service and a bi-weekly cleaning service. At each visit, the linens are exchanged, and beds stripped and remade. (You may supplement this linen with your own; however, you are responsible for the care and laundering of personal linens.) The Standard Service List for your Bi-Weekly Cleaning is listed below.

Housekeeping – Standard Services

Below is a list of some of the tasks that will be completed during your regular, standard cleaning:

Bathroom

1. Clean and sanitize toilet
2. Clean and sanitize sink, vanity and fixtures
3. Clean and sanitize tub and/or shower enclosure and fixtures
4. Dust light fixtures and polish mirror
5. Dust accessible baseboards and vents
6. Wipe towel bars
7. Sweep and mop floor
8. Replace towels and mat

Bedroom(s)

1. Strip bed(s)
2. High dust room
3. Dust all properly prepared furniture and windowsills
4. Wipe down doors and light switch plates
5. Dust accessible baseboards and vents
6. Vacuum carpet and area rugs
7. Make bed(s) with clean linen

Kitchen

1. High dust room
2. Dust all properly prepared furniture and windowsills
3. Wipe down doors and light switch plates
4. Wipe down cabinet doors
5. Clean stove and hood
6. Clean refrigerator door and handle
7. Scour sink (if applicable); clean fixtures
8. Clean all properly prepared countertops and backsplash
9. Dust accessible baseboards and vents
10. Vacuum area rugs
11. Sweep and mop floor

Living Room/Den

1. High dust room
2. Dust all properly prepared furniture and windowsills

3. Wipe down doors and light switch plates
4. Dust accessible baseboards and vents
5. Vacuum carpet and area rugs

“Properly prepared” means that all delicate, fragile or loose items have been removed from surfaces.

“Accessible” is defined as open, available areas of baseboards or vents which can be reached without moving furnishings. We will attempt to access the non-accessible areas during the deep clean.

The housekeeping staff is not permitted to take out trash, clean silver, wash dishes or launder clothes.

Please note: For resident installed carpet, Housekeeping will be responsible only for bi-monthly vacuuming. Kendal is not responsible for any incidental damage to Oriental rugs, throw rugs, etc. These should be removed prior to your cleaning time. If you choose to allow us to vacuum them, you should first complete a waiver.

Housekeeping - Deep Cleaning

Below is a list of some of the tasks that will be completed during your deep cleaning:

- Pull out stove and refrigerator and clean behind them
- Vacuum all upholstered furniture
- Clean under and behind all furniture (if possible)
- Wash windows and clean screens inside and out, in all windows, and doors (weather permitting)
- Turn mattresses

Deep cleaning is scheduled on an annual basis with the option to have it done twice yearly.

To provide you with a thorough job, your annual deep clean will require some preparation on your part:

- Properly prepare all furniture, windowsills, sinks and countertops so that they can be cleaned

- Remove all items from the top of your refrigerator and stove so that they can be moved
- If you wish to have us clean under your bed, all items stored under it must be removed

Please note: We ask that you be present for your scheduled services. Housekeeping staff are not permitted to enter if you are not home. If this is not possible, you may complete a Housekeeper Waiver Form for consideration. Please understand this is a courtesy and may not be appropriate for all situations.

FACILITY SERVICES

The Facility Services Department at Kendal at Oberlin functions at all times, day and night. Responsibilities include maintenance, grounds, security, and transportation.

Miscellaneous Services

There will be a charge for such services as carrying baggage, moving furniture, replacing light bulbs in resident owned fixtures, hanging wall decorations, etc. Residents should contact the Facility Services Department regarding charges for miscellaneous services. Please note that within 90 days of move-in, new residents are offered two hours of labor at no charge.

Redecorating

Kendal at Oberlin will redecorate (painting, carpeting, kitchen floor covering etc.) existing cottages and apartments, if requested by the resident, every 10 years on a first in – first out basis, based on community standards at the time of work. To schedule such work please contact the Facilities Services Department (775-9899). Any redecoration of living accommodations other than that scheduled by the Facility Services Department will require approval of the Administration (use the Request for Modification/Addition Form which is available from the Admissions/Marketing and/or Facility Services Departments) and will be at your own expense.

Repairs, Maintenance, Replacements

Necessary repairs, maintenance and replacement of property and equipment owned by Kendal at Oberlin will be performed and paid for by Kendal at Oberlin. Repairs, maintenance and replacement of personal property will be the responsibility of the resident.

Wall Decorations

Arrangements can be made with the Facility Services Department for hanging pictures, mirrors and other wall decorations. A nominal fee will be charged for this service unless it is part of the two free hours of service offered to new residents.

Work Requests

All work requests and suggestions regarding services should be directed to Facility Services or the receptionist, as appropriate. Please do not initiate work or service requests with individual employees. All service requests are processed and prioritized on a computerized system called WorxHub. You can submit a service request through the WorxHub software or obtain a form from the receptionist. An informational guide on the use of WorxHub is included in the Appendix of this Handbook. If you need assistance setting up your account in WorxHub, please contact Facility Services. Specific work request forms include “Service Request”, “Request for Modification” and “Resident Project Authorization”. Examples of these forms may be found in the Appendix of this Handbook.

WELLNESS and HEALTH CARE

Emergency Health Situations

Kendal's Health Services are on-call to assist with developing any emergency needs 24-hours a day / 7 days a week. This system is initiated by activating the Medical Emergency Pull Cord Call System in resident cottages / apartments or by calling (440) 775-9800. By activating the emergency system, residents will be assessed via telephone or in-person by a RN and informed of their options. During Health and Wellness Clinic hours, the Health and Wellness Clinic staff will continue to respond to such calls for assistance. After hours and on weekends and holidays, a RN nurse manager from the Stephens Care Center will respond to resident calls for assistance. This is for ALL residents, regardless of choice of primary care physician.

In the Event of a Medical EMERGENCY

- Use Emergency Pull Cord in bedroom or bathroom of apartment or cottage.

If unable to utilize the Emergency Pull Cord

- Dial (440) 775-9800
- Life Threatening Conditions: Dial 911 Directly, then pull Emergency Pull Cord as quickly as possible.

If calling "911" from a mobile phone, it will be important to provide the dispatcher with the following information:

- Location, the address you are calling from
- Call back mobile phone number
- Description of the event/incident
- Stay on the line until the dispatcher advises you to disconnect from the call.

Life and Death Emergencies should be handled by calling 911, then activating the Emergency Pull Cord or calling (440) 775-9800 to alert Kendal staff.

Promoting Wellness and Health for Each Individual

Consistent with Kendal's Values and Practices, the concept of wellness is a vital part of Kendal's lifestyle. All wellness and health care programs are directed toward understanding the options available for achieving and maintaining the highest level of health and well-being. Through assessment and resident centric

goal setting, we offer to assist individuals in reaching their sought-after well-being objectives, leading to a fulfilled and resilient life. We foster an atmosphere in which the phrase "taking care of others" means "supporting them in their independence." Through physical design and diverse wellness and health care programming, we seek to be wellness-oriented throughout our community.

Central to the provision of wellness and health services is collaboration between residents, family members, and Kendal at Oberlin's interdisciplinary team consisting of social services, nurse practitioners, registered nurses, licensed practical nurses, resident assistants, therapists, physicians, and others.

Every resident is expected to have a primary care physician. Many options are available, as explained under "Physician" in this section. Please also see the chart at the end of this section if considering a primary care physician who is not a Kendal physician.

Health and Wellness Clinic

The Health & Wellness Clinic is open Monday-Friday, 8:30 AM– 4:30 PM, and can be reached at (440) 775-9819.

The Health and Wellness Clinic is available for routine medical examinations and treatments and is your first resource when you are not feeling well. Staff members will assess your concern, and the Kendal physician or nurse practitioner may prescribe treatment, provide assistance and/or referral, as necessary. Staff members are also available to discuss health care concerns and assist with prescription refills and renewals, as needed.

Appointments with the nurse practitioner, nursing staff, or Kendal on campus physicians are made with the Health and Wellness receptionist by calling (440) 775-9819; availability is Monday through Friday from 8:30 AM to 4:30 PM. The clinic is closed from 12:00 noon until 1:00 PM. Open clinic hours are available on Monday and Friday mornings from 9:00 AM until 11:00 AM for unscheduled, walk-in services. Open clinic service is provided by the nursing staff and should be limited to non-acute issues such as blood pressure checks, minor wound care and/or dressing changes and minor illness or injury.

ALL residents are provided an annual health assessment in the Health and Wellness Clinic, in addition to the episodic visits related to acute or chronic medical conditions. The annual health assessment provides a review of current

medical conditions, medications, immunizations, and end-of-life wishes with the Kendal nurse practitioner or Kendal physician. Residents with a non-Kendal PCP are encouraged to get an annual exam with their PCP as covered by Medicare and arrange to have a copy of the results sent to the Kendal Health and Wellness Clinic. Please contact the Health and Wellness Clinic at (440) 775-8919 to schedule this annual health assessment.

All residents are encouraged to report any new medical symptoms, change in medication, fall or falls, upcoming diagnostic testing, surgical procedure or any other health screen to the Health and Wellness Clinic staff. By making the Health and Wellness Clinic aware, the resident's Kendal physician and/or the nurse practitioner can develop an appropriate plan of care. A visit to the Health and Wellness Clinic is advised when symptoms appear rather than waiting to the end of the week when follow-up steps on the weekend are more challenging.

All visits to a clinician(s) in the Kendal at Oberlin Health and Wellness Clinic will be billed to Medicare and/or secondary insurance, when appropriate. Co-insurance charges may apply; please consult with Kendal's Insurance Coordinator for details on your specific insurance coverage.

Health & Wellness Clinic Services

Assessments / Triage

RN staffing is available Monday-Friday in the Health and Wellness Clinic to provide resident assessment and direction. If the RN determines a resident needs medical care beyond the RN's scope of practice, the resident will be directed to one of the following:

- Follow-up with a nurse practitioner or physician appointment during set hours in the Health and Wellness Clinic, or;
- Follow up with a physician appointment in a medical office off-campus; Kendal will provide transportation within Lorain County, weekdays, Monday-Friday (charges may apply). If you need assistance, Health and Wellness Clinic staff can help you in setting up the appointment and scheduling transportation, or;
- Call for ambulance, or;
- Proceed to the closest emergency room at Mercy Allen Hospital with friend/significant other or with the assistance of Kendal at Oberlin or ambulance, depending on severity. If being driven by a friend/significant

other, you may select the emergency room of choice, remembering that time will be of the essence for critical lifesaving treatment.

- The RN / nurse practitioner may also direct the resident to the Mercy Ready Clinic located in Oberlin for non-emergency room care or other urgent care center of the resident's choice.

Assessment / Triage on Evenings, Weekends and Holidays (Non-emergency with the Stephens Care Center)

If non-emergency health care concerns arise during the evening hours, weekends or holidays, when the Health and Wellness Clinic is closed, any resident, regardless of who their primary care physician may be, can reach out to the Stephens Care Center RN nurse manager for direction by calling (440) 775-9800. Once the RN nurse manager has had the opportunity to hear the details of the concern, the resident might be asked to come to the Stephens Care Center, or the RN nurse manager might go out to the resident's home, for further evaluation/visual assessment before providing guidance. The RN nurse manager might also recommend or direct the resident to visit a local non-emergency clinic, such as, the ***Mercy Health Ready Clinic***, located at 319 West Lorain Street, Oberlin. Mercy Health Ready Clinic operates 7 days a week, with extended hours, and offers care for many conditions such as: allergies, colds and coughs, minor skin infections, sore throats, and urinary tract infections.

Additionally, Kendal at Oberlin's Medical Director is on-call 24-hours a day / 7 days a week to provide medical advice and guidance to Kendal at Oberlin staff if a resident's own physician is not available for consultation. Very limited consultation may be provided to staff for residents with a non-Kendal physician.

Medical Emergency Nurse Call and Cord Mate

Each Kendal Cottage and Apartment is equipped with medical emergency nurse call pull cords that can be activated in the event of a health care emergency. Medical emergency pull cords are located in each bedroom and each bathroom, in cottages and apartments, and in the public bathrooms in the Heiser Community Center.

In situations when you feel ill and need a health professional to make a medical assessment, activate the Medical Emergency Nurse Call System in your Kendal home or dial (440) 775-9800.

To activate the Emergency Nurse Call System, simply pull the cord. You should see a light on the pull cord box on the wall. This indicates that a request for assistance has been sent the Stephens Care Center.

After this request is received, a nurse will contact you to assess your situation. You may be asked to come to the Health and Wellness Clinic, the RN nurse manager Desk in the Stephens Care Center, or a nurse may come out to see you. After the nurse assesses the need, instructions will be provided with next steps, these may include going to an urgent care center, emergency room and/or a follow up with the Health and Wellness Clinic during regular business hours.

In a life-or-death emergency, please call 911 directly to save time, then activate the emergency pull cord or call (440) 775-9800 to alert Kendal staff. If unable to get to your phone, activate the medical emergency nurse call cord. Kendal will assist in getting you emergency services.

Kendal's Medical Emergency Nurse Call System can be equipped with a Cord Mate, which allows the resident of a cottage or apartment to call for emergency assistance via a worn pendant within the cottage or apartment. There is a modest installation charge and monthly fee for this enhancement. Please note, this device only works within the confines of a cottage or apartment and immediate area outside. Contact Social Services at (440) 775-9813 or the Health and Wellness Clinic at (440) 775-9819 for more information.

Ambulance and Emergency Care

Kendal at Oberlin is served by our local Lorain County Ambulance district. When 911 is initiated, trained emergency medical technicians (EMTs) or paramedics will respond via LifeCare Ambulance or Central Lorain County Ambulance District. Ambulance response teams will take residents to the nearest emergency room to ensure that emergency care is initiated as quickly as possible. This also ensures that ambulances serving southern Lorain County are available and are not occupied transporting to emergency rooms that are further away. The closest emergency room to Kendal at Oberlin is located at Mercy Allen Hospital, slightly over one mile away. In rare instances, the EMTs may transport someone to a more distant emergency room, if requested. This will be up to the professional judgement of the EMTs and availability of other ambulances to respond to local emergencies.

Once a resident is triaged and stabilized at Mercy Allen, a resident or resident's Health Care Power of Attorney, in consultation with the emergency room physician at Mercy Allen, may elect to transfer to a different health care facility. An example of this would be a resident who is a cardiac patient in the Cleveland Clinic system. Once stabilized, the resident may request to be transferred to a Cleveland Clinic Hospital. This can be done if a resident is stabilized, transportation of the resident will not jeopardize the resident's condition and there is a physician willing to accept the transferred resident at the receiving facility. Such elective transfers may result in the resident being responsible for associated ambulance transportation charges.

Role of the Nurse Practitioner

The Kendal at Oberlin Health Services Team is fortunate to employ a full-time certified nurse practitioner (CNP). Employing such a health care professional is a rarity among retirement communities and is a valuable added service at Kendal. In addition to maintaining her office hours in the Health and Wellness Clinic, Kendal's nurse practitioner is on-call to Kendal's nursing staff members 24/7 for consultation, including for residents with a non-Kendal physician.

The Ohio Board of Nursing regulates the scope and practice of a CNP, also known as an Advanced Practice Nurse. A CNP practices in collaboration with partnering physicians. A Kendal requirement is that each Kendal physician must maintain a "Standard of Care Agreement" (SCA) with Kendal's CNP. The CNP works as an extension of the physician with whom she is in collaboration, under the terms of a "Standard of Care Agreement".

Kendal's CNP maintains a SCA with our Medical Director with medical oversight of the entire Kendal community and Kendal's other physicians. Kendal's CNP does not maintain a SCA with physicians outside of Kendal, as key components of the SCA are physician accessibility with excellent communication channels and physician supervision.

On behalf of the collaborating physician, the SCA allows the CNP to *"provide preventive and primary care services and evaluate and promote patient/client wellness within the nurse's nursing specialty, consistent with the nurse's education and certification, and in accordance with rules adopted by the Ohio State Nursing Board and the Ohio Revised Code."*

If a Kendal resident has a Kendal physician, Kendal's CNP is allowed a broad scope of practice by the SCA. This is due to effective communication channels that allow the CNP to work in concert with the primary care physician in the treatment of acute and chronic conditions.

If a Kendal resident has a non-Kendal physician, Kendal's CNP is still available with a limited scope. This is a benefit of the CNP maintaining an SCA with Kendal's Medical Director with oversight of all of Kendal's medical care. This limited scope of care includes triage, assessment, consultations such as for the flu, a cold, or minor infections and injuries. Some examples of such include eye and ear infections, sinus infections, upper respiratory infections, sore throat, cold sores, shingles, blisters, urinary tract infections, fever, cuts and scrapes, skin infections, rashes, hives, joint pain, reduced mobility, general weakness, swollen joints, and many more. She can also discuss your medications with you. She cannot prescribe for chronic or other conditions that require the oversight of your non-Kendal primary care physician.

In all cases, Kendal's CNP is going to use her professional judgement. There may be times when you see her that she will refer you to your primary care physician without prescribing a treatment or medication. The CNP will not overstep her bounds of scope or practice.

Kendal at Oberlin's Health and Wellness Clinic is here to serve you whether you have a Kendal primary care physician or not. Please stop by during open Health and Wellness Clinic hours (Monday and Friday mornings) or make an appointment.

Please see chart at end of this section for overview of continuity of care services.

Physician Services

Every Resident is expected to have a primary care physician (PCP). Many options are available, which are explained here:

Primary care on-site physician services are provided by local physicians who are contracted by Kendal. Kendal physicians (also referred to as "Community Physicians" in the Resident Agreement) are board certified in geriatrics or internal medicine. They are available to see residents by appointment at the Health and Wellness Clinic during their regularly scheduled hours. Kendal

physicians also follow and manage the medical needs of the residents who are admitted to the Stephens Care Center Skilled Nursing Facility, ensuring a continuity of care through different levels of care at Kendal.

Physician services are typically covered by Medicare but depending on a resident's specific Medicare/insurance product, a co-pay may be required. Please review your specific insurance coverage with Kendal at Oberlin's Insurance Coordinator and bring your insurance cards to each appointment.

Kendal at Oberlin's Medical Director supervises the medical care in the Health and Wellness Clinic and the Stephens Care Center. The Medical Director participates on Kendal at Oberlin's Quality Assurance Performance Improvement Committee and other committees, including the Board of Director's Health Committee. The Medical Director also reviews health services policies and procedures, provides medical education to both staff members and residents, and offers consultation to Administration on medically related issues, as needed.

On-Campus Primary Care Physicians:

Call the Health and Wellness Clinic, (440) 775-9819 to make an appointment, please bring your insurance cards with you:

- Georgia Newman, MD, Board Certified Geriatrician, is at Kendal Wednesday afternoons (2nd Weds each month in SCC). Her office is located at 224 West Lorain Street, Oberlin. Georgia Newman serves as Kendal at Oberlin's Medical Director and prefers to see Kendal residents in the Kendal Health and Wellness Clinic.
- Kashif Khan, MD, Board Certified Geriatrician, Mercy Health, is at Kendal the first and third Tuesdays of each month. Kashif Khan's practice involves managing the medical care of patients in several nursing homes, including Kendal at Oberlin. Kashif Khan has no medical office; his practice is specialized for nursing home settings and Kendal at Oberlin's Health and Wellness Clinic.

A resident who has chosen Georgia Newman or Kashif Khan as his/her PCP should see Kendal's Nurse Practitioner for an acute concern if his/her PCP is not in the Health and Wellness Clinic. The Nurse Practitioner will then consult with the PCP and make an appropriate referral to a medical resource, if necessary.

Non-Kendal Physicians, Off-Campus

Kendal at Oberlin is fortunate to be located in an area served by three well-respected and renowned health systems, including the Cleveland Clinic, University Hospitals, and Mercy Health. With excellent health care access readily available, some residents choose to select a PCP not affiliated with Kendal at Oberlin. However, in choosing a PCP it is important to remember that non-Kendal PCP's will not be available for office visits in the Health and Wellness Clinic and that Kendal's Nurse Practitioner will not be able to assist the resident with chronic conditions being managed by the off-campus PCP.

There may be associated costs related to the selection of a non-Kendal physician, per your specific contract with Kendal at Oberlin. Please consult with Kendal's Insurance Coordinator who can review with your specific insurance coverage in light of your Kendal contract.

Off-Campus Primary Care Physicians Recommended by Local Health Systems, and Primary Care Physician Access to Local Health Systems

Listed from nearest to furthest in travel time.

Mercy Health:

Visit <https://www.mercy.com/find-a-doctor>

Oberlin Primary Care, 319 West Lorain Street, Oberlin, OH 44074
(440) 775-1881 – (5 minutes away from Kendal)

- Israel Cajigas, MD, Board Certified in Family Medicine
- Deon Regis, MD, Board Certified in Family Medicine

Cleveland Clinic:

Visit <https://my.clevelandclinic.org/staff>

303 Chestnut Commons Drive, Elyria, OH 44035
(440) 366-9444 – (15-18 minutes away from Kendal)

- Monica Seo, MD, Board Certified Internal Medicine
- Jaya Unnithan, MD, Board Certified Internal Medicine
- Haralambie Siscu, MD, Board Certified Family Medicine
- Sathya Reddy, MD, Board Certified Geriatrician

University Hospitals:

Visit <https://www.uhhospitals.org/doctors>

5001 Transportation Drive, Sheffield Village, Ohio 44054
(440) 328-3420 – (18-20 minutes away from Kendal)

- Juan Solis, MD, Board Certified Geriatrician
- Martina Ferraro, DO

Residents may explore the availability of other primary care resources by visiting the websites of Mercy Health Lorain, University Hospitals Cleveland and the Cleveland Clinic. Residents may discover resources through conversations with other residents. Kendal will not endorse certain physicians over others, other than those who practice directly at Kendal.

Important When Selecting a Non-Kendal Primary Care Physician

It is also important that residents choosing a non-Kendal physician understand that non-Kendal physicians do not have attending privileges in the Stephens Care Center and will not be able to provide primary care to the resident if the resident is admitted to the Stephens Care Center. If a stay in the Stephens Care Center is needed, the resident will be assigned to one of Kendal's contracted physicians to manage care during the Stephens Care Center stay.

Additionally, non-Kendal physicians do not maintain a Standard of Care Agreement with Kendal at Oberlin's nurse practitioner (see Health and Wellness Clinic section); thus, Kendal at Oberlin's Nurse Practitioner will have a limited scope of practice.

Laboratory and Diagnostic Testing

As an on-campus convenience to residents, Kendal at Oberlin contracts for clinical laboratory services. Blood draw services by a laboratory technician or phlebotomist are available in the Health and Wellness Clinic at 8:00 AM Monday through Friday.

Residents with a laboratory order may come to the Health and Wellness Clinic at 8 AM on weekdays (not holidays). A laboratory order is required for this service to be provided. If a lab test is ordered by a Kendal physician or Kendal's nurse practitioner, the lab tech will be given that order by Kendal.

Results from any laboratory work completed at Kendal will be delivered to the ordering health care provider, whether ordered by a Kendal PCP, Kendal nurse practitioner or non-Kendal provider. The ordering provider is responsible for notifying the resident if there are any concerns from the lab results and for arranging follow-up if necessary.

Residents with a non-Kendal PCP are responsible for informing their provider to send laboratory test results to Kendal's Health and Wellness Clinic. The Health and Wellness Clinic fax number is (440) 775-9854.

Lab test result return times vary depending on the laboratory test ordered. You may also request that a copy of lab results be sent to you in your Kendal in-house mailbox.

If a resident with a Kendal primary care physician has a concern or question about any laboratory work that has been completed, please call the Kendal Health and Wellness Clinic. Those residents with a non-Kendal primary care physician are directed to call their physician's office with questions about completed laboratory work.

Other diagnostic studies such as x-rays, mammograms and bone mineral density studies can be performed at Mercy Allen Hospital or at a facility in the surrounding area such as Lorain, Amherst, or Elyria. Reports of testing are sent to the ordering health care provider and to the Kendal primary physician. When the ordering health care provider has reviewed the results, the resident will be notified. Further follow-up, if necessary, is also scheduled with the resident at this time.

A "Release of Records" form will be sent along with the order for the diagnostic test if it is being performed off-site. This will assist in the timely communication of the results to the Kendal Health and Wellness Clinic.

Please note, some health systems may prefer that a resident go to have blood draws at a specific facility within a specific health system, often to expedite the process of getting results to the physician that ordered the laboratory work and to add to the resident's health care record within that specific health system.

Pharmacy

Pharmacy services are provided to independent living residents through a local pharmacy or by mail-order service. The mail-order service can be utilized by residents who have this benefit as part of their insurance plan. Please contact a Health and Wellness Clinic staff member at (440) 775-9819 or the Medical Billing Specialist at (440) 775-9064 for more details about your pharmacy and/or mail-order requirements.

Residents are urged to manage their own medication refills but can seek assistance from the Health and Wellness Clinic staff if there are special circumstances such as visual or memory impairment. Residents whose medications are being managed by a Kendal PCP are asked to submit requests for medications needing re-order at least two weeks in advance of when the refill will be needed. If additional costs are incurred by Kendal due to late requests for medication re-orders, Kendal reserves the right to charge the difference to the resident.

Residents under the care of a non-Kendal primary care physician need to manage their chronic care medications through that health care professional.

Detailed pharmacy information may be obtained from the Health and Wellness Clinic staff by calling (440) 775-9819.

Referrals and Specialists

A number of medical specialists and sub-specialists are available in the greater Lorain County area. A referral may be required from the resident's Kendal primary care physician or Kendal's nurse practitioner to the respective specialist for coverage under specific Kendal resident contracts (residents need to check their individual Resident Agreement). This assures continuity of care and timely communication with the Health and Wellness Clinic.

A referral is also required by many insurance companies in order for the visit to a specialist to be a covered service. Residents are encouraged to check their own insurance plan regarding referral coverage and information about participating providers.

For tertiary care (highly specialized medical care), Kendal at Oberlin generally utilizes the services of the specialists at the Mercy Health, Cleveland Clinic, or University Hospitals. These also may require a referral by your Kendal PCP, Kendal nurse practitioner or by your non-Kendal PCP.

Important to Note:

If you wish to be connected with Mercy, University Hospitals or the Cleveland Clinic for specialty care, you can still have a Kendal physician. Your Kendal physician or Kendal's Nurse Practitioner can refer you for specialty consultation to any of our regional health systems. By having specialty care from the system

of your choice and primary care at Kendal, you can enjoy the full benefits of both.

Hospitalists

All the local hospital systems have moved to a hospitalist model, in which all inpatients are cared for by a hospitalist during an inpatient stay. None of the local or regional PCPs are seeing patients in the hospital.

On Campus Health Care Providers

These services are provided as an on-campus convenience to Kendal at Oberlin residents. Residents may also select such specialists beyond Kendal at Oberlin in the greater community.

Audiologist

An audiologist has regularly scheduled appointments at Kendal at Oberlin. Appointments can be made by calling the administrative assistant in the Health and Wellness Clinic at (440) 775-9819. Audiology services are not covered under the Residence and Care Agreement and will be at the resident's expense beyond any limits of a resident's specific medical insurance.

Dentist

A dentist has regularly scheduled appointments at Kendal in the Health and Wellness Clinic. Appointments can be made by calling the Medical Secretary in the Stephens Care Center at (440) 775-9800. Dental care is not covered under the terms of the Residence and Care Agreement and will be at the resident's expense beyond any limits of resident's specific medical insurance.

Neurologist

A neurologist has regularly scheduled appointments at Kendal at Oberlin. Appointments can be made by calling the Health and Wellness Clinic at (440) 775-9819. Neurology services are not covered under the terms of the Residence and Care Agreement and will be at the resident's expense beyond any limits of the resident's specific medical insurance.

Optometrist

An optometrist has regularly scheduled appointments at Kendal at Oberlin. Appointments can be made by calling the Health and Wellness Clinic at (440) 775-9819. Optometric services are not covered under the terms of the

Residence and Care Agreement and will be at the resident's expense beyond any limits of the resident's specific medical insurance.

Podiatrist

A podiatrist has regularly scheduled appointments at Kendal at Oberlin. Appointments can be made by calling the Health and Wellness Clinic at (440) 775-9819. Podiatric services are not covered under the terms of the Residence and Care Agreement and will be at the resident's expense beyond any limits of a resident's specific medical insurance.

Psychologist

A psychologist has regularly scheduled appointments at Kendal at Oberlin. Appointments can be made by calling the Health and Wellness Clinic at (440) 775-9819. These services are not covered under the terms of the Residence and Care Agreement and will be at the resident's expense beyond any limits of a resident's specific medical insurance.

Community Nutritionist/Dietitian

Kendal's Community Nutritionist / Licensed and Registered Dietitian is available for consultation and advice. Appointments may be made by calling (440) 775-9065.

Fitness Coordinator

Kendal's Fitness Coordinator is available for consultation and advice. Appointments may be made by calling (440) 775-9851. A wide range of classes and services, including personalized fitness programs, are available from the Kendal Fitness Center to assist in maintaining and achieving wellness. Please see Fitness Center description in Resident Handbook.

Social Services

Kendal at Oberlin's Social Services team work to meet the psychosocial needs of residents by promoting independence, self-determination, and personal responsibility in a manner consistent with the Kendal Values and Practices. Social Services can be reached at (440) 775-9813 or (440) 776-5016.

Social Services Associates...

- Act as advocates for residents

- Assist in navigating the Kendal health system, including preparing for elective surgeries including admission and discharge planning from the Stephens Care Center
- Support residents in advance care planning and making informed choices
- Educate and assist residents on Advanced Directive decisions
- Educate and link residents and families on available resources
- Look after vulnerable residents and ensure their best interests are observed
- Advise residents who need support and assistance
- Research social problems to explore remedies

Medical Records

Kendal at Oberlin uses Matrix and eClinical Works for the gathering and collecting of electronic medical records (EMR). Matrix is Kendal's primary platform for all residents and eClinical Works is used for the Health and Wellness Clinic. The eClinical Works EMR does have a patient portal which will get more robust.

Information on accessing the patient portal in eClinical Works is available in the Health and Wellness Clinic.

Coordination of Medical Records. Non-Kendal physicians.

When having an off-campus appointment, whether with a non-Kendal PCP or specialist, residents are always encouraged to get two copies of the summary of their physician visit-one for their own record, and one to be shared with the Kendal Health and Wellness Clinic. When a resident chooses a non-Kendal PCP, that resident bears the responsibility for ensuring that summary notes from any office visit with that provider are shared to the Health and Wellness Clinic within a business day of that visit. That allows Kendal to maintain and update resident records here, such as changes in medication, diagnosis or coordination with specialists and medical testing.

Some local health systems do permit Kendal at Oberlin to access electronic medical records. Please ask a representative at the Kendal Health and Wellness Clinic if the health system you are affiliated with permits this. A signed authorization form will be required to grant Kendal this access. This does remove the burden of requesting a printed record after each appointment.

Medical Transportation

Medical Transportation is available by contacting the Kendal Transportation Coordinator at (440) 775-9832. Transportation is provided at no charge to visit your primary care physician and/or to see a specialist within Lorain County (*exceptions include transportation for audiology, dentistry, physical therapy, occupational therapy, speech therapy, podiatry, chiropractic services, hospitalization; inpatient and outpatient surgical services, renal dialysis, treatment for alcohol or drug abuse, and diagnosis and therapy for psychiatric disorders*). In order to determine if transportation services within Lorain County are covered by Kendal at Oberlin's Residence and Care Agreement, an understanding of the underlying medical condition may be necessary to determine if it is covered or billed back to the resident.

There is no charge for medical transportation for diagnostic testing ordered by your PCP or physician specialist.

Please arrange your transport with Kendal's Transportation Coordinator by calling (440) 775-9832.

All Medical Trips Outside of Lorain County

Contact the Transportation Coordinator to make arrangements consistent with the Medical Transportation Policy. Kendal provides medical transportation for covered services as outlined in the Residence and Care Agreement and ordered by a Kendal contracted physician and/or any medical practitioner within Lorain County. It will also arrange for, but does not cover the cost of, out-of-county medical appointments. Please refer to the Kendal Transportation Policy for more details.

Therapy Services and Insurance Coverage

Kendal at Oberlin contracts with an outside company for professional therapy services. Therapy services are typically provided under insurance coverage, such as Medicare Part A (in-patient in Kendal's Skilled Nursing Facility in the Stephens Care Center), Medicare Part B (outpatient), other insurances or private pay. The Kendal resident agreement was designed around traditional Medicare. With many pension plans and residents choosing Medicare Advantage type plans, residents may find that Kendal at Oberlin is "out of network" with their particular insurance coverage and are responsible for a greater out of pocket expense. As with all other insurance coverages, it is

recommended that residents verify coverage and benefits with Kendal at Oberlin's Insurance Coordinator to understand their particular insurance coverage and copays, if any, for therapy services.

The Kendal at Oberlin therapy gym is located next to the Health and Wellness Clinic.

Occupational Therapy

Occupational therapy may be ordered by a Kendal or non-Kendal physician, following illness, injury, or surgery. The occupational therapist provides programs and equipment to improve performance in self-care, homemaking, life skills, and leisure tasks. Most often, the goal of occupational therapy is to maximize independence, safety, and productivity in daily activities. Stationed in the Therapy Services Department, the occupational therapist is prepared to address such problems as decreased vision, diminished strength and mobility, coordination difficulties, and changes in mental status.

Physical Therapy

Physical therapy may be ordered by a Kendal or non-Kendal physician following injury, orthopedic surgery, stroke, or a myriad of other conditions. The goal of physical therapy is to make daily tasks and activities easier. For example, it may help with walking, going up stairs, or getting in and out of bed. Physical therapy can help with recovery after some surgeries. The resident's doctor may suggest physical therapy for injuries or long-term health problems such as arthritis or chronic obstructive pulmonary disease (COPD). The physical therapist provides individualized programs to improve or maintain function, mobility, or endurance through exercise and other treatment modalities.

Speech Therapy

Speech therapy may be ordered by a Kendal or non-Kendal physician as related to speech, voice, language, swallowing problems, cognition/memory and sequencing, or hearing concerns. Often the primary goals of speech therapy are to establish and improve effective, independent communication, cognitive processes, and to restore and/or improve oral function and eating skills. A lesser-known beneficial use of speech therapy is for cognitive issues. Speech therapy strategies for cognition include focused therapeutic exercises to improve attention, memory, problem solving, and executive functioning.

Therapy Appointment Cancellations

Health care staff continue to focus on efficiency, thus preventing unnecessary costs that are passed on to all residents. Our Therapy Department is here to provide you with high quality therapy services that enhance your quality of life. They are part of our professional team “transforming the experience of aging” at Kendal at Oberlin.

A 24-hour notice of appointment cancellation is required for all therapy appointments, (Monday appointments will require cancellation on the preceding Friday). Notice given less than 24- hours prior to a scheduled appointment will incur a \$35 appointment cancellation fee.

Ohio Living Home Health

Ohio Living is a Medicare Certified and fully accredited home health program that enhances the continuum of care at Kendal at Oberlin. Ohio Living Home Health can be reached at (330) 873-3468.

The mission of Ohio Living is to extend and enhance the independence and well-being of older adults and build the capacity of family members, communities and organizations to care for them at home.

Ohio Living works in tandem with the Kendal Health and Wellness Clinic and Stephens Care Center to provide a comprehensive continuum of health care services to Kendal residents. Ohio Living services are available to residents in independent living and may also be utilized concurrently with assisted living services to augment the level of care as well as provide companion services in the nursing home.

Ohio Living services include skilled home health care requiring the services of a registered nurse, therapist or medical social worker (these services are covered by Medicare) and home care supportive services such as assistance with bathing, dressing, medication reminders, and home making services (these services are not covered by Medicare and are charged to the resident for a minimal fee).

Ohio Living Skilled Services May Include:

Nursing

Assessment, observation and monitoring of medical condition(s), home safety and symptoms; teaching or training related to medical condition(s), symptom

control, home safety and medications; providing skilled services such as dressing changes, blood draws, etc.

Nursing aide services including assistance with personal care needs and activities of daily living (ADLs), light housekeeping tasks and companion services.

Occupational Therapy

Education, therapeutic exercise and treatment related to ADLs, neuro-sensory diseases and disorders or following a debilitating illness.

Physical Therapy

Therapeutic exercise and therapy services and education related to diseases of or injuries to the musculoskeletal, respiratory and cardiovascular systems or following a debilitating illness.

Speech Therapy

Education and treatment for voice and speech articulation, swallowing and cognitive testing and treatment for language disorders.

The initiation of Ohio Living services may occur following a clinical referral, a hospitalization, a Stephens Care Center stay or when there is a change in a resident's health status. The Ohio Living nurse will complete a thorough assessment once the referral order has been written by the physician or nurse practitioner, identify specific services that are needed and develop a plan of care that will include the anticipated duration and frequency of the services. The care plan will be reviewed with the resident / family and Health Care Power of Attorney.

If, at the conclusion of a Medicare episode of skilled care or the Kendal 30-day transitional services, the RN determines that additional home care supportive services are needed to enable the resident to remain safely in the home, a recommendation will be made and a home care supportive service plan will be established and reviewed with the resident / family and Health Care Power of Attorney, including associated fees.

Intermittent Transitional Care Back to Independent Living

Kendal at Oberlin provides for 30 days of intermittent transitional care back to a resident's apartment or cottage through Ohio Living. This service is provided to help ensure a successful transition back to independent living after an acute care

or Stephens Care Center discharge. Services are personalized to the unique needs of the resident and may include a registered nurse and/or home health aide to assist with medication set-up and assistance showering or bathing. This care is offered concurrently with any eligible Medicare reimbursed home health services.

Continuity of Health Care for Residents with a Non-Kendal Primary Care Physician

Good health care is important to you and to the staff of Kendal at Oberlin. The purpose of this document is to make your health care seamless when you select a non-Kendal primary care physician.

	Kendal PCP	Non-Kendal PCP
Appointments in the Health and Wellness Clinic	Yes. With a call to the Health and Wellness Clinic, you can be scheduled to see your primary care physician on campus.	No. You schedule your own appointment to the doctor of your choice off campus. Appointments with non-Kendal physicians are not available in the Health and Wellness Clinic.
Health Care Coordination	Your Kendal primary care physician will oversee your health care at Kendal at Oberlin, including complete coordination of services with Kendal’s nurse practitioner and other Kendal interdisciplinary staff members from the Health and Wellness Clinic, Social Services and the Stephens Care Center.	Your non-Kendal primary care physician will oversee your health care. For continuity of care, it is important that you request medical records be sent to Kendal from your non-Kendal primary care physician after each office visit or medical evaluation in the event Kendal staff need to respond to an emergency situation.
Continuity of care with on-site nurse practitioner	Our nurse practitioner is available on campus and can prescribe medications, if necessary, in collaboration with your Kendal primary care physician for both acute and chronic needs.	Regulations require that our nurse practitioner works with our primary care physicians and is limited in what can be provided outside that relationship. This limited scope of care includes triage, assessment, consultations such as for the flu, a cold, or minor infections and injuries. Some examples of such include eye and ear infections, sinus infections, upper respiratory infections, sore throat, cold sores, shingles, blisters, urinary

		tract infections, fever, cuts and scrapes, skin infections, and rashes.
	Kendal PCP	Non-Kendal PCP
		<p>hives, joint pain, reduced mobility, general weakness, swollen joints, and many more. She can also discuss your medications with you. She cannot prescribe for chronic or other conditions that require the oversight of your non-Kendal primary care physician.</p> <p>In all cases, Kendal’s Nurse Practitioner is going to use her professional judgement. There may be times when you see her, and she is going to refer you to your primary care physician without prescribing a treatment or medication. The Nurse Practitioner will not overstep her bounds of scope or practice.</p> <p>Chronic conditions need to be overseen by your primary care physician who is familiar with your specific history and diagnosis.</p>
Physician follows you if you are admitted to the Stephens Care Center	Yes. Nursing home regulations are very complex and not all physicians are willing to abide by the regulatory requirements. Our two physicians are credentialed to provide care in our Stephens Care Center.	<p>Regulations require that physicians must meet certain requirements to provide care in a nursing home setting. It is not advantageous for a non-Kendal primary care physician to follow one or few residents to the Stephens Care Center. You will be assigned to a Kendal primary care physician should you be admitted to the Stephens Care Center.</p> <p>Depending on the complexity of your care if you are in the Residential Care Facility (Assisted Living), you may be able to use a non-Kendal primary care physician, though transportation to appointments should be considered.</p>

	Kendal PCP	Non-Kendal PCP
		<p>Once you are discharged from the Stephens Care Center, you may remain with your non-Kendal primary care physician.</p> <p>Pertinent medical information from the Stephens Care Center and the assigned Kendal physician can be shared with your non-Kendal primary care physician, at your request.</p>
Prescription Services	Your Kendal primary care physician can prescribe medications as well as Kendal's on campus nurse practitioner.	<p>Your non-Kendal primary care physician will prescribe your medications.</p> <p>Our nurse practitioner is ethically limited in writing prescriptions for you since she is unaware of current diagnoses and medications which could have a harmful interaction with anything prescribed.</p> <p>In the event of an acute condition, Kendal's nurse practitioner may prescribe medications, if s/he feels it is warranted and safe. All chronic condition prescriptions need to be maintained by your non-Kendal primary care physician.</p>
Emergency Care Life and Death	In a life or death emergency, please call 911 directly to save time. If unable to get your phone, activate your nurse call cord/emergency response system, we will assist you in getting emergency services.	In a life or death emergency, please call 911 directly to save time. If unable to get your phone, activate your nurse call cord/emergency response system, we will assist you in getting emergency services.
Emergency Care Non-Life and Death	<p>In situations when you feel ill and need a health professional to make a medical assessment, activate the emergency nurse call system in your Kendal home or dial 775-9800.</p> <p>A nurse will contact you and assess your situation. As needed, the</p>	<p>In situations when you feel ill and need a health professional to make a medical assessment, activate the emergency nurse call system in your Kendal home or dial 775-9800.</p> <p>A nurse will contact you and assess your situation. As needed, the</p>

	Kendal PCP	Non-Kendal PCP
	<p>nurse will review your chart from the Health and Wellness Clinic so that an appropriate assessment can be made, given your medical history.</p> <p>The nurse will instruct you with next steps which may include a follow up with the Health and Wellness Clinic.</p> <p>The nurse will communicate with your Kendal primary care physician regarding appropriate interventions and follow up.</p>	<p>nurse will review your chart from the Health and Wellness Clinic so that an appropriate assessment can be made, given your medical history. Up to date information from your primary care physician and consultations is important.</p> <p>The nurse will instruct you with next steps which may include contacting your primary care physician's office. This office will be most familiar with your medical history, current diagnoses and medications.</p> <p>If necessary, the nurse will help facilitate communication with your physician's office.</p> <p>Often records from non-Kendal primary care physicians are quite incomplete, making an accurate medical assessment difficult.</p>
Medical Record Keeping	<p>On campus physicians and Health and Wellness Clinic staff members maintain and update your medical record here at Kendal at Oberlin. This includes physician notes, laboratory reports and information from any referrals that your Kendal primary care physician may make for your care.</p> <p>Access to the patient portal of Kendal at Oberlin's Electronic Medical Record eClinical Works is available. Please inquire at Kendal's Health and Wellness Clinic for access information.</p> <p>Every resident has the right not to disclose selected health information to/from Kendal at Oberlin. Please</p>	<p>For continuity of care, it is very important that your non-Kendal primary care physician sends to our Health and Wellness Clinic physician notes, lab reports and other critical information on an on-going basis. This will ensure that information is available when needed, including medical emergencies.</p> <p>Residents may be asked to sign a disclosure document in order for Kendal to gain access to a resident's electronic medical record with a separate health system.</p> <p>Please also instruct any physician referrals that your non-Kendal primary care physician may make to</p>

	Kendal PCP	Non-Kendal PCP
	keep in mind how this may affect the continuity of care provided to you at Kendal.	<p>send pertinent medical information to the Health and Wellness Clinic.</p> <p>All health information is maintained in the Health and Wellness Clinic under strict confidentiality.</p> <p>Every resident has the right not to disclose selected health information to/from Kendal at Oberlin. Please keep in mind how this may affect the continuity of care provided to you at Kendal.</p>

Stephens Care Center

Medical Secretary Desk in the Stephens Care Center: (440) 775-9800

The Stephens Care Center is named after Jim and Jean Stephens, Oberlin physicians and founding residents who were very influential in establishing Kendal at Oberlin. The Whittier 500/600 Wings are named after John Greenleaf Whittier, a prominent Quaker abolitionist, poet, and supporter of Oberlin College. The Jameson 400 Wing is named after George C. Jameson, a well-known early Oberlin physician. The Patterson 300 Wing is named in honor of Mary J. Patterson, the first African American woman to earn a bachelor's degree from Oberlin College.

Stephens Care Center Licensure

The Stephens Care Center is licensed by the Ohio Department of Health. This licensure includes 67 single occupancy rooms licensed under Residential Care Facility licensure, referred to as Assisted Living or Personal Care. In addition, the Stephens Care Center includes 12 single occupancy rooms licensed under Nursing Home licensure. Each Nursing Home room is certified for Medicare Skilled Care. The Stephens Care Center is a vital part of Kendal at Oberlin's comprehensive continuum of care. Recent annual Ohio Department of Health Survey inspection results are available in the Kendal Library and the Stephens Care Center Gathering Room.

Stephens Care Center Staffing

A registered nurse (RN) is always on duty to supervise the care provided in the Stephens Care Center (both the licensed Skilled Nursing Facility and the licensed Residential Care Facility / Assisted Living) and to respond to medical emergencies in Independent Living when the Health and Wellness Clinic is closed. The Stephens Care Center team includes our Medical Director, as well as attending physicians, Kendal's Certified Nurse Practitioner, professionally trained RNs, LPNs, Care Partners (State Tested Nursing Assistants), Social Service Associates, a Registered Dietician, a Board-Certified Art Therapist, a Board-Certified Music Therapist, and Creative Arts Activity, Dining and Housekeeping staff members.

Kendal at Oberlin's Nurse Practitioner makes rounds in the Stephens Care Center on weekdays (not holidays), visiting those that are experiencing a change in condition or under a "Skilled Medicare Stay". Physicians typically visit residents in the Stephens Care Center once per month, the Medicare requirement is every 60 days. RN Nurse Managers or the Nurse Practitioner keep a resident's primary care physician informed of all changes in conditions and concerns. Physicians will also visit residents if there has been a change in condition.

Residents residing in the Stephens Care Center are empowered and encouraged to be active participants with the Health Care Team in making decisions for themselves. Programs are directed toward assisting each resident to achieve and maintain his or her highest level of self-care and independence. Staff members are specially trained to act in ways which maximize choice, independence, autonomy, and self-esteem.

Quality of life, dignity, privacy, and autonomy are goals shared by residents, the Stephens Care Center Team members, and the entire Kendal at Oberlin Community.

Admission and Discharge from the Stephens Care Center

Admission to the Jameson, Patterson, or Whittier Wings is a "team" decision determined by the individual resident's needs, with input from the entire "Interdisciplinary Team." The "team" includes the resident, resident's family and Health Care Power of Attorney, the resident's primary care physician, nurses, social services staff, creative arts therapy personnel, dietitian, and any others who may be involved in resident care such as physical, occupational, or speech

therapists. Once a resident is admitted, the length of stay and date of discharge (for short-term stays) are based upon observations made by the Health Care Team of the resident's progress in achieving their goals and decisions made by the Interdisciplinary Team, including, most importantly, the resident.

Length of stay varies depending on the resident's needs. If a resident is admitted for a short stay or for rehabilitation, the physician may be able to estimate the length of stay before the individual enters, taking into consideration the diagnoses and any complicating factors. Following admission, regular meetings, both formal and informal, help the resident / family and Health Care Power of Attorney, and staff to stay informed of the resident's progress. Discharge planning begins upon, if not prior to, the admission.

The physician is an active part of this planning process and must sign a written discharge order before the resident can go home. The final discharge planning process may take several days or more. The earlier the planning begins, the sooner the resident may be able to return home with support services in place.

Tiers of Care

The Stephens Care Center offers several levels of care including Assisted Living, Transitional Care, Cognitive Support, Long-Term Care, Respite and Short-Term skilled nursing care. Objective tools are used to determine the appropriate level of care for each resident. Residents are admitted to the level of care most appropriate to their individual medical conditions and needs for care and assistance. The Stephens Care Center is staffed 24-hours a day by qualified staff members trained to care for individuals in need from assistance in daily living routines and tasks to more specialized assistance or nursing care, such as post-operative care.

The Stephens Care Center provides five levels of distinctive care, support, and observation for medical or safety concerns.

Tier One: Provides minimal amount of assistance with activities of daily living.

Tier Two: Provides minimal-moderate assistance with activities of daily living.

Tier Three: Provides moderate-extensive assistance with activities of daily living and/or observation.

Tier Four: Provides extensive assistance with activities of daily living and/or observation.

Tier Five: Provides transitional care and short-term skilled nursing and rehabilitation services, such as following a hospital admission or surgery. Kendal at Oberlin is a provider under the Medicare program.

Jameson House

Jameson House is a program-rich environment, is designed to enhance the quality of life for residents that would benefit from living in a supportive neighborhood for the cognitively impaired. Jameson House reflects the image of the “small house model” of care and support. Jameson House residents are served by specially trained staff and are empowered to live their most resilient lives in a neighborhood without continual pedestrian traffic and disruptions, fostering a quiet and calm living space. Residents in Jameson House have the freedom to navigate the Jameson House environment independently and safely. Additionally, residents of Jameson House are integrated within the wider Kendal at Oberlin community through planned programs inside and outside of Jameson House, as well as spontaneous activities.

Medicare and Insurance Covered Stays in the Stephens Care Center

Medicare and insurance covered stays in the Stephens Care Center are short term in duration with the goal of assisting a resident to reach his or her optimal recovery typically following a health incident/event. Medicare and private insurance plans have defined guidelines for the services covered and the duration of coverage. This varies per insurance plan, i.e. Medicare Advantage type plans, as well as the Medicare Manage Plan, if applicable. Please consult with Kendal’s Insurance Coordinator regarding your specific coverage and co-pays. Most residents in the Stephens Care Center receive non-Medicare covered long-term care, which provides the assistance necessary (help with dressing, feeding, bathing, etc.) to maintain each resident at his or her highest level of self-care independence.

Stephens Care Center Public Spaces

In the Stephens Care Center, public spaces are open to all residents and families of Kendal at Oberlin. Public spaces include the Whittier Lounge,

Patterson Great Room, Gathering Room, Whittier Game Lounge and Whittier Country Kitchen. Television and other media equipment are available in most of these areas. The fully equipped Country Kitchen may be reserved and is available for use by residents and their families. Private use of any of these shared spaces may be reserved through the Creative Arts Therapy staff; priority access will be to residents of the Stephens Care Center.

Stephens Care Center Resident Handbook

Residents of the Stephen Care Center receive a copy of the Stephens Care Center Resident Handbook, which addresses specific questions, services and details of the Stephens Care Center.

KENDAL AT OBERLIN RESIDENTS ASSOCIATION (KORA)

Section Contents

In this Section of the Resident Handbook, you will find 1) A list of the past presidents of KORA, 2) KORA's Constitution and Bylaws, 3) A description of KORA Committees and Special Purpose Groups and 4) KORA Policies, Procedures and Guidelines.

Introduction

The Kendal at Oberlin (KatO) retirement community was begun by a group of prospective residents invited to Karl Heiser's home on March 17, 1987 (St. Patrick's Day). They studied retirement communities, and then asked The Kendal Corporation to help establish KatO. The founding residents began moving in during October 1993. A meeting of the residents on 3/30/94 approved an Organizing Council to develop a Constitution and Bylaws for the Residents Association. The Constitution and Bylaws of the Kendal at Oberlin Residents Association (KORA) were adopted on 9/24/94, and KORA was incorporated in 1999. The KatO Library has a complete collection of *The Kendalight*, minutes of meetings, recent annual reports of committees, and other KatO and KORA documents. The KORA Archives Committee maintains records of the Association. For the history of KatO see Richard Baznik's, *History of Kendal at Oberlin...an entirely new way of life.* Both KatO and KORA are tax exempt 501 (c) (3) organizations.

The MISSION STATEMENT which follows was adopted by KORA Council on 8/18/2005 as a shorter and simpler statement than IRS language in the Constitution.

Mission Statement

The Kendal at Oberlin Residents Association, operating according to Quaker values, is a 501 (c) (3) organization that encourages, supports, and facilitates the participation of Kendal at Oberlin residents in the life of the Kendal Community as a means of enhancing residents' quality of life and encouraging service to the wider community.

KORA Presidents

Joe Verlie	1994 & 1995
Jane Eddy	1996 & 1997
Ruth Shaeffer	1998 & 1999
Joe Luciano	2000 & 2001
Tom Piraino	2002
Leonard Singer	2003
Alan Gage	2004
Mary Ashbrook	2005 & 2006
Tom Piraino	2007
Robert Taylor	2008
Nancy Hultquist	2009 & 2010
John Elder	2011 & 2012
Don Reeves	2013 & 2014
Ardith Hayes	2015 & 2016
Ann Francis	2017 & 2018
Gary Olin	2019 & 2020
Mary Behm	2021

Past presidents of KORA continue to serve the community as valued consultants beyond their term as President.

KENDAL AT OBERLIN RESIDENTS ASSOCIATION, INC.

600 Kendal Drive, Oberlin OH 44074

Constitution and Bylaws

12 November 2020

ARTICLE I: Name, Purpose, and Membership

Section 1.1 Name. The name of this organization is KENDAL AT OBERLIN RESIDENTS ASSOCIATION, INC., organized under section 501(c)(3) of the Internal Revenue code, hereinafter called "the Association" or "KORA".

Section 1.2 Purpose.

a) The purpose of the Association is to establish and maintain in cooperation with the Administration, Staff, and Board of Directors of Kendal at Oberlin:

- a community in which each person is nurtured, and the corporate body of residents and staff is enriched;
- a community committed to openness, respect, and care for each other;
- a community where members respond to one another with sensitivity, good will, and patience, and where issues and problems can be resolved; and
- a community where the values and standards set forth in the publication *Values and Practices--The Kendal Corporation* are realized.

b) The Association is organized exclusively as an exempt charitable organization under 501(c)(3) of the Internal Revenue Code (or corresponding section of any future federal tax code), including the making of financial distributions to other organizations that qualify as exempt organizations under section 501(c)(3).

c) No part of the net earnings of the organization shall inure to the benefit of, or be distributable to its members, trustees, officers, or other private persons, except that the organization shall be authorized and empowered to pay reasonable compensation for services rendered and to make payments and distributions in furtherance of the purposes set forth in the purpose clause hereof. No substantial part of the activities of the organization shall be the carrying on of propoganda, or otherwise attempting to influence legislation, and the organization shall not participate in, or intervene in (including the publishing or distribution of statements) any political campaign on behalf of any candidate for public office. Notwithstanding any other provision of this document, the organization shall not carry on any other activities not permitted to be carried on (a) by an organization exempt from federal income tax under section 501(c)(3) of the Internal Revenue Code, or corresponding section of any future federal tax code, or (b) by an organization, contributions to which are deductible under section 170(c)(2) of the Internal Revenue Code, or corresponding section of any future federal tax code.

Section 1.3 Membership. All residents of Kendal at Oberlin are members of the Association and eligible to participate in its activities.

ARTICLE II: Meetings of the Association

Section 2.1 Place and Time. Meetings of members of the Association shall be held at Kendal at Oberlin at times fixed by the President or by the Residents Council.

a) The Annual Meeting shall be held in November, at a date to be announced at least two weeks in advance, for the election of Officers, Members of the Residents Council, and the Leadership

Development and Nominations Committee, and for the transaction of such other business as may properly come before the meeting.

b) The President shall call special meetings of the Association upon the written request of ten or more members, to be held at Kendal for the purpose(s) requested and at times agreed to.

Section 2.2 Notice of Meetings. The Secretary shall give two weeks' notice of the date of the Annual Meeting and not less than five days' notice of any other Association meeting, by posting written notice on the bulletin boards of the Heiser Community Center and the Stephens Care Center and by placing a copy in each member's open mailbox. Any motions to be brought to the Association at the meeting are to be included in the notice.

Section 2.3 Quorum. Twenty-five per cent of the total number of residents at Kendal shall constitute a quorum for the transaction of business.

Section 2.4 Decision-Making. Decisions shall normally be made by consensus. When a vote is required, voting shall be by voice vote except when a motion to vote by ballot on a specific proposal is approved by a majority of those members present. Members may vote only in person, except for those residing in the Stephens Care Center, who may vote by proxy. Requests for proxies must be made to the Secretary at least 24 hours before the vote.

ARTICLE III: Residents Council

Section 3.1 Number. There shall be fifteen members of the Council, including four officers (President, Vice-President, Secretary, and Treasurer), and eleven other members, known as "Councilors."

Section 3.2 General Powers. Except as restricted by a vote of members of the Association, the Council shall have full power to manage the affairs of the Association.

Section 3.3 Meetings. Meetings of the Council shall be held at times and places at Kendal as may be fixed by its members, or at the discretion of the President. A special meeting of Council shall be called by the President upon the written request of at least four members of Council, to be held at a time and place at Kendal as agreed upon. Meetings of Council, except when in Executive Session, are open to all members of the Association, who may speak to the issues, but without the right to vote.

Section 3.4 Quorum. Eight Members of Council shall constitute a quorum.

Article IV. Leadership of the Association

1. **Section 4.1.** There shall be a **Leadership Development and Nominations Committee** consisting of six members who shall:

2. a) Develop along with Council and committee representatives leadership opportunities for residents; encourage individual residents to move into leadership roles which match their interests and gifts; and in each nomination cycle plan ahead for nominees who, with experience, might assume increasing leadership roles;
3. b) Advise on the leadership needs of the Association when requested by Council or a committee representative, drawing on the Committee's knowledge of the resources present in the resident community;

4. c) Nominate to the Annual Meeting a slate of Officers, Councilors, and up-coming members of the Leadership Development and Nominations Committee. Residents shall be urged to suggest names for consideration by the Committee to be given in writing and with the consent of the suggested candidate(s) at least six weeks before the Annual Meeting. The Committee shall seek to maintain broad diversity, including newer residents. In their slate for the Leadership Development and Nominations Committee the Committee shall consider including former KORA officers.

Section 4.2 Elections. At each Annual Meeting, the Association shall elect:

- a) a President, Vice-President, Secretary, and Treasurer for one-year terms;
- b) Councilors for two-year terms; six shall be elected in even years, and five in odd years;
- c) Members of the Leadership Development and Nominations Committee for two-year terms; two shall be elected in even years, and three in odd years; each year the President shall appoint an officer of KORA for a one-year term as the sixth member.

Section 4.3 Terms of Office.

- a) Newly elected Officers, Councilors, and Members of the Leadership Development and Nominations Committee shall take office on January 1. Those elected to Council at the November Annual Meeting are expected to attend meetings of Council during November and December, but without vote.
- b) An Officer may serve in the same elective office for no more than two consecutive one-year terms, except that the Treasurer may serve for up to four consecutive one-year terms. A Councilor or Member of the Leadership Development and Nominations Committee may serve for no more than two consecutive two-year terms. Service by appointment will not affect eligibility for elected service.
- c) The maximum consecutive time of service on Council, whether as Officer or Councilor, shall be four years, except that the Treasurer shall be a member of the Council throughout his or her term of office, even if it means that as the result of previous service as Councilor the Treasurer will serve on Council more than four years.

Section 4.4 Vacancies. In the event the President shall resign, or shall, in the judgment of the other members of the Council, be unable to serve, the Vice-President shall become President. In the event of a vacancy in the offices of Vice-President, Secretary, Treasurer, Councilor, or in the Leadership Development and Nominations Committee, Council shall in consultation with the Leadership Development and Nominations Committee appoint a successor to serve until the next election.

ARTICLE V: Committees

Section 5.1 Executive Committee. There shall be an Executive Committee consisting of the four elected Officers. The Executive Committee may meet on one day's notice, and when the Council is not in session may exercise all the powers and duties of the Council. Three Officers shall constitute a quorum. Any actions taken by the Executive Committee shall be reported to the Council at its next meeting.

Section 5.2 Audit Committee. The Council shall appoint three members of the Association to audit the accounts of the Treasurer for the previous fiscal year. The Committee's report shall be

delivered before the April Council meeting to the President who shall make it available to members of the Association.

Section 5.3 Committees Established Within the Council. The following Committees shall consist of Council members:

- a) **The Finance Committee** is charged with preparing a KORA budget for the coming year, working with KORA committees and groups on estimated income sources and proposed expenditures. The budget will then be considered, possibly amended, and approved in turn by the Executive Committee, the KORA Council at its October meeting, and then by members of KORA at the Annual Meeting. Reporting to Council, the Finance Committee shall also monitor income and expenses compared to the budget, consider requests for extra-budgetary expenditures, and advise on investment of KORA funds. The Treasurer serves as an *ex-officio* member of the Finance Committee.
- b) **The Suggestions & Concerns Committee** is charged with listening to suggestions, complaints and concerns from residents, and taking appropriate steps to see that they are responded to within a reasonable time.
- c) **The Coordination Committee** is charged with helping all Standing Committees, Subcommittees and Special Purpose Groups of the Residents Association to avoid duplication of effort, to communicate with Council and among Committees, Subcommittees and Special Purpose Groups and to resolve problems within and between Committees, Subcommittees and Special Purpose Groups. It is the responsibility of the Coordination Committee to request, receive, and compile the Annual Reports from all of the KORA Committees

Section 5.4 Standing Committees and Their Subcommittees. Standing Committees are established by Council to implement activities and programs that address residents' needs. Council may abolish Standing Committees or change their purposes.

- a) Each Standing Committee shall select its own members. Standing Committees may establish Subcommittees to perform specific functions related to the Standing Committee's purpose. Subcommittee members need not be members of the Standing Committee. A representative of each Subcommittee shall meet periodically with its Standing Committee. Standing Committees and Subcommittees with Chairs shall select Chairs for a one-year term, with a maximum of four consecutive terms. Exceptions to term limits must be approved by Council.
- b) Council shall appoint a Council member as Liaison to each Standing Committee and the Stephens Care Center. Liaisons will facilitate communication between Council and Committees and the Stephens Care Center residents and will assist appropriately with problems when requested to do so. Council shall also appoint appropriate Facilities Services Liaisons who will meet regularly with Facilities Services staff to represent interests of residents regarding planning, construction and maintenance of Kendal facilities.
- c) A Committee which generates net income in any operating year shall be invited to send a representative to inform the Council how their net income is distributed.

Section 5.5 Ad Hoc Committees. The Council may establish Ad Hoc Committees as needed and may appoint a Chair and members of such Committees. An Ad Hoc Committee may establish Subcommittees in the same manner as Standing Committees. The Council may abolish or change the purpose of Ad Hoc Committees.

Section 5.6 Joint Committees. The Council, in collaboration with the Kendal at Oberlin Administration, may establish Joint Committees of residents and staff as needed to address and manage concerns, activities, and programs that affect both groups. The Council will appoint resident members of joint committees.

Section 5.7 Special Purpose Groups. Special Purpose Groups, such as Interest, Service, and Support Groups, are formed by residents with a common interest, hobby or life situation.

- a) When a Special Purpose Group is formed, the group shall submit a statement of purpose for review by the Coordination Committee and for recognition by Council.
- b) They may operate with or without Chairs, at the discretion of the members. Chairs may serve without restriction as to number of terms.
- c) Special Purpose Groups shall maintain contact with the Council Coordination Committee.

Section 5.8 Budget Requests. Committees, Subcommittees, and Special Purpose Groups are eligible for KORA financial support. Chairs may apply to Council's Finance Committee for financial support for the coming year. Such requests are due by the end of September.

Section 5.9 Annual Reports. The Chair of each Committee, Subcommittee, and Special Purpose Group shall submit an annual report to the Council each calendar year, stating its purpose, activities and accomplishments. Each report should also state the extent to which the Committee's or Group's mission has been accomplished and provide information on plans for the coming year. The Council may from time to time request special reports.

Section 5.10 Publication of Authorized List. During the first quarter of each calendar year the Council shall make available to the community a listing of authorized and active Committees, Subcommittees, and Special Purpose Groups.

ARTICLE VI: Officers

Section 6.1 President. The President shall be the chief executive officer of the Association and shall have general supervision and responsibility for its operations and affairs, subject to the direction of the Council. The President shall preside at meetings of the Association, the Council and the Executive Committee.

Section 6.2 Vice-President. In the absence, disability, or resignation of the President or, when requested by the President, the Vice-President shall have the powers and duties of the President.

Section 6.3 Secretary. The Secretary shall record the decisions of the Council at meetings, shall keep the minutes of Association and Council meetings, and shall see that notices of meetings of the Association are given according to Section 2.2 of these Bylaws. The Secretary shall also see that minutes of the Association and Council meetings are made available to the community.

Section 6.4 Treasurer. The Treasurer shall perform such duties as customarily pertain to the office, including receiving income, paying bills, and keeping financial records, submit to an annual audit of the books as provided in Section 5.2, and at the direction of Council maintain deposits in authorized financial institutions. The Treasurer serves as an *ex-officio* member of the Finance Committee.

ARTICLE VII: Miscellaneous

Section 7.1 Fiscal Year. The fiscal year of the Association shall end on the last day of December.

Section 7.2 Relations with Board of Directors and Administration. The Association shall select a representative to the Kendal at Oberlin Board of Directors each year as required by Ohio law. Ordinarily this will be the President of the Association or an alternate designated by the President. The Board of Directors, in turn, and the Administration are each invited to send a nonvoting representative to all meetings of the Council.

Section 7.3 Communication. Members of the Association may at any time address the Council through the Councilors, or by depositing a signed note in the open mailbox maintained by the Council, or directly at a Council meeting.

Section 7.4 Dissolution of the Association. If the Association is dissolved, the Council shall, after payment of all liabilities, dispose of all assets to such organization(s) operated exclusively for charitable, education, religious, or scientific purposes as shall at the time qualify for exemption under section 501 (c) (3) of the Internal Revenue Code. Upon the dissolution of the organization, assets shall be distributed for one or more exempt purposes within the meaning of section 501(c) (3) of the Internal Revenue Code, or corresponding section of any future federal tax code, or shall be distributed to the federal government, or to a state or local government, for a public purpose. Any such assets not disposed of shall be disposed of by the Court of Common Pleas of the county in which the principal office of the organization is then located, exclusively for such purposes or to such organization or organizations, as said Court shall determine, which are organized and operated exclusively for such purposes.

ARTICLE VIII: Amendments

Section 8.1 Amendments. These bylaws may be amended by a majority vote of those present at a meeting of the Association, duly convened after notice to its members, giving them a copy of the proposed amendment. Amendments may be proposed by Council or by the signed petition of ten members of the Association. The meeting must be held within 90 days of the date of the petition.

Adopted, September 24, 1994; Amended, November 29, 1995, June 18, 1996, November 11, 1996, November 10, 1997, November 17, 1998, November 18, 1999, November 11, 2003; Thoroughly Revised November 9, 2017; Amended November 7, 2019 and November 12, 2020.

[The specific amendments can be found in the minutes of the Association meetings on the dates cited.]

KORA Committees and Special Purpose Groups

As of 1/1/2018

Council Coordination Committee compiles a list of KORA Committees and Special Purpose Groups annually. In addition, a separate list of chairs and conveners of committees and groups is compiled early each year for residents, the Council, the Library, Administration and Website Committee. Copies of these documents are posted on the Heiser Center Bulletin Board and kept up to date. Information about KORA Council, Committees and Special Purpose Groups is also available on the KaO Resident Website: <http://kaores.kendal.org/>. Useful documents to reference for operation of KORA Committees and Special Purpose Groups are the KORA Constitution and Bylaws and the KORA Policies, Procedures and Guidelines provided in this section of the Resident Handbook.

Association & Council Committees

LEADERSHIP DEVELOPMENT & NOMINATING COMMITTEE: To develop along with Council and committee representatives leadership opportunities for residents; encourage individual residents to move into leadership roles which match their interests and gifts; and in each nomination cycle plan ahead for nominees who, with experience, might assume increasing leadership roles; to advise on the leadership needs of the Association when requested by Council or a committee representative, drawing on the Committee's knowledge of the resources present in the resident community; to nominate to the Annual Meeting a slate of Officers, Councilors, and up-coming members of the Leadership Development and Nominations Committee.

EXECUTIVE COMMITTEE: The Executive Committee consists of the four elected Officers. The Executive Committee may meet on one day's notice, and when the Council is not in session may exercise all the powers and duties of the Council. Any actions taken by the Executive Committee shall be reported to the Council at its next meeting.

AUDIT: To audit the accounts of the Treasurer for the previous fiscal year. To deliver report before the April Council meeting to the President who shall make it available to members of the Association.

BUDGET: To prepare a KORA budget for the coming year, working with KORA committees and groups on estimated income sources and proposed expenditures. To monitor income and expenses compared to the budget and report to Council.

COORDINATION: To all Standing Committees, Subcommittees and Special Purpose Groups of the Residents Association to avoid duplication of effort, to communicate with Council and among Committees, Subcommittees and Special Purpose Groups and to resolve problems within and between Committees, Subcommittees and Special Purpose Groups. It is the responsibility of the Coordination Committee to request, receive, and compile the Annual Reports from all of the KORA Committees.

SUGGESTIONS AND CONCERNS: To listen to suggestions, complaints and concerns from residents, and take appropriate steps to see that they are responded to within a reasonable time.

Standing Committees & Subcommittees

ARCHIVES: To collect, organize, preserve, and make available official KORA records of enduring value.

ART: To enrich the lives of residents with quality artwork placed in shared community areas, to expand the understanding and appreciation of the visual arts, and to broaden the visual horizons of interested residents. To select, store, and maintain – as well as dispose of when necessary – items in the K@O collection of artworks. To invite artists and museum representatives to speak about their works.

CARE AND NURTURING: To make the lives of residents more pleasant and bearable through assistance in difficult times through a variety of personal services and support.

Buddy System: To encourage residents who are living alone in cottages or apartments to choose a “buddy” and develop a mutually convenient signal or contact plan, so each person is checked on once a day.

Hospitalization Notification: When a resident is unexpectedly hospitalized, to so inform any persons that resident has designated beforehand.

Medical Companions: To make available resident volunteers to accompany (not transport) residents who are being sent off-site for medical studies, procedures or consultations.

Memorial Services: To help the family of a deceased resident plan a memorial service. This may include help with the location of the service (Kendal or a local church), choosing a clergy person, the music, the reception, and the myriad details which accompany these decisions.

SCC Shoppers: To shop weekly for small items for Stephens Care Center residents.

Supporting Friends: To offer comfort and support to any resident of the Stephens Care Center and that resident's family. Kendal volunteers who have completed special training are scheduled at the request of staff. To spend time with seriously ill Stephens Care Center residents.

Communications: To provide timely information useful to Kendal residents and staff, for immediate and historical use. This information serves residents and staff and helps interpret the Kendal experience to the Oberlin community at large.

Audio Announcements: To record menus and the above-mentioned events on a telephone answering machine for the low-vision group.

Bulletin Board: To maintain the main bulletin board, keeping it current and informative to meet the needs of Kendal residents.

Kendalight: To provide a monthly newsletter of information about upcoming events and functions sponsored by the residents or the Administration. It is given to each resident and is sent to priority list members and to selected interested parties.

Library Bulletin Board: To provide a place for residents to express their interests and concerns on topics of general interest, including "fun" items, keeping displays appropriate and up to date.

Phone Directory: To publish a yearly phone directory for the Kendal community. It has phone numbers, unit numbers with a map, and e-mail addresses of all residents as well as administrative staff and departmental staff.

Posters: To create interesting and attractive posters for events conveniently accessible to Kendal residents, when requested, making them available for posting in a timely fashion.

Resident Biographies: To collect resident biographies for publication in *Kendalight*, later *The Resident Biographies* notebook (distributed to residents), the *Who's Here* book in the Library, and – upon the resident's death – the *In Memoriam* book in the Library. Each biography is accompanied by a photograph of the resident, taken by the Resident Photography Committee.

Resident Photography: To provide images of residents, including new residents and interesting events, for residents and Kendal at Oberlin.

WKAO: To oversee the operations of the in-house TV to keep the Kendal at Oberlin community alerted to the events occurring within Kendal, the community of Oberlin and Oberlin College.

ENVIRONMENTAL CONCERNS: To inform and educate residents in conservation of resources and to promote awareness to individuals, Kendal at Oberlin and the wider community.

Recycling: To promote and monitor recycling within the Kendal at Oberlin community.

FITNESS & WELLNESS: To provide a variety of opportunities to help residents and staff maintain wellness and to promote independence for residents as they adapt to the aging process. To sponsor and promote a variety of exercise opportunities both in the Fitness Center and in other locations on our campus, such as classes and groups which are designed to develop and sustain the mental, physical and social health of residents and staff.

First Thursday Health Lectures: To arrange monthly scheduled educational programs on health, wellness, and medical issues.

Fun Fitness Week: To plan and supervise a variety of fun events for staff and residents during one week in June, with the goal of participation rather than performance.

FOOD: To address the concerns of Kendal residents and dining services staff and the Administration with regard to the food and dining experience. To elicit from residents specific and constructive suggestions regarding their food needs and preferences. To provide support and ideas for special dining occasions.

HORTICULTURE: To help provide for the horticultural beautification of the Kendal property. To assist residents with their garden and planting plans. To provide education of the entire community in matters horticultural. To care for plants in interior public areas, and courtyard and herb gardens. To oversee the community (vegetable) gardens and help with planning, planting and watering in the public gardens.

Flower Arrangement: To provide flower arrangements for the lobby, lounge, and special events.

Arboretum: To increase the value and enjoyment of our collection of woody plants, by stewarding our campus as an arboretum, with accredited status via ArbNet.com. We pursue sound acquisition, maintenance, and record-keeping practices in collaboration with Kendal Facility Services, which retains the primary responsibilities for planting and maintaining the woody plants on campus.

HOUSE: Work with Administration and Hospitality Services staff to see that the shared community areas are attractively and comfortably furnished. To maintain a notebook cataloging information and pictures of furniture donated by residents to the community.

LIBRARY: To have and maintain an interesting library that meets the informational needs and interests of the residents, and to encourage residents and staff to use it. To offer a bookmobile service to residents of the Stephens Care Center.

Copier Printer and Computer Service: To purchase supplies for and maintain a computer and associated printer provided by the Administration for general access to the internet and e-mail. To encourage computer literacy, everyone is granted a one-time allowance of ten free pages of printouts, after which they are expected to pay 5 cents a page. To purchase supplies for and maintain a copier for general use. Users are expected to pay 5 cents a page to cover costs.

NUTRITION: To educate residents about nutrition and address their nutritional concerns, working closely with the Dining Services staff and the Food Committee.

PROGRAM: To plan, provide and promote a variety of quality lectures, concerts, trips, movies and special events to suit the interests of Kendal residents. Representatives from Program subcommittees share their planning by reporting to the Program Committee at its regular monthly meetings. The Program Committee

is the coordinating body for all programs at Kendal, except for the Stephens Care Center.

Life-Long Learning Committee: To plan and offer a variety of continuing education classes, held in Oberlin, most of them at Kendal.

Cleveland Orchestra Bus: To provide transportation only for Cleveland Orchestra S1 Sunday Series concerts, and to provide tickets and transportation for one (1) Blossom Cleveland Orchestra event.

Conversations with the Community: To arrange for occasional speakers, informal discussions and meetings with individuals and groups within the greater Oberlin community.

Foreign Films: To show quality films from other countries that appeal to Kendal at Oberlin residents.

Music Committee: To provide quality music programs through collaborative planning with faculty and administrative staff of the Conservatory and other serious musical groups in the community and to ensure the continuity of recitals.

Saturday Night Movies: To present memorable movies on the first Saturday and one other Saturday of every month.

Special Events: To recruit chairs and volunteers to organize annual celebrations such as: Winter Solstice, Christmas Eve, New Year's Eve, Spring Fling, and 4th of July and more.

Third Thursday Lectures: To provide a variety of interesting lectures on a regularly scheduled basis.

SPORTS AND RECREATION: To sponsor a variety of tournaments and active recreational activities including table tennis, croquet, bocce ball, dancing, and boating. To review budget requests by sponsored groups; any group of at least two residents may request Committee sponsorship.

To track and advocate for initiatives in Thoughtful Medicine, forming a communications link between concerned residents and resident committees, Health Care staff and relevant K@O Board committees.

Thoughtful Health Conversations: To encourage and facilitate all residents' conversations with family, friends, and health caregivers about late-in-life issues, working closely with the Thoughtful Medicine Committee and Kendal's Administrative and Medical Staff.

TRANSPORTATION: To meet the transportation needs of Kendal residents by arranging transportation (by bus and the Ride Share program) for medical appointments, shopping, cultural, and community events, and by informing residents about transportation resources.

Ride Share: To facilitate resident transportation to medical appointments outside Lorain County, by recruiting qualified volunteer drivers and making their services available to residents who need them.

WEBSITE: To provide a website run for and by Kendal residents, enabling them to share information about Kendal organizations and activities, and, when possible, to support other KORA activities.

WOODSHOP: To provide a mental and physical outlet for our members; to provide an appropriate facility for wood workers to practice their skills. To use these skills to serve residents and staff, Kendal's Facilities Services, and the RAF Shop. To assist in public projects of the community of Oberlin. To periodically donate time and materials to "good causes".

Salvage: To assist residents and Kendal staff in salvaging and repurposing usable building materials.

Service Committees

AUDITORIUM AUDIO-VISUAL SERVICE: To provide assistance for scheduled events in the auditorium by providing a trained operator to operate the A-V equipment. To maintain the A-V equipment and suggest new purchases as needed.

HEALTH NEWSLETTER: To generate and distribute to all interested residents an accurate, timely, and pertinent health newsletter.

HEISER DESK VOLUNTEERS: To provide hospitality, information, assistance and security to Kendal residents and visitors by recruiting, training, and scheduling

residents to monitor the lounge area from the reception desk during the late afternoon and early evenings when no employee-receptionist is on duty.

KENDALIGHT READING: To read the *Kendalight* aloud on the first day of each month to any residents who wish to attend, for the purpose of providing access to its contents for those unable to read it themselves.

KENDAL RESALE SHOP: To sell merchandise donated by residents in the R.A.F. Shop with profits given to the Residents Assistance Fund (R.A.F.). Car sale commissions also go to the Residents Assistance Fund.

NEWCOMERS AND FRIENDSHIP: To provide mentors who make new residents feel welcome and answer their questions; to host twice-yearly receptions for the community to meet new residents, and to conduct interviews with new residents 2-3 months after their arrival.

RESIDENT MEDICAL RESOURCE COMMITTEE: To facilitate the transfer between residents of information about medical conditions. This is done by maintaining a Resident Medical Resource Booklet in the Library, listing medical conditions and residents who can provide information about them, or whether there are residents who can be contacted privately for such information.

SECOND HARVEST: To support the Second Harvest program of Lorain County by preparing donated food for distribution to local agencies.

STORM DAY VOLUNTEERS: Volunteer residents provide supervision for designated school-age children of staff when local schools have a snow/storm day.

THREADS: To help residents with small sewing repairs.

VOLUNTEER CLEARING HOUSE: To encourage and facilitate volunteering by Kendal residents, by maintaining a booklet for newcomers and an information bulletin board. To compile and tabulate residents' volunteer hours yearly.

Resident Interest Groups

MONDAY NIGHT BRIDGE: To provide enjoyable bridge games in a relaxed atmosphere for people at all levels of skill.

CREATIVE ARTS STUDIO COMMITTEE: To provide space for projects that benefit the Kendal community's creative endeavors through a variety of visual art media.

DRAMA CIRCLE: To read plays for their own enjoyment.

EUREKA! To provide an occasional publication of original work by or about and for the residents of Kendal. It welcomes submissions of creative work including poetry, short fiction, reportage, analysis, social or literary commentary, drawings, cartoons, photographs and music.

ENGLISH COUNTRY DANCING: To hold hour-long English Country Dance night sessions most Sunday nights, for resident participation, in the Auditorium. Live music when possible.

FRENCH LANGUAGE DINING: To dine together on Thursday evenings, while conversing in French.

GERMAN LANGUAGE DINING: To dine together weekly, while conversing in German.

SPANISH LANGUAGE DINING: Provide an opportunity for residents to speak Spanish, as they enjoy each other's company and a good dinner together.

GENEALOGY INTEREST GROUP: To stimulate interest in genealogy and encourage one another to organize, expand, write and present family histories and memoirs. Presents programs on genealogical topics.

HOBBY – CRAFT ROOM: To provide space to work on hobbies. Among other things, there are looms, tables, and a sewing machine.

JAZZ LISTENING: To provide a specific time and place for residents to listen to and enjoy jazz.

LUNCH BUNCH: arranges for residents to go to area restaurants from time to time as planned by the group.

MEET, GREET AND EAT: To help residents get to know one another by giving them an opportunity to share a meal with people they do not ordinarily eat with.

PET CONCERNS: To keep a roster of pets and emergency caretakers; to keep track of pet immunizations; to inform owners about Kendal administration's rules for pet-owners. To mediate any irritations caused by pets.

PET PROJECTS: To provide a forum for pet owners to voice interests and concerns; identify pet owners' needs; in light of these, to improve pet facilities and plan activities.

PLAY READERS: To select and perform/read plays for presentation to Kendal residents – usually five or six per year.

RECORDERS AT OBERLIN: Residents play recorders in groups, playing enjoyable and increasingly demanding music. Offer occasional performances.

SATURDAY MORNING WALKS: To offer residents a leisurely 1 to 3-mile Saturday morning walk in the Oberlin area. NOT designed as nature walks.

SCIENCE DISCUSSION: To discuss scientific topics of interest to residents in an informal group of residents with experience in the sciences.

SENIOR PEOPLE INTERESTED IN NUTRITION AND COMMUNITY HEALTH (SPINACH): Share a healthy meal together and learn about a nutrition-related topic.

SONG SWAP: To provide residents an opportunity, twice a month, to meet and sing songs informally.

Support Groups

LOW VISION: To help and advocate for residents with vision loss. They hold monthly information meetings, sometimes with guest speakers or vendors of visual aids. Occasional field trips.

ESSENTIAL TREMOR: To provide a group for residents with essential tremor who wish to talk together, obtain information, share coping techniques, and plan educational activities.

PARKINSON ADVOCACY AND RESOURCES: To share information among residents who have Parkinson's disease.

SOLO DINERS: To arrange monthly dinners for single residents to meet and get acquainted with other single residents.

KORA Policies, Procedures and Guidelines

As of 12/30/2017

(KORA policies may be revised by their respective committees, with the approval of KORA Council.)

List of KORA & Kendal at Oberlin Policies

1. **KORA Council**

- A. Dissemination of KORA Information
- B. Payment of KORA Expenses [Old Policy 3]
- C. Guidelines for Special Requests for Non-Budgeted Funds [Old Policy 9]
- D. Donations and Loans of Tangible Property [Old Policy 5]
- E. Guidelines for KORA Committees and Special Purpose Groups
- F. Cell Phone Use [Old Policy 8]
- G. Voter Information [Old Policy 4]
- H. Guidelines for Auditorium Seating

KORA Committees

- 2. **Archives Committee**: Guidelines for Archiving KORA Materials
- 3. **Art Committee**: Art Accessions
- 4. **Communications Committee**
 - A. Bulletin Board Policies [cf. Kendal policies]
 - B. Library Board Policies
 - C. Resident Biographies Committee - none
- 5. **Environmental Concerns Committee**: Guidelines for Recycling (see the KORA Website: <http://www.kaores.kendal.org/greenliving>)
- 6. **Horticulture Committee**
 - A. Plantings
 - B. Trees [Arboretum Committee]
- 7. **Pet Concerns Committee** [cf. Kendal policies]
- 8. **Program Committee**
 - A. Commercial Speakers (Old Policy 1)
 - B. Scheduling Events (Old Policy 2)
 - C. Auditorium Seating [cf. Kendal policies]
- 9. **Safety Committee** [cf. Kendal policies]
- 10. **Transportation Committee** [cf. Kendal policies]

Kendal at Oberlin Policies/Rules/Guidelines (refer to page in the Residents Handbook)

- A. Alcohol
- B. Auditorium Seating
- C. Bulletin Boards
- D. Cottage Privacy (50' rule)
- E. Firearms
- F. Mobility Devices
- G. Petitions
- H. Pets
- I. Pool
- J. Recycling
- K. Resident Board Membership
- L. Safety
- M. Smoking
- N. Solicitations (including Petitions)
- O. Transportation
- P. Defibrillator Policy

KORA POLICIES, PROCEDURES, AND GUIDELINES

Alphabetical List

Alcohol: Kendal at Oberlin
 Archiving KORA Materials: KORA Council 1F & Archives Committee
 Art Accessions: Art Committee
 Auditorium Seating: KORA Council 1I, Program Committee, & Kendal at Oberlin
 Bulletin Board Policies: Communications Committee & Kendal at Oberlin
 Cell Phone Use: KORA Council 1G
 Commercial Speakers: Program Committee
 Committees and Special Purpose Groups: KORA Council 1E
 Cottage Privacy (50' rule): KORA Council & Kendal at Oberlin
 Defibrillator Policy: Kendal at Oberlin
 Dissemination of KORA Information: KORA Council 1A
 Donations and Loans of Tangible Property: KORA Council 1D and Kendal at Oberlin
 Firearms: Kendal at Oberlin
 KORA Expenses: KORA Council
 Mobility Devices: Kendal at Oberlin
 Payment of KORA Expenses: KORA Council 1B
 Petitions: Kendal at Oberlin
 Pets: Pet Concerns Committee & Kendal at Oberlin
 Plantings: Horticulture Committee

Pool: Kendal at Oberlin
Preserving Committee Records: KORA Council 1F & Archives Committee
Recycling: Environmental Concerns Committee & Kendal at Oberlin
Requests for Non-Budgeted Funds: KORA Council 1C
Resident Board Membership
Safety: Kendal at Oberlin
Scheduling Events: Program Committee
Smoking: Kendal at Oberlin
Solicitations: Kendal at Oberlin
Transportation: Kendal at Oberlin
Trees: Horticulture Committee/Arboretum Committee
Voter Information: KORA Council 1H

KORA POLICIES, PROCEDURES, AND GUIDELINES

These policies may be revised by their respective committees, with the approval of KORA Council.

Policies help people work together in a positive way.

1. KORA Council

A. Dissemination of Information [new from Bylaws Committee]

1. Notice of Association meetings shall be provided to each resident.
2. Minutes of Council and Association meetings, and other important information will be made available online and on the KORA bulletin board.
3. The authorized list of committees will be made available online, on the KORA bulletin board, in the library, and to the Kendal at Oberlin Office Manager.

B. Payment of KORA Expenses [Old Policy 3]

1. Requests for payment or reimbursement must be submitted to the KORA Treasurer in writing with bills or receipts attached if possible. Reimbursement requests should usually be submitted within thirty days, except that frequent small requests may be accumulated. All requests must be submitted within the current budget year.
2. All expenses submitted for reimbursement must be approved by the Chair of the group involved.
3. As long as expenses do not exceed the larger of 10% or \$50.00 over the approved budget of the organization involved, the KORA Treasurer will process the request. The KORA Treasurer is not authorized to reimburse requests that exceed this amount. Requests for the authorization to exceed the spending limits will be considered by the Budget Committee, with recommendation to the President for final disposition.
4. Checks issued by KORA and lost or misplaced by payee will be replaced less the cost to stop payment on the lost check. Otherwise payee can wait

180 days after issue date, and if the check has not been presented for payment, the Treasurer will issue a replacement check.

5. The KORA Treasurer will post a monthly budget report on the bulletin board, with copies to all members of the KORA Council.

C. Guidelines for Special Requests for Non-Budgeted Funds [Old Policy 9]

1. KORA solicits budget requests for recurring costs from KORA committees annually.
2. KORA may also receive special one-time funding requests beyond the annual budget requests. While these may come at any time, it is preferred that they come at the time of the annual request, so they can be built into the budget.
3. Requests must be submitted to the Budget Committee and include a reasonably detailed estimate of the costs involved.
4. In evaluating such requests to determine the level of support, the Budget Committee will consider the following factors, each of which ought to be addressed by the person or persons submitting the request:
 - a. How and to what extent the proposed expenditure will benefit all or some sub-set of the residents of Kendal at Oberlin; and
 - b. Whether and to what extent other sources of funding will be sought and/or obtained to achieve the purpose identified. Where the administration benefits, it is expected that it will contribute to the cost.
5. The Budget Committee will bring its recommendation to Council, which has the authority to approve special requests in amounts up to 10% of the total annual KORA budget. Requests for special funds beyond that amount require the support both of the Council and of the residents in attendance at the appropriate KORA meeting. In urgent cases a special meeting of KORA may be called.

D. Donations and Loans of Tangible Property [Old Policy 5]

Note: This is a summation of policies which have been adopted by Kendal at Oberlin (KatO) and the Kendal at Oberlin Residents Association (KORA).

KatO has sole authority and responsibility for adoption of all policies regarding display of all tangible property in KatO public spaces, for the use of all indoor and outdoor public spaces and for donations and loans of tangible property to KatO. KORA Council has sole authority and responsibility for adoption of policies regarding donations and loans of tangible property to KORA.

1. Which entities should receive and own tangible property?
 - a. All items of continuing value such as furniture, art objects, musical instruments, exercise equipment, equipment used in craft areas, [and trees] will be given to Kendal at Oberlin.
 - b. Miscellaneous items for which no continuing value is contemplated such as items which have been donated for re-sale, expendable items and items for which no tax deduction would be appropriate may be donated either to Kendal at Oberlin or KORA.
2. Acceptance procedures.

- a. Kendal at Oberlin administration will have sole responsibility for accepting proffered gifts of tangible property which it will own. This acceptance should be evidenced in writing -- a letter of acceptance should be delivered to the donor. This procedure should be followed for both tax deductible and nontax-deductible items.
 - b. KORA Council and Kendal at Oberlin may develop more informal acceptance procedures so long as the property proffered conforms to the definition of "miscellaneous items" previously referred to.
- E. Guidelines for KORA Committees and Special Purpose Groups [from KORA Council]
1. Membership: All Kendal at Oberlin residents are encouraged to join committees and groups reflecting their interests. KORA Committees and Special Purpose Groups (Service, Support and Interest) are urged to approach new residents to acquaint them with committee activities. Descriptions of the Committees and Groups and contact persons for them can be found in the Kendal library and on the KORA website. Kendal at Oberlin encourages all groups and committees to welcome any new members; special circumstances, however, can limit membership.
 2. Scheduling: See Policy 8B for details on scheduling special events and committee meetings. Check with the receptionist for available time and space.
 3. Photocopying: Residents are encouraged to make copies in the library. Provide name and how many copies, and if not personal copies, the name of the KORA committee or other group to be charged. (Two-sided copies count as two.)
 4. Expense Accounts: Committees should follow expense account procedures adopted by KORA Council – Policy 1B. All expenditures submitted for reimbursement must be approved by the chair of the group involved.
 5. Proposed Budget: Committees and Special Purpose Groups funded by KORA should submit their budget requests for the next calendar year, on forms provided by the Budget Committee, by the end of September. This will enable the Budget Committee to recommend a budget to Council on October 10, and Council to reconcile the proposed Budget with available funds and publish a Budget in *The Kendalight* before the Annual Meeting of KORA in November.
 6. Record Keeping: Committee chairs and Special Purpose Groups should keep records (membership lists, annual reports, financial statements, etc., in digital or paper form) to pass on to the succeeding chair or group

member, in order to facilitate a smooth transition. Chairs should inquire annually of members whether they wish to continue on the committee the following year.

7. Annual Report: In November, chairs of Committees and Special Purpose Groups will report briefly on the year's activities, on a form provided by the KORA Co-ordination Committee. If a chair has been elected for next year, please note. Pages may be added to provide helpful information for new residents and future members of the committee. Residents should refer to these reports, which are kept in the library. They are located in a 3-ring binder under the dictionary.
8. Choosing a Chair: Committees and Special Purpose Groups are encouraged to choose chairs from the current membership in order to provide continuity and experience. From Section 5.4 of the Constitution: "Standing Committees shall select Chairs for a one-year term, with a maximum of four consecutive terms. The same applies to subcommittee chairs. Any exceptions must be approved by KORA Council."

F. Cell Phone Use [Old Policy 8]

Residents, guests and staff are requested not to use cell phones audibly during mealtimes in Langston, the Fox and Fell, and the Friends Corner, during programs in the Auditorium, or at any time in the Library. Please turn off phones, set to "vibrate," or text only in these areas, and be considerate when using cell phones audibly in the hallways and the Heiser Lounge.

G. Voter Information [Old Policy 4]

Recognizing the importance and value of an informed electorate in a democracy, prior to each election KORA shall make available to Kendal residents as complete voting information as possible, including:

1. Information on voter registration and absentee voting.
2. Information on issues and candidates to be placed in the Library, the Central Activity Room, Whittier Lounge, and the Employees Lounge.

KORA shall maintain a strictly non-partisan position on all matters to appear on the ballot and shall be careful not to present speakers or programs supporting any candidate or issue, except at a program in which speakers representing all sides of an issue or all candidates for a position have been invited to participate.

H. Auditorium Seating Guidelines [new, for approval by KORA Council]

1. The front row seats nearest the front exit door are reserved with signage for residents using rollators who must keep them close at all times for sitting and rising as well as for walking or to support oxygen needs.

- These residents are asked to enter the Auditorium using the open front door.
2. The end two seats of the second and third rows of this section are reserved for residents using rollators with a companion who will remove the rollator to the outside corridor after the resident is safely seated. The second seat is for the rollator-retrieving companion.
 3. The right-most aisle is to be left wide so that residents in wheelchairs can sit at the end of the rows. The last chair in these rows is reserved for a person who pushes the wheelchair.
 4. No chairs are to be added in aisles, which must be kept clear for safety.
 5. Everyone is asked to respect these reserved seats to assure that residents with mobility devices can enter and exit in a safe and convenient manner.

KORA Committees

2. Archives Committee: Guidelines for Archiving KORA Materials [from the Archives Committee]

Note: The KORA Secretary and committee chairs shall keep their parts of the website up to date and are responsible for transmitting meeting minutes and other information, such as agendas, work documents, events, and annual reports, to their successors and for discarding items no longer needed for the work of their committee. The KORA Archivist shall transfer material to the Archives at the end of each year and shall have access to all accounts. The Archives Committee is responsible for overseeing this process.

A. The following KORA materials shall be kept in the KORA digital Archives online:

1. Written Histories
2. By-Laws and Policies
3. Annual Meeting minutes and President's Reports
4. Annual Budgets and year-end Financial Reports
5. Annual Committee Reports
6. KORA Council Minutes and Reports

Each document shall be dated in its file name. The KORA Archivist shall be responsible for maintaining these materials.

B. Hard copies of the most recent materials shall be kept in the Library for 2 years. Each document shall be dated on its cover and/or title page. The KORA Secretary shall be responsible for maintaining the hard copy material.

C. The following materials shall be kept online and maintained in the Library or other designated areas by the appropriate committees:

1. *Who's Here* and *In Memoriam* volumes (Resident Biographies Committee).
 2. *Kendalight* issues (*Kendalight* editor).
 3. *Eureka!* issues (*Eureka!* Board)
 4. Commemorative Tree Records (Arboretum Committee)
- D. Kendal at Oberlin and Kendal Corporation. The most recent copies of the following materials contributed by the Administration shall be kept in the Library for 2 years (older copies should be returned to Administration):
1. Kendal at Oberlin Resident Handbook
 2. Kendal at Oberlin Annual Report
 3. Kendal at Oberlin Annual Disclosure Report
 4. Kendal Corporation Annual Report
 5. Documents released by Administration for community information such as current emergency protocols, satisfaction and health surveys.
- Note: Older Kendal at Oberlin, Kendal Corporation, and other administrative materials are kept in the administrative offices.*

3. Art Committee: Kendal at Oberlin Art Selection Policy [from the Art Committee]

Art plays an important role in Kendal at Oberlin's mission which includes "continuous learning, engagement in and service to the wider community, social...relationships" and "a vibrant...community." The Art Committee selects and displays art around the Kendal at Oberlin campus to enhance our public spaces, enriching the environment for residents, staff and visitors through exposure to the arts.

A. Art Acquisition

1. Selection Criteria. The selection of artwork for each area of the campus is based on the following criteria:
 - a. Artistic merit, quality and innovation. Our goal is to provide the highest quality artwork available, promoting excellence and demonstrating variety of media which expand people's artistic experiences and knowledge.
 - b. Appropriateness of form, medium, scale, and content.
 - c. Community support and interest, considering community values and culture.
2. Gifts of Artwork. Kendal will consider for acceptance as gifts paintings, sculpture, wall hangings, photographs, and other works in various media. Gifts of works of art will be accepted without limitations or conditions placed on Kendal at Oberlin by the donor or artist unless those limitations or conditions are approved by the Art Committee. Title to all gifts of art will pass to Kendal at Oberlin. Gifts to Kendal at Oberlin remain outright and unrestricted donations to be used according to the sole discretion of Kendal at Oberlin. The Art Committee will determine whether to accept or reject any gift of artwork and where to display it.

The Art Committee will provide documentation which identifies and acknowledges the gift without appraising the work of art. By law, Kendal at Oberlin cannot provide value estimates on gift material.

3. Loans of Artwork. The Art Committee will consider for acceptance loans of artwork which meet the Art Selection Criteria. The Art Committee will determine where to display it. Ensuring such art and providing current contact information are the responsibility of the person loaning it.

B. Deaccessioning Artwork. On a periodic basis, the Art Committee will evaluate the art collection to determine if art works still meet the selection criteria. Removal from the collection is dependent upon the physical and artistic quality of the work. In some cases, the work may be damaged, faded or otherwise deteriorated.

If a deaccessioned work was a donation to Kendal at Oberlin, the Art Committee will attempt to contact the donor to see if she/he wants it returned. If the donor cannot be contacted, the Art Committee, at its sole discretion, will determine the disposition of the work.

If a deaccessioned work was a loan to Kendal at Oberlin, the Art Committee will attempt to contact the donor to see if she/he wants it returned. If the donor is deceased, the Art Committee will work with Kendal's Social Services to determine the proper disposition.

C. Complaints. If there is a complaint to the Art Committee about any work of art in the collection, a committee comprised of the Chair of the Art Committee and two Art Committee members will evaluate the complaint. Such evaluation will be based upon the selection and deaccessioning criteria. Complaints will be responded to in a timely manner via phone call, letter or email.

D. Removal of artwork. No artwork may be removed from its location except by a member of the Art Committee who must notify the Art Committee Archivist of its removal and disposition.

4. Communications Committee [from the Communications Committee]

A. Bulletin Board Policies [see also Kendal policies]

1. The Bulletin Board near the mailboxes has three major panels and counters.

A. Panel I is for Administration and KORA Council use.

B. Panels II and III are under the supervision of the Bulletin Board subcommittee of KORA's Communications Committee.

a. Panel II is devoted to Resident Notices. These include a monthly birthday list, networking (items or services offered or requested by residents), the Care Center calendar of events, and notices of events or recurring activities **at** Kendal, for Kendal residents.

b. Panel III is for Town and Gown--events at Oberlin College, in Oberlin, or in the region of particular interest to residents (e.g., music, art, lectures) plus general information for all residents (e.g., transportation or senior-discount options).

- C. The counters are reserved for local non-profit organization brochures or newspapers, plus signup sheets for selected events or activities (e.g., Lunch Bunch, Cleveland Orchestra bus, bocce teams). On the counter below Panel II, there is a business-card file of local providers of various services.
 - D. In addition, the subcommittee oversees the “Points of View” bulletin board next to the Kendal library.
2. Posting Policies
- a. Items for possible posting must be placed in the BULLETIN BOARD OPEN MAILBOX (at the far right of the open mailbox section). Residents should **not** place items on the board or counter themselves. The exception is items for the Points of View board or for networking requests/offers. Items for those areas must comply with posted guidelines.
 - b. The Bulletin Board subcommittee will check the open mailbox regularly and will post appropriate items 7-10 days ahead and remove any notice immediately after the event has occurred. Activities with advance reservations will be posted ahead of the deadline. The Bulletin Board subcommittee will review items; it reserves the right **not** to accept items that are oversized (larger than 8 ½” x 11”), hard to read, or deemed inappropriate.
 - c. No solicitations, e.g., candidate information, will be posted. In addition, cards in the business-card file will be checked periodically, but the subcommittee does not evaluate those service providers. Residents are welcome to add comments about customer satisfaction with various providers.

For other specific information and advice about posting, please contact the Bulletin Board subcommittee.

B. Library Bulletin Board

- 1. An item for display must include the date and the name and cottage number of the one who posts it.
- 2. Items more than 2 weeks old and non-news items will be removed.

5. Environmental Concerns Committee: Guidelines for Recycling (see the KORA Website: <http://www.kaores.kendal.org/greenliving>)

6. Horticulture Committee [new]

A. Guidelines for Planting by Residents [from the Horticulture Committee]

Since the earliest days of Kendal at Oberlin, the Horticulture Committee has worked with residents to help make our campus a plant-friendly place. The

area surrounding each cottage has its own landscape features, and rules that apply to all cannot be easily formulated. However, you – or anyone you employ to plant for you – need to consider the following when you make planting decisions, and the Horticulture Committee and the Grounds Coordinator can advise you about the impact of these decisions.

1. Planting Close to Your Cottage: Consider the expected size of the plant at maturity. Plants which grow against the cottage or walkway covers may be pruned or even removed if they cause damage or interfere with needs for repairs. Take into account the following:
 - a. A space of 18 inches between plants and buildings is needed to permit repair work on buildings. Consult with the Grounds Coordinator about size and location of raised beds, fences and trellises, which must be free standing.
 - b. Mulch or other landscaping materials within the 18 inches need to be at least one inch below the vinyl siding to avoid water damage to the wood beneath the siding.
 - c. Lawn mowers need seven feet for clearance, and they cannot easily mow around sharp angles. Mowers try to exercise care, but damage to encroaching plants is sometimes unavoidable.
 - d. Cottage gardens generally extend no farther than five feet from the cottage. A consultation with the Grounds Coordinator is in order if your ambitions exceed the five-foot limitation.
 - e. Bird feeders, pet anchors, hoses and hose reels, lawn ornaments, and other objects need to be within your garden and not in the lawn.
2. Planting in Common Areas: Obtain the Kendal at Oberlin Resident Project Authorization Form (available at the front desk) to begin the approval process for a horticulture project in common areas. Such plans require approval by the Grounds Coordinator, who will work in consultation with the Horticulture Committee, the Arboretum and others who may be impacted. The responsibility for caring for such plantings is yours alone, and when you can no longer do so, the decision on how to continue, modify or dispose of them becomes that of Kendal at Oberlin.
3. Planting in and Next to the Walkway Pebble Strips: Grounds outside the walkways are common areas. They may be treated with herbicides, unless the resident declines their use. Before applications are scheduled, residents' preferences are surveyed. White bands are fastened to walkway uprights to indicate that applications are not to be made in the adjacent grounds.

4. Watering: You are encouraged to water trees in your area when needed. The Grounds Coordinator can advise you on watering protocols.
5. Transformers: If there is an electrical transformer by your cottage, separate it from grass and plants with an 18-inch strip of pebbles or mulch. Encroaching plants are subject to pruning to conform to safety requirements. Any covering, such as a decorative lattice you may erect, must be easily removed for servicing of the transformer.
6. Disposing of Unwanted Soil, Sod, or Plants
 - a. Place plant refuse in a bag or bundle outside your trash room and notify the Grounds Coordinator to arrange pickup. Do not include non-vegetative materials.
 - b. If you prefer, take plant refuse to the dumpster area in the Facilities staging area southeast of the employee parking lot.
 - c. Do not discard any material in common areas of the grounds or near the community garden.

B. Trees [to be supplied by the Arboretum Committee]

7. Pet Concerns Committee [see Kendal policies]

8. Program Committee

- A. Commercial Speakers [Old Policy 1]: a speaker who requires a fee and/or travel expenses for speaking) or a speaker who is selling or promoting a product or service.
 1. The Program Committee itself does not schedule commercial speakers. However, if another Standing Committee or group of Kendal residents proposes to financially sponsor such a speaker (i.e., pay their fees and expenses), the Program Committee will consider that request to determine if the proposed event is consistent with program guidelines and that the proposed date does not conflict with other Program Committee plans.
 2. The Program Committee does not schedule or consider speakers who are selling or promoting a product or service, under any circumstances.
- B. Scheduling Events in Heiser Auditorium at Kendal at Oberlin [Old Policy 2 revised]
 1. The Program Committee is responsible for scheduling events in Heiser Auditorium (other than those scheduled by Kendal at Oberlin Administration or the Memorials Committee).
 2. Most events are open to all Kendal residents. Exceptions will occur, for example, for resident family reunions and Kendal at Oberlin catered meals.

3. Other Standing Committees or Kendal residents wishing to schedule an event in the Auditorium must submit a request to the Program Committee at least six weeks ahead of the intended date so that the Program Committee can determine if the proposed event is consistent with program guidelines and that the date does not conflict with other Program Committee plans. The procedure works as follows:
 - a. First check with the Kendal Heiser Reception Desk to find a suitable open date and time for the proposed event in the Kendal event calendar and ask the receptionist to place a hold on that date and time (be sure to allow enough time for setup and take down).
 - b. Then fill out a *Blue Sheet* (Room and Set-up Request Form, available at the front desk). Be sure to fill out each section, front and back. The *Blue Sheet* also alerts the Kendalight team about the event. However, a detailed event listing must be separately sent to Kendalight at klite600@yahoo.com, by the 15th of the month prior to the event.
 - c. If the program requires extra space, might be distracted by events in Heiser Lounge, or if a reception is planned, put a hold on the Lounge and fill out a Gold Sheet.
 - d. Send the *Blue Sheet* to the Chair of the Program Committee for consideration by the committee at their next meeting (second Monday of each month). The representative or resident proposing the event may be asked to attend the Program Committee meeting to discuss their plan.
4. The Program Committee will notify the Standing Committee representative or resident of their decision shortly after the meeting. If the proposed event is approved, the Program Committee Chair will submit the *Blue Sheet* to the Kendal Heiser Receptionist for processing, which will finalize the Auditorium reservation and alert all necessary Kendal departments and KORA entities who are needed to support the event. If the proposed event is declined by the Program Committee, the Chair will notify the Kendal Heiser Receptionist to remove the calendar hold on that date/time.

C. Auditorium Seating [see KORA and Kendal at Oberlin policies]

9. Safety Committee [see Kendal policy]

The Safety Committee enforces already existing safety practices. For example, observing our community's speed limit of 20 mph. Keeping bike riders off sidewalks is a City of Oberlin regulation that protects pedestrians. Maintaining clear walkways around cottages is a common-sense

safety practice to assure clearance for emergency responders and for housekeeper carts, etc. [from Toni Merleno]

10. Transportation Committee [see Kendal policy]

Kendal at Oberlin Policies/Rules/Guidelines [refer to section in the Residents Handbook]

- A. Alcohol
- B. Auditorium Seating
- C. Bulletin Boards
- D. Cottage Privacy (50' rule)
- E. Firearms
- F. Mobility Devices
- G. Petitions
- H. Pets
- I. Pool
- J. Recycling
- K. Resident Board Membership
- L. Safety
- M. Smoking
- N. Solicitations (including Petitions)
- O. Transportation
- P. Defibrillator Policy

APPENDIX: QUICK REFERENCE & COMMON FORMS

Away Form

Computer Related Information

Kendal at Oberlin Resident Database

Kendal at Oberlin Wi-Fi

Kendal Websites

KORATech

Grievance Report Form

Kendal at Oberlin Organizational Chart

Landscape Project Authorization Form

Map of Kendal at Oberlin

Map of Oberlin Streets

Modification Form

Pet Registration Form

Service Requests & WorxHub

Telemarketing Calls

Absences from Kendal at Oberlin

Kendal at Oberlin is your home and you are free to come and go as you wish. When you will be away overnight or longer, please sign-out or complete a Resident's Absence Form (also known as an "Away Form") at the reception desk to indicate where you can be reached in the event of an emergency. This form may also be accessed, filled out and submitted online via the KaO Resident Website. If your unit will be occupied in your absence, please notify the Director of Admissions/Marketing. For security purposes and meal charges, please notify the receptionist promptly when you return to Kendal at Oberlin.

RESIDENT'S ABSENCE FORM	Office Use Only
Name _____ Unit Number _____ Departure _____ Date* _____ Probable Return _____ Date _____ Destination/Forwarding address and phone number: _____ _____	Absence Recorded: Receptionist _____ Date Entered: _____ Date Returned: _____
Mail Forwarding: Hold at Kendal _____ Hold at Oberlin Post Office _____ Newspapers: Please notify your delivery person. Buddy: The alternate buddy for _____ is _____ _____ Please forward my monthly bill (Bills are mailed on the 25th of each month). _____ Please give me the meal credit for being away 2 weeks or more. (Please see below)** _____ Please indicate if lights are on a timer. *NOTE: You will receive a meal credit only if this form is submitted before your departure and if your departure and return dates are 2 weeks or more apart. **First day of meal credit _____ Last day of meal credit _____ Signature _____ Date _____	

****NOTE: It is important for you to notify the receptionist of your ACTUAL return date as soon as possible.**

COMPUTER RELATED INFORMATION

Kendal at Oberlin Resident Database

This database contains current information by Staff and Residents, for Staff and Residents.

On the KORA website, “kaores.kendal.org”, click on Calendar, Organizations, Directory, Ride Share, Arboretum, Artworks, or Login. These are all features of your Kendal at Oberlin Resident Database. Some information is only for Residents.

If you are connected to the wireless Kendal-Resident Network, you can see all the resident-only information without logging in. People connected to other networks (here or outside) will need to login to get: the Resident Calendar Events, all Organizations, the Directory, Ride Share, and Artworks. You must login to add or change information.

We encourage Committee Chairs to put their open programs and meetings on the calendar, along with: programs, agendas, minutes, reports, and pictures. Click the “Help” button for instructions in each of these sections. Training is available.

If you don't have a login or need more help with the database, ask KORATech!

Kendal at Oberlin Wi-Fi Support

When you are first establishing a connection to the Resident Wi-Fi Network, please refer to the username and password you received from the Admissions Office. If you don't have that information, please let IT know. Once you are logged in, your device should remember the connection. You should not need to enter the password every time you log in. If you have trouble connecting your devices for the first time, again, please let IT know.

The Admissions office also has step-by-step instructions based on your desktop or laptop computer's operating system (e.g. Mac, Windows XP, Windows 7, Windows 8, or Windows 10).

Use the same username and password to connect your tablet or smartphone to the resident Wi-Fi Network instead of your paid data plan.

Oberlin Cable Co-Op has implemented a phone “hotline” for Kendal at Oberlin residents. The number is 775-3016. When calling during normal business hours (9:00am-5:00pm), the line will either be answered by the receptionist or, if she is busy, it will be picked up by the answering machine. Residents will be asked to leave their name, address and phone number. A technician will return your call. Any calls that come in after normal business hours will be handled the next business day.

Additional resources to contact for assistance with other computer related services such as software installation, general problem solving, virus removal, etc. are as follows:

- Computer Systems Unlimited, Oberlin, OH: 774-1264
- Sandra Austin, Help Desk Coordinator at Oberlin College: 775-8290
- Marty Buck, Oberlin, OH: 775-0556

If you need assistance connecting to the Kendal Resident Wi-Fi Network, or have any questions, our IT staff can help. Please contact Don Mulica (775-9875) or Judy Miller (776-5011) and they will be happy to schedule a time to help you.

Kendal Websites

The following websites enable you to access much information about The Kendal Corporation, Kendal at Oberlin and the Kendal at Oberlin Residents Association:

The Kendal Corporation

www.kendal.org

Kendal at Oberlin

www.kao.kendal.org

Kendal at Oberlin Facebook

www.facebook.com/KendalatOberlin

Kendal at Oberlin Residents Association

www.kaores.kendal.org

Kendal Home Swap

<https://portal.kendal.org/>

The Home Swap Program allows **current residents** of one Kendal Community to temporarily exchange residences with current residents living in another Kendal Community. This web-based portal provides **current Kendal residents** with a secure login, **(1) search for an “Available Swap,”** and/or **(2) post an “Available Swap.”**

Much like a bulletin board where people may be looking for, or posting, properties for rent, this program allows Kendal residents to identify and find one another to arrange temporary swaps of living arrangements for a mutually agreed upon time.

Partners' Websites

Ohio Living

www.ohioliving.org/home-health-hospice

KORATech

KORATech is a group of volunteers who will attempt to help residents who have technical problems: computers, tablets, phones, printers and the Resident Database. If you have any tech experience, we can use more geeks - please volunteer!

We can help with: Apple, Windows, and Android PCs, Tablets and with a variety of cell phones. In addition, we can offer help with some standard application programs such as Word, Excel, and PowerPoint. (If you wish assistance with some other application – ask, as we may have someone who can help.)

To ask KORATech for help, use the:

- Online form at “kaores.kendal.org/koratrequestform.php” or
- Email koratech@kaores.kendal.org or
- Phone (440) 574-0261 and leave a message, or
- Obtain form from the front desk, complete and put in the KORATech open mailbox (2nd open mailbox column from the right, near the desk)

Please be sure to include your Unit #, email address, telephone number and a short description of your problem.

Kendal at Oberlin
Grievance Report

Today's date: _____ Date grievance reported: _____

Name of resident or family member with complaint *(circle one)*:

Name of staff member(s) that the grievance was reported to:

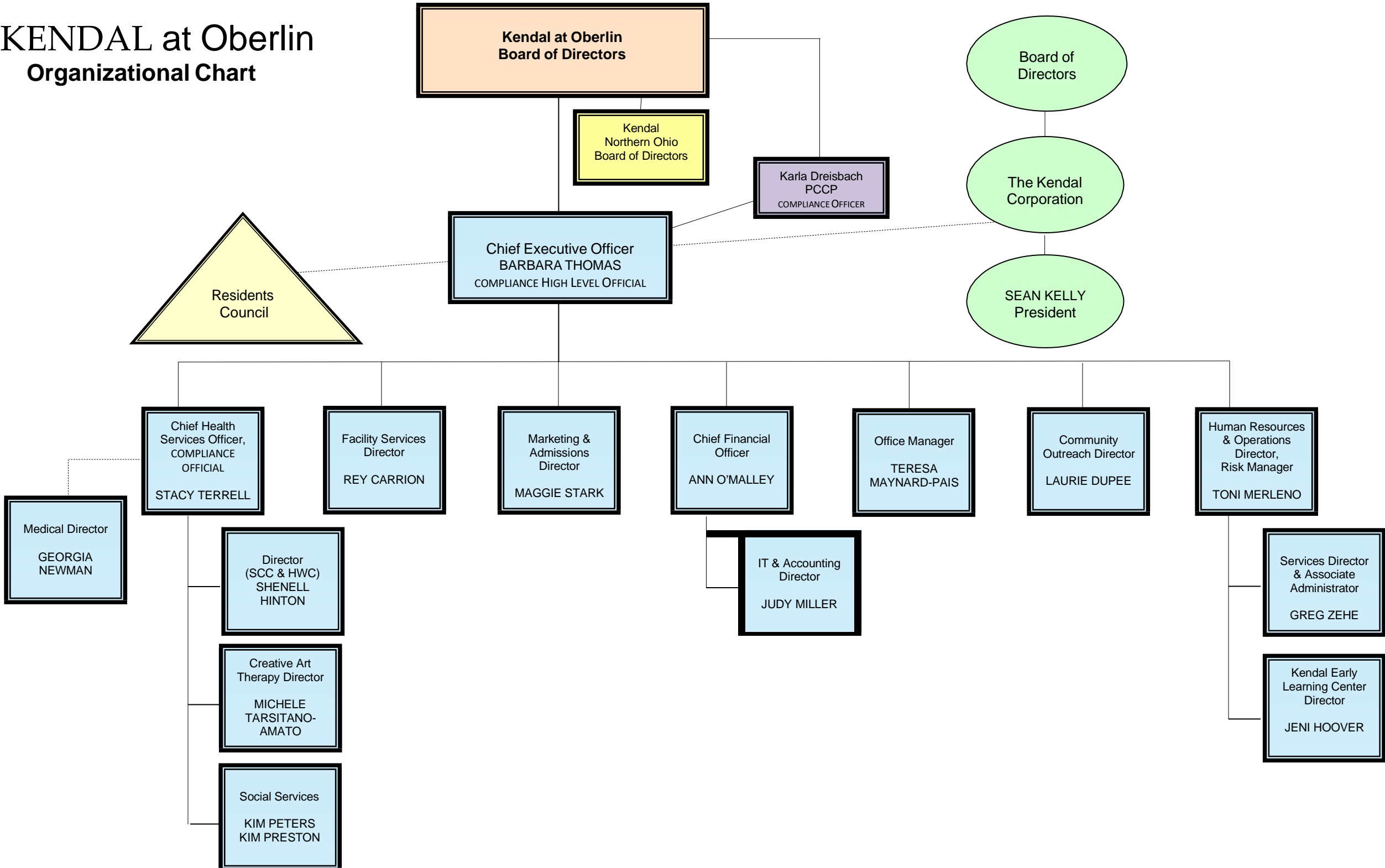
Description of Grievance: _____

Follow-up completed? _____ Description of Resolution: _____

Resolved by: _____ Date resolved: _____

Please return this form to Social Services or the Chief Health Services Officer.

KENDAL at Oberlin Organizational Chart



Resident Landscape Project Authorization Form

Resident name _____ Unit # _____ Date _____

Requested start date _____ Expected completion date _____

Description of project (attach sketch, drawing, material lists, etc.) _____

Location _____

Labor provided by:

Residents _____

Kendal Staff _____

Outside Contractor _____

Material to be financed by _____ Cost _____

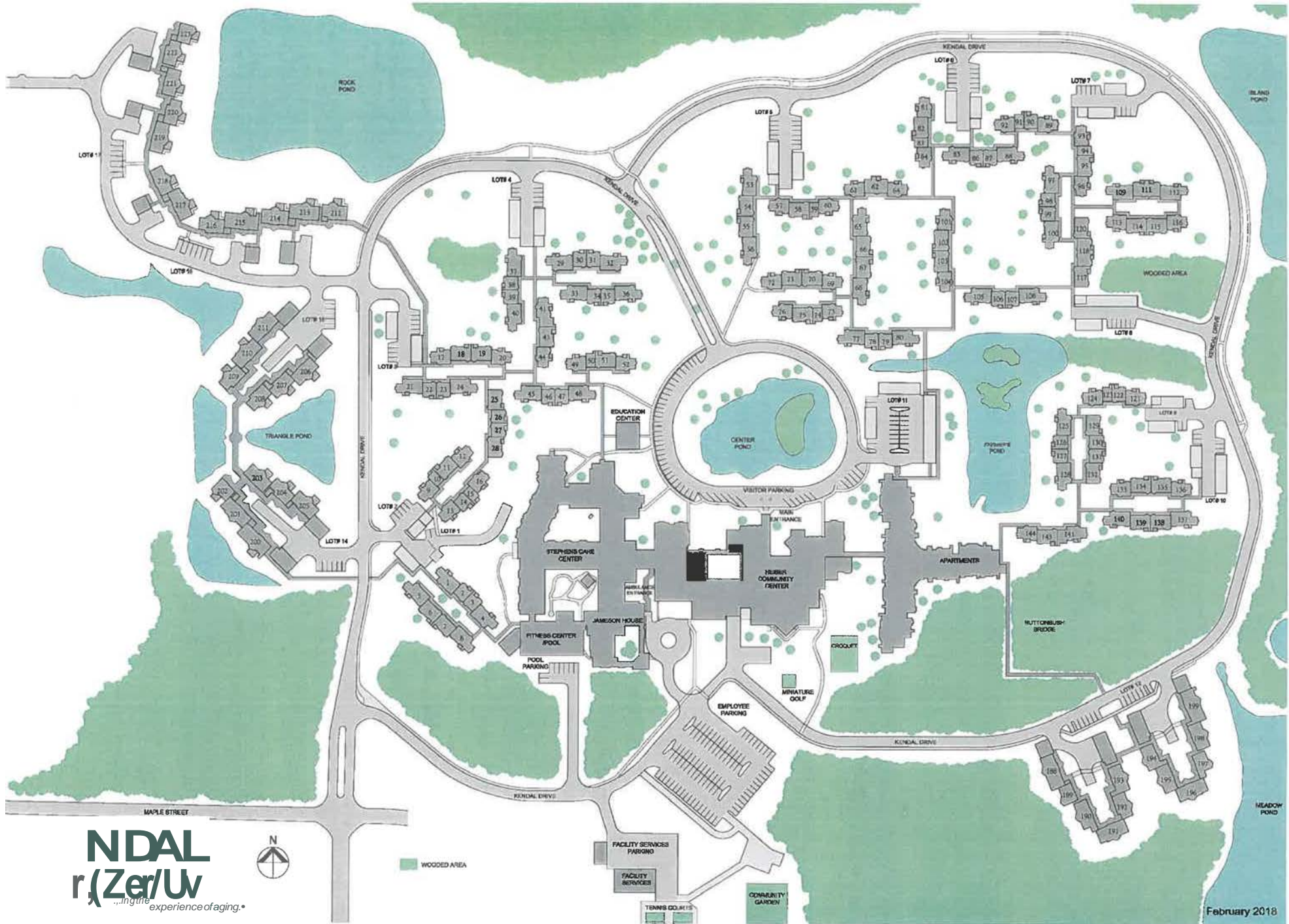
Ongoing care/service for this project to be provided by _____

Describe activity & frequency of ongoing care _____

Comments of Residents impacted by the change _____

Approvals

	Printed Name	Signature	Date
Arboretum / Horticulture			
Facility Services Management			
Grounds Coordinator			



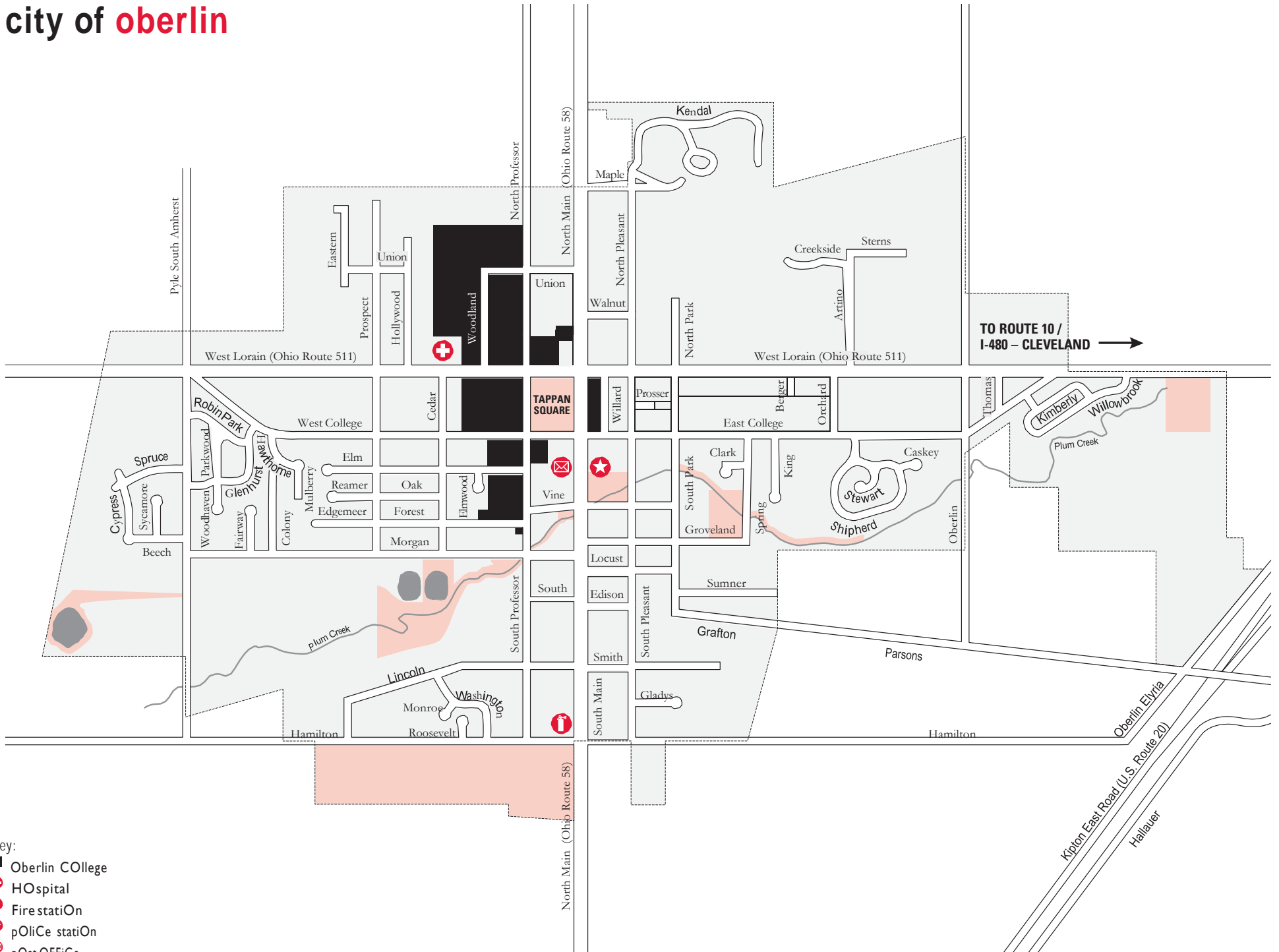
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WOODED AREA

February 2018

city of oberlin



- Key:
- Oberlin College
 - ⊕ HOspital
 - 🚒 Fire statiOn
 - ★ pOliCe statiOn
 - 📮 pOst OFFiCe
 - parks and wOODs

Request for Modification / Addition

New Resident

Existing Resident

Modifications include, but not limited to addition or removal of a wall, bathroom fixtures and decorating selections of non-standard finishes, wallpaper and flooring. **Additions** include but are not limited to screen doors, powder room, shelving, and patio enclosures. Additions affixed to a structure will remain with the accommodation.

Restoration fees may be charged for modifications to cover the cost of returning the accommodation to original condition for future residents. The restoration fee(s) assessed is identified at the time the modification form is approved and before the work is started.

The Residence & Care Agreement addresses modifications in paragraph 8; "Modifications to any living accommodation, other than those we undertake, will require the approval of the Chief Executive Officer and, if so approved, will be at your expense and will thereafter become our property. Approval of such modification may be conditioned upon your payment to us of a sum sufficient to later restore the living accommodation to its original condition." Work by outside contractors still requires Kendal approval and may be subject to the restoration fee.

Resident Name: _____ Apartment/Cottage: # _____

Move-in Date (approx): _____ Phone Number: _____

E-Mail address: _____

Modifications requested: Please use the space below for modification/additions not included on the attached form. Attach a description or drawing of the proposed modification/change if available.

Office use - Restoration fee
Yes / No

1. _____

2. _____

3. _____

4. _____

All costs associated with a modification/addition are the resident's responsibility. Use of outside contractors must be coordinated through the Facility Services Department. The resident is responsible for maintenance, repair and replacement. This includes special cleaning supplies, equipment and any additional labor costs required.

See Reverse Side for Office Approval and Routing

For Office Use Only

Approved? Yes Yes with qualification No

Comments:

Modification Cost: Yes No Amount \$ _____

Restoration fee: Yes No Amount \$ _____

Resident Signature: _____ Date: _____

FS Manager Signature _____ Date: _____

Chief Executive Officer Signature _____ Date: _____
(CEO returns form to Marketing/Admissions for final distribution)

Final Distribution: Resident (original) Facility Services Administration (file)



Ben Franklin



Kendal Oberlin Residents Association

Oberlin Connector Transit Service

By contract with Lorain County Transit, the City of Oberlin will continue providing demand-response transit service in Oberlin on Mondays and Thursdays.

Passenger Fares (One-Way)

- \$3.50 - Adults
- \$1.90 - Senior Citizens (65+), Persons with Disabilities, and Children (ages 3-12)
- \$6.50 - All Day Pass (purchased on the bus)
- Oberlin residents of LMHA facilities or those declared as low-income will pay LCT a one-way fare of \$1.90 with an ID card provided by Oberlin Community Services. Oberlin residents must provide the LCT driver with the ID card in order to pay the reduced fare.
 - Service will operate Mondays and Thursdays from 9:00 am to 6:00 pm. The last pick-up time is 5:30 pm.
 - Call 800-406-7541 to schedule a ride. Arrangements can be made the same day or up to two weeks in advance (hearing impaired travelers may call 800-750-0750).
 - On Thursdays the bus will make trips to Elyria or Lorain in addition to in-town service. The bus will depart Oberlin at 9:00 am and 1:30 pm. First and third Thursdays will be for trips to Elyria. Second and fourth Thursdays will be for trips to Lorain.
- Passengers may flag down the driver and board the Connector without prior call.

Special holiday service dates:

Holiday - No Service	Date Service Provided	Holiday - No Service	Date Service Provided
January 19 Martin Luther King Day	Tuesday, January 20	October 12 Columbus Day	Tuesday, October 13
February 16 President's Day	Tuesday, February 17	November 26 Thanksgiving	Wednesday, November 25
May 25 Memorial Day	Tuesday, May 26	December 24 Christmas Eve	Wednesday, December 23
September 7 Labor Day	Tuesday, September 8		

Pet Registration Form

FORMS ARE AVAILABLE THROUGH THE FRONT DESK AND
MUST BE COMPLETED WITHIN 3 MONTHS OF MOVE-IN & ANNUALLY

**If you do NOT have a pet, please write NO PET on this form, sign, date it,
and then turn the form into the Pet Committee via the receptionist.**

Owner's Name__ Unit#__ Phone__

Cat__ Name_____ Age_____ Sex_____ Breed_____

Dog__ Name_____ Age_____ Sex_____ Breed_____

Other Pets_____

Inoculations (must be kept current) and dates _____

Current Lorain County License # _____

Name of person who temporarily will take care of your pet during your inability to do so. If you name your spouse, then please also name an alternate person.

Name/Address_____ Phone_____

Alternate/Address_____ Phone_____

Please indicate any special care or ongoing medication your pet requires _____

Directions for feeding pet _____

Amount of food_____ Time to feed_____

Person who would assume ownership of your pet in case of your prolonged inability to take care of the pet. If you name your spouse, then please also name an alternate person. If you name a veterinarian, then you need to contact the vet, make arrangements, and bring us a letter from the vet stating his/her willingness to take on this obligation.

Name_____ Phone_____

Address_____

Signature of person completing this form _____ Date _____

Service Requests

There are two ways to submit service requests. You may fill out the below form which is available at the Front Desk, or you may submit an electronic service request through the WorxHub software. Directions for the use of WorxHub is on the following page.

Kendal at Oberlin Facility Services Service Request Form

Date of Request _____ 1st request _____ 2nd request _____

Requested by _____ Room/Unit # _____

Phone Number _____ Email Address _____

Work Requested

PLEASE READ: With my signature below, I grant permission for the FS staff to enter my cottage/apartment/room to complete this specific work if I am not home.

Signature _____ Date _____

If you would like to receive a confirmation of the receipt of this request, please circle the method of which you would like to be notified _____ email _____ paper

Service Requests via WorxHub

Kendal at Oberlin's portal to work requests for Facility Services is called The WorxHub. WorxHub functions on the Internet, so in order to provide access for you, you must have an email address. Call Facility Services at (440) 775-9899 to submit your email address.

To access The Worxhub, please go to <https://kao.theworxhub.com>. This is a secure site.

TheWorxHub
by Dude Solutions
software designed for senior living

KENDAL[®]
Together, transforming the experience of aging.*

TheWorxHub News

Welcome!
Login to get going with TheWorxHub!

Username
test10

Password

Stay logged in

Login [Forgot your password?](#)

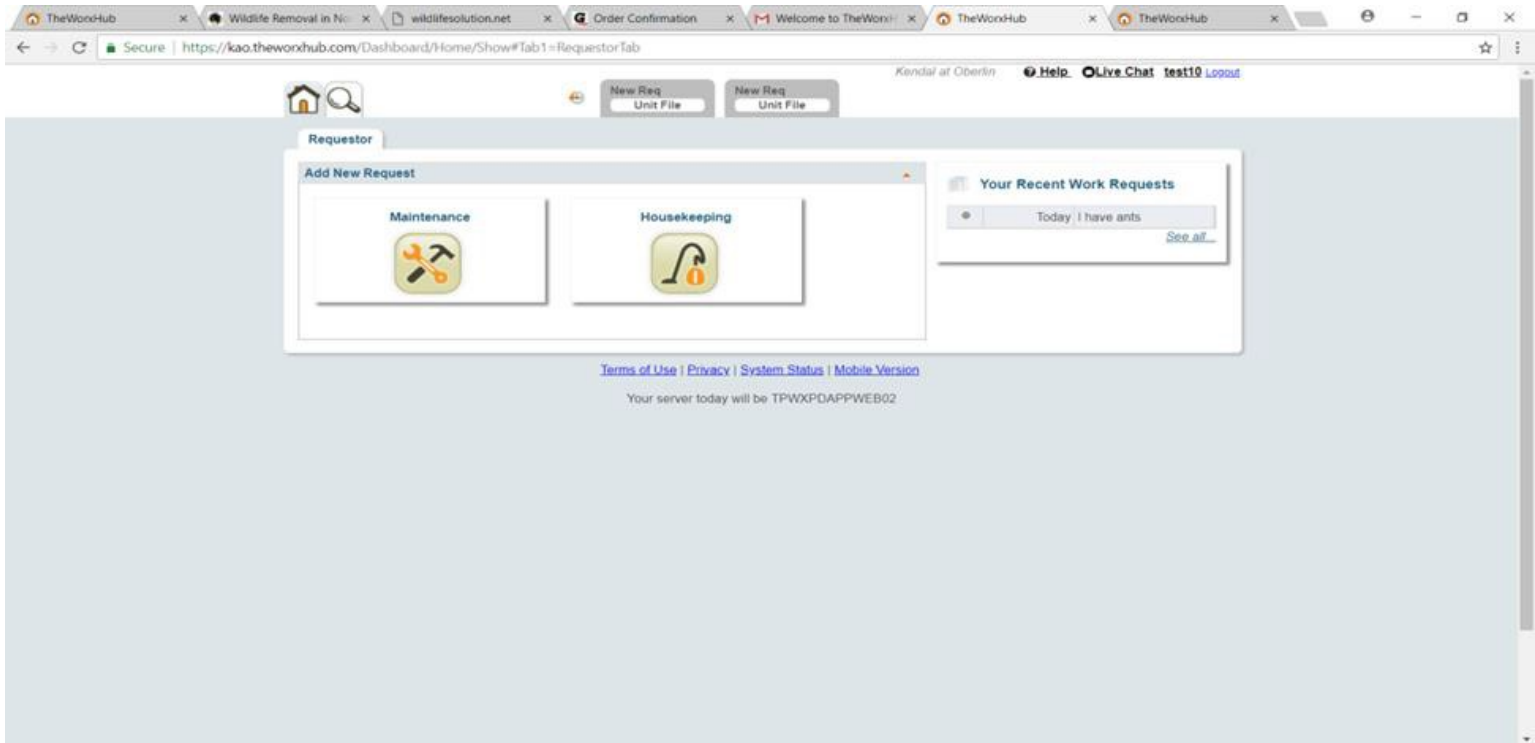
[Terms of Use](#) | [Privacy](#) | [System Status](#) | [Mobile Version](#)

Your server today will be TPWXPDAPPWEB02

You will have received an email from The WorxHub to allow you access to create your password. When you click the link in your email, you'll be taken to a screen like the one above, which will give you your username and allow you to create a password. If you ever forget your password, please contact Facility Services as we can reset it for you.

Once you have logged in, you will be taken to a screen to place your maintenance requests. There is a button for housekeeping as well. Please

do NOT use the housekeeping button. Requests for extra housekeeping should be addressed to Crystal Hall at (440) 775-9199.



After you click the Maintenance button, you will be taken to a screen to fill out your request. Fill in the details and click I'M DONE! Your request will be routed to Maintenance staff for assignment.

We are here to help, and if you have any questions, please call Facility Services at (440) 775-9899.

Bothered by Telemarketing Calls?

Many telemarketing calls can be blocked!
Register your telephone number
with the Federal Trade Commission.

Call 1-800-382-1222

or

Register at the following website: www.donotcall.gov

Note! You must register your telephone number annually!



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