

FRIENDSHIP MANOR

Resident Services

Resident Handbook

Welcome to Friendship Manor!

Friendship Manor Senior Congregate Living
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www.friendship-manor.org

Table of Contents

Mission Statement	1
Board of Directors Welcome	1
Friendship Manor Staff	2
Who do I talk to about?	3
Friendship Manor Features	4-6
Your Apartment	7-8
Friendship Manor Services	9
A La Carte Services	10
Friendship Manor Policies	10-14
Willoughby Dining Room	14-16
Resident Services	16-17
Emergency/Safety/Security	18-19
Community Resources	19
Protocol for Presenting	
Suggestions & Concerns	20
Emergency Fire Procedures	21
Map of the property	22

The Friendship Manor

Mission Statement

As faithful stewards of the spiritual, human, and financial resources available to us, we are dedicated to providing housing and services that enrich the lives of our elders.

Our Resident Handbook summarizes the features, benefits, policies, procedures, and services available to you as a resident of Friendship Manor.

If there is anything we can help you with to make your transition into our community easier, please let any staff member know, and we will make every effort to accommodate you.

Welcome! We are pleased you have chosen Friendship Manor to be your new home.

The Friendship Manor Board of Directors

The volunteer Board of Directors for Friendship Manor has been overseeing the operation of Friendship Manor since 1973. As a not for profit senior housing provider, you can rest assured that the Board always has the best interest of our residents at heart as decisions are made.

The Resident Services Council

As a new member of our community, you are automatically a part of the Resident Association. The Association has many benefits and services available to you. (Details can be found in this manual). The Resident Council is your voice to the management staff of Friendship Manor. We encourage you to take an active role in your association by volunteering your talents and ideas to make Friendship Manor the best it can be. Welcome, we are excited to meet you!

The Friendship Manor Family

MEET OUR STAFF

It takes a whole team of people to deliver the services we offer at Friendship Manor. We are a team, working together to ensure your safety and serve your needs in a warm and gracious setting.

The *EXECUTIVE DIRECTOR* is responsible for the day-to-day operations of Friendship Manor. His or her main focus is to run Friendship Manor in a conscientious and safe manner, keeping everything running as smooth as possible. Please feel free to address your questions or concerns to him or her at anytime.

The *MARKETING DIRECTOR* assists residents in the move in process and also acts in place of the executive director when they are not on site.

The *OFFICE MANAGER* directs the Front Desk and all of our business operations, including billing, communication, transportation, scheduling housekeeping/linen service, parking assignments, and mail distribution.

The *FOOD SERVICE DIRECTOR* with the help of his or her staff, prepares all of your meals and provides special treats for our activities and special occasions. The Food Service Staff strives to please all tastes, so your suggestions or requests are always welcome.

The *MAINTENANCE DIRECTOR* has the responsibility to both maintain the entire facility in a clean and safe manner, and to maintain the condition of the grounds and the equipment. If you notice something that needs attention, please contact the Front Desk and complete a Maintenance Request.

The *RESIDENT SERVICES DIRECTOR* plans, organizes, and creates our community social calendar ensuring that there is a variety of programs to meet everyone's needs.

Who do I talk to about?

Outside Appointments: Please speak with someone at the front office to arrange for your transportation to and from scheduled medical appointments and shopping trips on the Friendship Manor Van.

My Monthly Rental Statement: Please speak with the Office Manager.

Setting Up Maid/Linen/ or Tray Service: Please speak with the Office Manager.

Something doesn't work right in my apartment: Please speak with the front desk receptionist and ask for a maintenance work order.

Safety and Housekeeping Issues: Please speak with the Maintenance Director.

Dining Room and Meal Issues: Please speak with the Food Service Director.

Activities and Events: Please speak with the Resident Services Director.

How to get a \$300 rent credit: Please speak with the Marketing Director.

Volunteering at Friendship Manor: Please speak with the Resident Services Director.

FRIENDSHIP MANOR FEATURES

LOBBY

The Administration building lobby is your center for information. The front desk staff will answer or address most of your concerns. The lobby also houses your individual mail box and outgoing letter drop with regular pick up by the US Postal Service. The community calendar is posted and sign up sheets for our various activities are displayed on the slant board.

WILLOUGHBY DINING ROOM

Our spacious dining room is available for your convenience to dine or socialize with friends throughout the day. Refreshments are available at your convenience on the South wall. Dining hours and a weekly menu are available at the front desk, posted in the elevator, and distributed regularly via our residents' mailboxes.

JAMISON HALL

Upstairs, directly above the Willoughby Dining Room, is Jamison Hall. This multipurpose area accommodates large group events such as musicians, sing-alongs, talent shows, movie nights and worship services on Sundays. Equipped with a theater-sized movie screen, cable television, stage, piano, karaoke machine, and videotape library; this area boasts a variety of entertainment features for residents to enjoy.

COUNTRY KITCHEN

Located next to Jamison Hall, the Country Kitchen is equipped with appliances for resident use in cooking and baking. Please see the front desk to check out the key if you would like to use it.

CONFERENCE ROOM

Located on the second floor of the Administration Building, the conference room is used for organized activities, private parties, and assorted resident and staff meetings.

RESTROOMS

Public restrooms are located on the second floor of the Administration Building across from Jamison Hall and in the B-Lounge behind Dorothy's Corner Store.

LIBRARY

Our library, located adjacent to the Conference Room, is available to all residents for their use and reading enjoyment. Please feel free to take a book to read and bring it back when you are finished. New donations are always appreciated. Computers with access to the internet are also in the library for your use. Please see available times and usage policy posted in the library.

FEATURES CONTINUED...

SWIMMING POOL

Our swimming pool is open during nice weather for your pleasure. Since no lifeguard is on duty, it is recommended that you avoid swimming alone. Children and guests must be accompanied by a resident and must be over the age of 16 to swim.

DOROTHY'S CORNER STORE

The Resident's Association manages, "Dorothy's Corner Store". Named in honor of a beloved resident who has volunteered for many years overseeing the store, it is located on the first floor of the B-Lounge. It offers a selection of food, toiletry and sundry items. All proceeds from the store help support the Residents Association.

B-LOUNGE OR POOLSIDE LOUNGE

Located adjacent to the swimming pool, the B-Lounge has vending machines, exercise equipment, game tables, and an assortment of puzzles and games. This is a large common space for residents to congregate together for chair exercises and other social events.

LAUNDRY ROOM

Our laundry room, located next to the elevator, is open daily. Washers and dryers are coin operated and a laundry soap dispenser is available for your convenience.

ELEVATOR

The elevator is centrally located on the property and provides service to all floors, including the parking garage. Please push the buttons carefully, and only one at a time. Be courteous and patient with other passengers, paying extra attention to those with canes and walkers.

HALLWAY TELEPHONES

A house telephone is located in the hallway on every floor and next to the elevator in the garage. This phone is connected directly to the front desk. To use the house phone, simply pick it up.

IRONING & BATHTUB ROOMS

Several bathtub rooms and ironing rooms are located on the property for your convenience. Please inquire with our maintenance staff as to their locations.

FEATURES CONTINUED...

BARBER & BEAUTY SALON

Our barber and beauty salon is located around the corner from the laundry room in the D-Building, and is open at various times during the week. Walk in customers are welcome based on availability. Please check the stylist's schedule posted on the door.

D-LOUNGE

The D-Lounge is located across the hall from the Beauty Salon. It houses our pool table and arts & crafts room. Use of the pool table is limited to residents and guests over age 16, who must be accompanied by a resident.

FRIENDLY RUMMAGE SHOP

Located in the garage, the Friendly Rummage Shop sells used furniture, clothes, books, and a variety of household items. All proceeds go to the resident association.

COURTYARDS

Our spacious courtyards include the Wilke Fountain Garden, B-Courtyard Rose Garden, A-Courtyard Lawn, and the resident's volunteer gardens in the promenade and backyard. Enjoy our numerous benches to gather some sun and watch the birds.

PARKING AND LOADING ZONES

Passenger loading and unloading is best handled in the basement garage in front of the elevator. A red zone is in front of Friendship Manor and parking there could subject you to a parking ticket. Visitors may park their cars in the assigned visitor parking spaces on the west wall and to the left of the elevator. All other spaces are reserved for residents and staff. If you would like to reserve your own parking space, please see the Office Manager to sign up.

SMOKING AREA

Due to County Ordinance number 4437; all smoking on the Friendship Manor grounds is prohibited. Smoking is only allowed in the designated smoking shelter in the field east of the swimming pool or off the grounds of Friendship Manor.

YOUR APARTMENT

TELEPHONE SERVICE/INTERNET

Telephone service can be established by calling Verizon directly at 1-800-483-4000. Verizon will arrange an appointment with you to install your phone services and you will be billed directly for the services you sign up for by Verizon. After you receive a telephone number, please let the front desk know your phone number in case of an emergency. Verizon offers a low income discount rate called, "Life-Line Service" if you qualify for it.

CABLE TELEVISION SERVICE/INTERNET

Cable television can be arranged through Cox Communications by calling them at 805-683-6651. Cox will arrange an appointment to install your cable services and you will be billed directly for the services you sign up for by Cox. The Santa Barbara County offers a discount rate for Senior's that qualify based on income.

TRASH & RECYCLING CONTAINERS

Trash disposal and recycling is your responsibility. For your convenience, trash and recycling containers are located on the landings of each floor. Please wrap wet trash in plastic before placing in the trashcan. Please keep your apartment free of trash and clutter, as it can present a health and safety issue and can affect your neighbors with smells. If you have Housekeeping services, trash will be removed on your scheduled visit.

DECORATING YOUR UNIT

We encourage you to decorate and furnish your apartment to suit your own personal taste. Please do not change the paint or flooring without checking with Management first for approval. Any holes or damages not repaired upon move out will be charged for.

PEST CONTROL

Pests need a food source to be attracted to your unit. Please do not store open containers of food or stacks of newspapers in your unit. Should you notice a pest of any kind, please notify the front desk so we can arrange for treatment.

APARTMENT ACCESS

The Management reserves the right to access your apartment whenever necessary. This includes, but is not limited to emergencies, repairs, assessment of repairs, housekeeping, deferred maintenance, and treatment of pests. Whenever possible, entry will be made as scheduled with you and by those for whom you have given written permission to enter your apartment.

YOUR APARTMENT...continued

YOUR APARTMENT...continued

MAINTENANCE

Should you notice anything at Friendship Manor or in your apartment that is in need of repair, please fill out a work order and turn it in at the Front Desk. Work Orders are reviewed with emergencies taking priority. Our maintenance staff is on duty every day of the week and on-call after hours for major emergencies only.

SMOKE DETECTORS

A smoke detector is located in your apartment. Should your smoke detector activate, quickly try to identify the cause, then CALL 911! After calling 911, immediately notify the front desk. In the case of a room fire that you feel you cannot control, exit your room and close the door behind you.

HALLWAYS

We ask that the hallways outside your room be kept clear of any objects, floor mats, furniture, potted plants and walkers. The hallways need to be kept clear in case of an emergency. If you should notice items, spills, or clutter in your hallway, please alert the front desk staff, or complete a work order available at the front desk.

HOUSEHOLD APPLIANCES

Many household appliances are permitted in your apartment; there are some that are not. Coffee makers, microwaves, and small refrigerators are some examples of acceptable appliances. Hot plates, stoves, fryers, electric skillets, electric grills and space heaters are not permitted as they do pose a fire safety issue.

ELECTRICAL PLUGS

Power strips with built in circuit breakers are acceptable. Extension cords are only permitted if they are 12 gauge, are six feet or shorter, are plugged directly into the wall, and have no more than two appliances connected to them. There is a limit to two extension cords per room and you may not connect extension cords to extend them. If you have any questions regarding extension cords or electrical plugs, please contact the Maintenance Director.

DAMAGE TO THE APARTMENT

We expect normal wear and tear to occur in your apartment. However, severe damage caused by incontinence, destruction, carelessness, or fire is your responsibility.

FRIENDSHIP MANOR SERVICES

HOUSEKEEPING SERVICE

Housekeeping service is available weekly, semi-monthly, and monthly for an additional charge. Your housekeeper will vacuum, dust, empty your trash, and clean the bathroom.

LINEN SERVICE

Linen service is available weekly, semi-monthly, and monthly for an additional charge. Your housekeeper will launder and change your sheets and towels, and make your bed.

GUEST ROOMS

Several furnished motel style rooms are available on a first come, first served basis. Please contact the front desk to inquire about rates and to make a reservation. Single and Double occupancy rooms are available with meals included.

PARKING

The parking spaces located in the basement garage are available for an additional monthly fee. Please see the Office Manager to sign up for your own Reserved Parking Space, during the hours of 8am through 4pm Monday through Friday. Your guests should park in the spaces marked "Visitors".

MAIL & PACKAGES

Mailboxes are located in the Lobby of the Administration Building. A sign is posted when the delivered mail is ready to be picked up, usually by late afternoon most days. Packages are held at the Front Desk, and you will be notified to pick them up via a note in your mailbox. You may deposit your outgoing mail in the slot above the mailboxes. If you need help operating your combination lock, please ask the Front Desk for assistance.

WORK ORDERS/REPAIRS

All requests for repairs and maintenance work in your apartment must be made at the front desk in writing. This will enable our staff to assign and track your repair. The Front Desk Staff will assist you in completing the work order if you should have any questions. Items not related to your apartment that you would like our maintenance staff to assist you with are billed at \$40.00/hour in 15 minute increments. Examples include moving items, putting items together, fixing your belongings, and other requests.

NEWSPAPERS

A newspaper stand is located outside the front gate near the sidewalk. If you wish to subscribe for regular delivery, please contact the newspaper of your choice to start delivery. Other local, "free" papers are delivered and displayed in the lobby on a table near the mailboxes.

A LA CARTE SERVICES

The following a la carte services are available for a fee and can be obtained through the Front Desk:

FRONT DESK SERVICES: (Monday-Friday, 8am- 8pm)

- Check cashing up to \$25.00 per check, per day, Mon-Fri, 8am till 4pm.
- Laundry machine change (Up to \$4.00).
- Replacement key for your apartment (\$5.00 per key).
- Stamps (Up to 10 at a time).
- Copies
- Fax Service (Outgoing and Incoming)
- Doctor Van Service (Mondays and Thursdays)
- Shopping Van Service (Tuesdays and Wednesdays)

DINING ROOM TRAY SERVICE

If you arrange for this service on a permanent basis, a staff member will carry your tray for you in the Willoughby Dining Room. There is a monthly charge for this service. If you need this service short term, let the front desk staff know and the service will be free.

FRIENDSHIP MANOR POLICIES

ADMINISTRATION OFFICE HOURS

The front desk is open from 8:00am to 8:00pm every day of the year for your convenience. There is always a person at the front desk to answer your questions during those hours.

BILLING

You will usually receive your bill by the end of the current month for the month following. Your statement will list your rent, service charges, and any a la carte service charges. Should you have any questions regarding your statement, please contact the Office Manager immediately. Rent payments are due by the 1st of each month, and considered delinquent by the 5th. Friendship Manor does work with the County Housing Authority and the Santa Barbara City Housing Authority through their Section 8 housing voucher program. If you have limited income and meet their criteria, Friendship Manor will accept housing authority vouchers.

POLICIES Continued...

SERVICE PLAN

The service plan is included on your monthly statement and is used to fund the following: Activities, Security/Front Desk Staff, Special Events, and all your monthly meals. Unfortunately, the service plan cannot be separated and must be paid with your monthly rent. Participation in the service plan is mandatory.

EXTENDED HOSPITAL OR VACATION STAYS

If you plan to be away from Friendship Manor overnight or longer, we strongly recommend that you register your absence on an Absentee Form at the Front Desk before you leave, and notify the Front Desk when you return. As is our policy, we do not monitor our resident's whereabouts unless an Absentee Form is on file. If family or friends should call our front desk we will be able to tell them where you are and when you are expected to return. In the event you are hospitalized please make arrangements to inform Friendship Manor of your location and continue to make your rent payments in a timely manner. Overflow mail will be held at the Front Desk until you return.

PET POLICY

We are sorry, but due to our close proximity with other residents, no pets are allowed at Friendship Manor.

TERMINATION OF RESIDENCY

Your resident agreement may be terminated by you or by the management at any time. A 30-Day advance written notice is required if you decide to move out. The State and other regulatory agencies govern the level of services for which Friendship Manor provides. It is **YOUR** responsibility to provide for yourself any additional physical or health related services, which Friendship Manor may be precluded from providing. Should it be determined that a 30-day notice would be dangerous or detrimental to your health, welfare, safety, and/or well being, to you or other residents, you may be required to vacate the apartment immediately.

REFUND POLICY

A refund will be made on any unused paid days, provided that management has received a 30-day written notice of your intent to vacate.

POLICIES Continued...

EMERGENCY INFORMATION

When you become a resident of Friendship Manor, you were given a form to provide us with Emergency Information. A copy of this form is given to paramedics whenever possible during an emergency to assist them. It is essential that you update your Emergency Information Form whenever there is a change. Please see the Front Desk to do so.

SUGGESTIONS, COMPLAINTS & GRIEVANCES

Please direct your concerns to the Front Desk or the Executive Director. We will do everything we can to understand your needs and address them. Suggestions are always welcome. We will listen carefully and consider all suggestions to make Friendship Manor the best it can be.

PERSONAL BEHAVIOR

As members of the Friendship Manor community, we all live together in close proximity. It is important that your behavior be kind. Language, hygiene, and manners all play an important part in making our community function well. We ask that residents act in a cooperative manner with their neighbors and with Friendship Manor staff. Residents must refrain from acting or speaking in an abusive or threatening manner toward their neighbors or any staff member of Friendship Manor. Please treat others as you would want to be treated!

QUIET TIME

We ask that between 9:00 p.m. and 7:30 a.m., televisions, radios, stereos, and any other audible device be played at a quiet volume. If you are hard of hearing, please make arrangements to use headphones so as not to disturb your neighbors.

SMOKING

Smoking is **STRICTLY PROHIBITED** inside your apartment and all other buildings and common areas at Friendship Manor. We appreciate your cooperation in not smoking because many residents have allergic reactions and second hand smoke has been determined to be deadly. State laws and regulations now prevent smoking in apartment buildings and their common areas. If you are a smoker, and you feel you must smoke, please go off the property or use the field through the east gate by the swimming pool. Due to Santa Barbara County Ordinance #4437, you can now be subject to steep fines if you violate this smoking ordinance. Also, due to the no smoking policy in the Friendship Manor service agreement you signed, you will be subject to eviction for smoking on the grounds of Friendship Manor. This policy includes medical marijuana smoke, cigar smoke, incense smoke, and any other type of smoke as well.

POLICIES Continued...

TIPS & GIFTS

Our employees are not permitted to accept tips or gifts from residents, their families or their friends. We want all of our residents to receive great service, regardless of their ability to tip or offer gifts. Should you wish to give a gift to our staff, we ask that you make a contribution to the employee holiday fund. Contributions can be made year round. Please see the Resident Service Director if you wish to make a contribution. All contributions are distributed to the employees during the holidays.

LOCKS

Your door is equipped with a lock. Please do not install a deadbolt or change the key. We must maintain our ability to enter your room with a passkey. This is essential in the case of an emergency and is a requirement of the Santa Barbara County Fire Department.

VALUABLES

Friendship Manor is not responsible for loss of personal property or valuables. Large amounts of money or expensive jewelry should not be kept in your apartment and should be handled responsibly. It is a good idea for residents to purchase renter's insurance.

ADMISSION AND RETENTION GUIDELINES

We understand that a health crisis can occur that may prevent you from maintaining your residence at Friendship Manor. Friendship Manor is not a licensed Assisted Living Facility and per State regulations will not offer care and supervision to our residents. The following is a general list of requirements that would necessitate a move to a facility that can meet your needs.

- Residents who cannot exit the building on their own in case of an emergency.
- Residents who are not able to follow directions.
- Residents who cannot communicate their needs, wants, and desires.
- Residents who are a danger to themselves and others.
- Residents who cannot provide for their own activities for daily living such as bathing, toileting, and medication management.

OUTSIDE SERVICES TO RESIDENTS IN NEED

Local agencies are available to assist seniors with different needs. Please use your phone to call the helpline at 211. There is also the Senior Resource Directory printed by the Area Agency on Aging listing multiple agencies to assist seniors. Please see the Marketing Director or Executive Director for assistance.

POLICIES Continued...

RESERVING COMMON AREAS FOR PRIVATE FUNCTIONS

Different areas around Friendship Manor are available for resident private parties or functions. Please see the Resident Services Director in advance to make reservations.

WHEEL CHAIR POLICY

Residents requiring the use of a wheelchair because of a long-term disability are welcome to do so. Residents must be capable of performing all their Activities of Daily Living, and be able to independently evacuate the premises in the event of an emergency.

Motorized wheelchairs and scooters represent a danger to other frail residents living at Friendship Manor. You may have a motorized wheelchair or scooter at Friendship Manor provided it is parked in our special section located in the parking garage. Electricity is provided to keep your batteries charged. You are free to use your motorized wheelchair or scooter in the basement and parking lot on the Friendship Manor grounds.

RETENTION

Friendship Manor is not licensed to provide personal care services and may not be the appropriate residence if your personal needs increase. Please have a plan in place if you should require more personal care services.

WILLOUGHBY DINING ROOM

MENU

Our delicious meals are served buffet style. Our menus are planned with seniors' tastes in mind; we limit salt, sugar, and fat, and try to cook from scratch whenever possible. Please take only what you intend to eat, as you are welcome to come back for second servings at no extra charge. We welcome menu suggestions and recipes. Please share your ideas with our Food Services Director.

SPECIAL DIETS

We offer a variety of food choices. Our meals are carefully planned to provide residents with variety and balance. Special diets, per se, are not provided for; however, special arrangement can be made with the Food Service Director for short term medical reasons. If you are still working, check with the Food Service Director about sack meals.

DINING ROOM Continued...

GUEST MEALS

We welcome and encourage you to have friends and family join you for meals. Please pay for your guest's meals at the Front Desk before entering the buffet line. Children under age ten years old are half price.

MEAL TIMES

Breakfast, Lunch and Dinner times are posted on your weekly menu, available at the front desk, and printed on the menu boards at the entrance to the Willoughby Dining Room. Menus are also distributed weekly in your mailbox every Saturday.

SICK TRAY SERVICE

In the event that you are ill and unable to come to the dining room, tray service is available for a small charge. Please *DO NOT PAY* the tray carrier. You will sign a slip and it will be added to your monthly statement. Tray service is limited to three days only and we will try to accommodate your specific food requests based on availability. Tray service can be made by calling the front desk during the times listed below.

Monday through Friday:

BREAKFAST	8:00 AM to 8:30 AM
LUNCH	12:00 PM to 12:30 PM
DINNER	4:30 PM to 5:30 PM

Saturday, Sunday, & Holidays:

BREAKFAST	9:30 AM to 10:00 AM
LUNCH	Unavailable
DINNER	4:00 PM to 4:45 PM

TABLE RESERVATIONS

One table is available for reservation at each meal. Reservations may be made at the Front Desk on a first come, first served basis. For smaller or larger table reservations, please see the Food Service Director.

BIRTHDAY NIGHT DINNERS

On the third Wednesday of each month, we celebrate the birthdays of those residents born in that month. An extra special meal is served in the Willoughby Dining Room. Entertainment usually follows this meal. Birthday Night Dinner is a time to dress up, invite family and friends, and enjoy a special evening.

DINING ROOM Continued...

DINING ROOM COURTESIES

Friendship Manor serves hundreds of meals per day. By following the courtesies listed below residents will make the dining experience safer and more pleasant for all.

- Please place walkers along the stairway wall near the dining room entrance.
- Please do not place coats and packages on empty chairs. Leave them at the coat area where you entered the dining room.
- Be patient. Avoid crowding or pushing in the buffet line.
- Appropriate dress and attire is required in the dining room, which includes shoes, shirts and cleanliness.
- Please return your tray and used dishes to the dish room window.
- Do not remove food, dishes, napkins or utensils from the Dining Room.
- Keep canes and personal possessions out of the aisles.
- After the meal, return your chair to under the table.

RESIDENT SERVICES

ACTIVITY PROGRAM

Friendship Manor offers a diverse activity program designed to appeal to a wide variety of needs and interests. Participating in activities is a wonderful way to meet your neighbors, learn new information, keep up on current events and trends, exercise, and more right here at Friendship Manor. For more information on our activity programming, please visit the Activity offices. You may also call the Resident Services Director at 968-0771.

MONTHLY NEWSLETTER

A monthly newsletter is published to keep you informed of events at Friendship Manor and distributed in your mailbox. The monthly newsletter contains a general outline of our activity programs. Articles may be submitted by residents to the Resident Services Director. New residents are introduced in the newsletter as well.

WEEKLY BULLETIN

The Weekly Bulletin provides detailed information on our activity programs and lists the Dining Room menus. These are distributed directly into your mailbox each week.

RESIDENT SERVICES Continued...

WELLNESS PROGRAMS

At Friendship Manor we promote wellness at all levels. We believe that independence, dignity, and respect all support wellness. Living at Friendship Manor makes it fun and easy to stay healthy. Our wellness program includes:

- Pilates chair exercise classes
- Qi Gong exercise classes
- Local group walks
- Stationary exercise bikes and equipment
- Blood pressure checks
- On-site visits by health care professionals
- Swimming pool
- Volunteer gardening

VOLUNTEER OPPORTUNITIES

Volunteering is both rewarding and fun. Opportunities to volunteer your time and talents at Friendship Manor include working in Dorothy's Corner Store, Friendly Rummage and Furniture Annex, Library, and Gardening. You might enjoy holding a leadership role on the Residents Services Council or being in charge of a committee. Friendship Manor encourages you to step out of your comfort zone and help make Friendship Manor the best it can be. Please see the Resident Services Director if interested. We would love to have you!

RESIDENT SERVICES COUNCIL & RESIDENTS ASSOCIATION

The purpose of the Resident Services Council is to create programs for the entertainment, education, and social welfare of the residents of Friendship Manor. The council is also the liaison between management and the Residents Association. Elected officers include a president, (2) vice presidents, secretary, and treasurer. They oversee resident volunteers who are in charge of special committees that engage our residents. Once a month, the Resident Services Council has an association meeting in our Dining Room; all residents are encouraged to attend. A copy of the Resident Services Council constitution is available from the Resident Services Director if you would like to learn more.

RELIGIOUS SERVICES

Friendship Manor does not require residents to have a specific religious affiliation. Faith is an important component in the aging process, and there are numerous opportunities to participate in Bible studies, communion services and chapel services on Sundays in Jamison Hall. Please see the Resident Services Director if you would like to know more.

EMERGENCY/SAFETY/SECURITY PROCEDURES

YOUR ROLE IN SAFETY

Safety is everyone's responsibility. These responsibilities include everything from keeping your room and hallway free from clutter, to knowing where the nearest exit is. Please be advised that as an independent senior housing facility, you need to be prepared!

PERSONAL EMERGENCY PREP KIT

In case of a disaster, oftentimes people are displaced from their home and are missing essential materials that provide comfort. We suggest that you put together a Personal Emergency Kit. In this kit, place your necessities such as eyeglasses, medications, food, flashlight, and spare clothing and blankets. Keep this bag handy and grab it if you should have to evacuate. The front desk has a publication printed by the Area Agency on Aging called, "Emergency Survival Guide for the Older Person". Please ask for one and get prepared!

EMERGENCY ELEVATOR INFORMATION

Do not use the elevator in the event of an emergency and specifically a fire unless instructed to do so by a firefighter.

FIRE DETECTION

In the event of a fire, try to identify the cause and notify 911 immediately. Use good judgment in trying to put out a fire. If the fire is bigger than a trash can, close the door and leave the room. Fire extinguishers and water hoses are in each hallway.

EMERGENCY FIRE PROCEDURES

Emergency fire procedures are located on the back page of this manual. They can also be found attached to the inside of your apartment door. Please make yourself aware of all fire procedures.

ACCUMULATION OF CLUTTER

Accumulation of clutter is a fire hazard and an invitation to pests. Please do not allow mail, newspapers, magazines, or bags to collect in your apartment. Discard these items in the recycle bins located throughout the property. If we determine that your room is a fire hazard, you will be issued a formal notice to clean it up within a fixed deadline.

FRONT DESK STAFFING AFTER HOURS

From 8:00 PM to 8:00 AM, our staff covers the front desk and walks the property. If you should need assistance, please call the front desk at 968-0771 and 911 for emergencies.

SECURITY PROCEDURES Continued...

FRONT GATE

The front gate is normally locked at 11:00 PM every night, and once it is locked you will have to exit and enter the building through the parking garage. The front gate is unlocked at 5:15 AM.

GARAGE GATE

The garage gate that faces El Colegio Road is closed and locked around 8:30 PM every night. The other garage gate is left open at all times in case of an emergency.

NEIGHBORHOOD WATCH

It is everyone's responsibility and duty to identify "strangers" to the community and to notify the front desk if you feel someone does not have a reason to be at Friendship Manor. We will investigate immediately. Please also note that solicitors are not allowed on Friendship Manor premises. If you receive a solicitation, please notify the front desk.

COMMUNITY RESOURCES

Goleta and Santa Barbara offer many resources for seniors including:

EASY LIFT TRANSPORTATION	681-1181
MTD BUS SERVICE	683-3702
PHARMACIES THAT DELIVER	
Goleta Valley Pharmacy	967-5634
C.V.S. Pharmacy	967-5677
HOSPITALS	
Goleta Valley Cottage Hospital	967-3411
Santa Barbara Cottage Hospital	682-7111
Veteran's Outpatient Clinic	683-1491
HELPLINE	211
AREA AGENCY ON AGING	800-510-2020

ISLA VISTA AREA

Within walking distance of Friendship Manor are the Isla Vista Market, Mac's Market, restaurants, Bank of America ATM's, bookstores, spiritual centers, and many other establishments serving the UCSB community.

PROTOCOL FOR PRESENTING SUGGESTIONS AND CONCERNS

Constructive communication is at the heart of every healthy community. Although the staff of Friendship Manor realizes that pleasing everyone all the time may not be possible, we strive to find solutions which reflect the needs of the community as a whole. We can only achieve this level of satisfaction if suggestions and concerns are brought to our attention in a constructive fashion.

1. Write all suggestions and concerns on paper and place them in the suggestion slot in the activities counter in the lobby.
2. Attend the Resident Council Meetings on the fourth Thursday of each month. This is your opportunity to express all concerns and compliments in an open and positive forum.
3. Schedule a meeting with the appropriate department head to air your concerns directly.
4. If you still feel that a reasonable solution to your concern has not been found, you should make an appointment with the Executive Director of Friendship Manor or send a letter to:

FRIENDSHIP MANOR
Attn: Executive Director
6647 El Colegio Road
Goleta, CA 93117

EMERGENCY FIRE PROCEDURES

Prepare Before a Fire

1. After settling into your room, locate and physically survey at least two exits.
2. Inspect the locks on your apartment door. Practice unlocking the door with your eyes closed to simulate darkness and heavy smoke.

DO NOT USE ELEVATORS IN A FIRE EMERGENCY!

TO REPORT A FIRE DIAL 911

TO SURVIVE A FIRE- FEEL THE DOOR KNOB

IF THE DOOR KNOB IS HOT!

1. Do not open the door.
2. Fill bathroom sink with water.
3. Wet all sheets and towels
4. Stuff wet sheets and towels around door.
5. Keep a wet cloth over your mouth and nose.
6. Open window if outside air is clear. Do not break glass, as outside air may become smoky.
7. If possible, hang a sheet out of the window to alert rescuers.
8. If door or walls get hot, bail water on them. Keep everything wet.

IF THE DOOR KNOB IS COOL!

1. Brace your foot and hip against the door and open slowly.
2. If smoke is minor, go directly to nearest stair exit. **DO NOT USE ELEVATOR**
3. Stay low near the floor where the air is breathable. Crawl if necessary.
4. Close fire doors at stairwells after you, to prevent smoke from spreading into stairways.
5. If stairwell becomes too smoky going down, turn around and return to your room.
6. Then follow directions for..."**IF THE DOOR KNOB IS HOT!**"

BE PREPARED IN CASE OF EMERGENCY!

