



# The Oaks at Pleasant Gap

## Court Apartments Resident Handbook

Pleasant Gap, PA 16823  
814.359.2782

## **Allegheny Lutheran Social Ministries**

### **Our Mission**

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

### **Our Vision**

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

### **Our Values**

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

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

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

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

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

**Improvement** – We continuously strive to better serve others.

## **Welcome**

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

The apartments have been designed with your comfort, security and affordability in mind. This handbook will help familiarize you with the campus, its informal programs and some rules for safe, enjoyable living for all residents.

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

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

If you have any questions, please call 814.359.2782

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

Margaret Brumbaugh  
Administrator

## Health & Wellness Philosophy of ALSM

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

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

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

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

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

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

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

## History

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

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

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

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

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

## **Philanthropic Opportunities**

ALSM is a not-for-profit, faith-based charitable organization that provides more than \$1.7 million annually in benevolent care to people who have exhausted their financial resources.

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

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

The Court Apartments at The Oaks at Pleasant Gap are intended for independent living residents. The team members are here to help answer questions, organize activities, assist with emergency calls as appropriate and meet with the residents' organization when meetings are called. Team members are dedicated to assisting you.

## **Introduction**

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

## **Community Responsibilities:**

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

## **Resident Responsibilities:**

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

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

If you notice any suspicious behavior on our campus, such as strangers wandering around, unknown persons loading or unloading things or trespassers using the property for personal purposes, please report your observations promptly to the front office or

local police (911). Thank you for showing neighborly concern for the life and property of others.

## **Court Resident Guidelines (in alphabetical order)**

### **Absence from Apartment**

For the protection of your apartment and its contents, please make the administrative assistant aware whenever you plan to be away for more than two consecutive days (48 hours). If no one is in the office, leave a note under the office door indicating when you are leaving and the date you will return. Be sure all windows are closed and locked and all water and electrical devices are turned off. Please set your thermostat to 69 degrees F. or higher during the winter months. For meal provisions during your absence, please see the “Meals” section.

### **Accessibility of the Administrator**

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

### **Alterations and Decorations**

Hanging pictures, mirrors and other decorative items are permitted on apartment walls. Please refrain from hanging items that weigh more than 25 pounds (with the exception of a flat-screen TV). Only regular picture hanging hooks with a single nail may be used.

No physical alterations, such as the hanging of lamps, bathroom cabinets or doors are permitted without the written consent of the administrator. Please do not use contact paper on walls or shelves. We ask that nonskid adhesive materials not be placed in bathtubs. Please refrain from hanging mirrors, clothing hooks, decorative items or any other item to doors or cabinet doors. As a faith based organization, we ask that you comply with religious holiday decorating policies.

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



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

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

### **Apartment Damage**

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

### **Apartment Occupancy**

Apartment occupancy is limited to two regular residents. Occupancy is for those persons listed on the original Independent Living Agreement. We ask that boarders or guests do not stay for a period greater than 30 days.

If there is any change in the number of individuals occupying your apartment, please report this change to the administrative assistant. Additional occupants may incur increased rates.

### **Bullying**

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

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

### **Cable TV Service**

Cable service is included in your monthly fee. Basic cable channels are provided, but there is a charge for premium channels. For cable information, contact: Xfinity, 60 Decibel Road, State College, PA 16801 at 800.266.2278 or 238.3096.

## **Clutter**

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

## **Community Area Information and Rental**

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

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

- Reservations are to be made at least one week in advance. If the event includes catering service and use of the kitchen, advance notice of 30 days is required.
- A refundable security deposit is required for the rental of the community room and the use of the kitchen.
- The kitchen may be used only for an event in conjunction with the rental of the community room.
- All buildings and campuses of ALSM are tobacco-free.
- Alcoholic beverages are permitted at the expense of the resident who is renting the room. ALSM assumes no liability for the use of alcohol.
- Audio/visual equipment is permitted at the expense and set-up of the resident. ALSM does not provide equipment.
- ALSM reserves the right of first refusal to provide catering services through the on-site manager.
- Catering services are billed separately by ALSM.
- A fee will be charged for the use of the kitchen by other approved caterers and is added to the rental fee.
- All scheduled events may begin no earlier than 8 a.m. and end no later than 10 p.m.
- Reservations may not interfere with any scheduled resident event or activity.

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

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

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

### **Community Health**

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

### **Criminal Background Checks**

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

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

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

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

1. Was convicted of illegal involvement with drugs or alcohol
2. Is required to be registered as a sex offender (Persons classified as sex offenders will be permanently denied occupancy regardless of when the conviction occurred.)

3. Was convicted of violent or criminal activity within the last 10 years that could threaten the health and safety of residents or management staff
4. Was convicted of any felony charge in the past 5 years.

There are no exceptions to this policy.

### **Deliveries**

To ensure that you receive any deliveries from outside sources, it is preferable that the delivery is made between 8 a.m. and 4 p.m. with the exception of the emergency delivery of prescription drugs and other medical supplies or equipment.

### **Driving on Campus**

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

Vehicles are not to park along Colby Circle. Visitors are to use one of the parking lots on the campus.

When driving to The Court or to Schreffler Manor, please park your car in a parking space. Please do not leave your car for any length of time in front of the main doors because emergency vehicles require access to the entrances at all times.

### **Electrical Outlets**

All electrical outlets are polarized and grounded. Please use only polarized/grounded extension cords.

### **Emergencies**

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

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

- **Emergency Evacuation** - In the event of an evacuation, go immediately to the community room to await further instructions or permission to return to your residence.
- **Emergency Exits** - Exits are located on the ground floor, at either end of the building, in addition to the main entrance. In case of fire, do not use the elevator.
- **Emergency Medical Information** - Please provide the administrator with emergency medical information that may be given to healthcare personnel in a medical emergency. Forms are available through the administrative assistant. We ask that the information, (which is kept confidential) be periodically updated, and information for at least one emergency contact person be provided.

### **Emergency Response System**

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

### **Entrances, Exits and Hallways**

Exterior doors at The Court are always locked for your security. Guests are to use the main entrance when entering or leaving the building. All other exterior doors are for emergency exit only and are to be closed and locked at all times. Interior doors leading to the stairwells are to be kept closed at all times in compliance with local fire regulations. We ask that all hallways be kept clear of shopping carts, baskets, boxes, etc., as these create safety hazards.

### **Environmental Service and Repair**

To request routine maintenance and repairs, please contact the administrative assistant at 359.2782 to request a maintenance work order. Non-emergency maintenance requests are accepted Monday through Friday between 8 a.m. and 4 p.m.

Environmental service team members will not enter your apartment for normal or routine maintenance or repair services unless you are home. In an emergency situation, they will enter your apartment accompanied by another team member or resident. All ALSM environmental service team members have photo identification.

Maintenance and repairs are part of the duties of the environmental service team members. Please do not tip the staff.

Items not covered by the rental fee include such things as carpet cleaning, interior window cleaning, defrosting refrigerators, maintaining personal property and purchasing

light bulbs. Environmental service team members will install light bulbs at an elevated height you purchase to prevent potential falls from ladders or other injuries.

- **Appliances** - When you move into your apartment, ALSM personnel are available to explain the functions and controls for the heating and air-conditioning systems, refrigerator, stove and all other appliances. You are to maintain any appliances which you purchase. You may request to upgrade appliances at your expense. All upgraded appliances are the property of ALSM and will remain in the apartment upon the termination of the lease.

ALSM will not be responsible for any damaged items as a result of equipment failure of one of the ALSM-provided appliances. ALSM will repair and replace appliances at its discretion.

- **Heating/Air-Conditioning Units** - Each apartment is equipped with a heating/air-conditioning unit that you control. The unit will automatically shut off when the desired preset temperature is reached. When the temperature within the apartment changes significantly, the unit will again turn on. We do not allow window air-conditioning units.
- **Housekeeping Services** - As part of the services provided at The Court, weekly light housekeeping is offered. Chores include vacuuming, damp mopping and bathroom cleaning for the first week; vacuuming, feather dusting and kitchen cleaning for the alternate week. Housekeeping is a service provided by an Oaks team member. Please do not tip the staff. While polite conversation is encouraged, please remember that the housekeeper has a limited amount of time for each apartment.
- **Lawns and Grounds** - ALSM strives to maintain the lawns and other outside areas in an attractive condition. To prevent wear and tear of the lawns, please walk on the sidewalks around the building. Please refrain from walking in the street or pushing wheelchairs in the street.

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

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

- **Pest Control** – A local extermination company provides pest control for The Court to prevent any possible infestation by insects or other undesirable pests. If you notice conditions that may warrant additional services, please contact the administrative assistant immediately.
- **Structural Changes, Upgrades, Additions and Redecoration** - Any structural or physical changes or redecoration of your apartment are to be approved in writing by the administrator and are your financial responsibility. Any changes become the property of ALSM.
- **Windows** - Window exteriors are cleaned before you move in; thereafter, the exterior of the windows are cleaned annually in the spring.

### **Fax Machine/Copy Machine**

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

### **Fire and Safety Regulations**

Various forms of fire protection equipment are located throughout the building. Fire drills are conducted twice annually for The Court residents and full participation from all residents and team members are strongly encouraged for the safety of all.

If there is a fire, please place the red and white hand towel on the outside handle of your apartment entry door as a sign that you have vacated your apartment.

The designated meeting place for The Court residents is at the lower level exit at the north end of the building.

- During a fire, the elevator will not operate.
- Feel your apartment door to ensure it is not hot.
- If the door is hot, stay in your apartment and hang a towel out the window to make emergency personnel aware of your location.
- If the door is not hot, go to one of the stair towers on either end of the building.
- If you are unable to go down the steps, stay on the landing, and emergency personnel will assist you out of the building.
- Stay together as a group and follow any instructions from emergency personnel.

Each apartment is equipped with a smoke detector which is cleaned and tested annually. If a smoke detector goes off for no apparent reason, contact maintenance. Batteries are changed in the smoke detectors as necessary.

## **Fitness Room**

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

## **Garden Area**

The garden area off the community room is for the enjoyment of residents and guests. When using this area, please remember to be kind and keep the area litter-free.

## **Gifts and Monetary Exchange**

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

## **Guests**

Guests are always welcome within our community and you are encouraged to invite friends and relatives to visit. We ask that guests follow the community rules while visiting.

- All visitors to The Court are to park in the guest level parking lot. Handicapped motor vehicle operators may use one of the designated "Handicapped Parking" spots for a limited time.
- Guests may use the community room only when accompanied by you.
- Guests are welcome to stay overnight.
- Guests may stay with you for no longer than 30 days. Please register extended stay guests (one week or more) with the administrative assistant.
- While visiting on campus, guests are to abide by all community rules.

## **Hair Care**

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

## **Insurance**

For your protection and to protect your personal belongings, we strongly urge you to secure renters' liability and personal property insurance. ALSM is not responsible for theft or damage to personal property. You are liable for damages caused within or outside the building by your neglect or carelessness. If you own a motor vehicle, Pennsylvania state law requires certain insurance coverage on your vehicle.



## **Internet Services**

The Court apartments offer a guest wi-fi network. The network is designed to allow residents to access email and shop online. It is not for streaming content. To watch content on streaming platforms like Netflix, Hulu, Disney Plus, and others, a private internet service is required. Internet services may be purchased through Xfinity at 800-266-2278 or 814- 238-3096.

## **Keys**

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

## **Lease**

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

## **Life Enrichment**

You are invited to participate in The Court life enrichment activities, special programs and other events, as well as the life enrichment activities at The Oaks at Pleasant Gap. We ask that any parties that may disturb other residents end by 10 p.m. Please refrain from using noise-making equipment on Sunday.

Monthly meetings are held with The Court residents and Administrator to discuss various programs and offer comments and suggestions concerning life on the campus.

A computer is available for residents to share. Please be courteous of your neighbors when using the computer and limit your time if others are waiting. We do not have a printer for the resident computer.

## **Locks**

Please do not alter any installed lock or install a new lock or knocker on any door. Your apartment door is to be closed and locked at all times.

## **Mail Service**

Resident mailboxes are located on the second floor of The Court, near the main entrance. The number on your mailbox corresponds to the number of your apartment. Only you have a key to your mailbox, please do not lose or misplace it. A mailbox for outgoing mail is located next to the resident mailboxes.

When mail is delivered to the building, please wait until the mailman is completely finished placing incoming mail in all mailboxes before approaching your mailbox. (This is a U. S. Postal Service regulation). Your address is:

300 Rachel Drive  
Apartment number  
Pleasant Gap, PA 16823

### **Meals**

Mealtime is a good opportunity to become acquainted with your neighbors and to enjoy appetizing and nutritious meals. As part of the services provided at The Court, a meal plan is offered consisting of 60 meals per quarter. It is suggested that reservations, changes or cancellations be made before 10 a.m. by calling the kitchen at 359.1104. Bi-weekly menus will be distributed. Please indicate your selection when making your reservation.

You are expected to come to the dining room for all meals. For a temporary illness, meals will be delivered to your apartment. A delivery fee will be added. If you do not come to the dining room for lunch as expected, team members will check the apartment to make sure you are safe and well.

Meals are not transferable from quarter to quarter and are not cumulative. The meal plan is to be used only by you; it does not apply to guests. Please make guest reservations at least two hours in advance. You may have more than 60 meals per quarter at an additional cost. The 60 meals may be used on weekdays or weekends. However, food is planned such that the 60 meals will be used at 12:30 p.m. Monday through Friday. If you do not plan to eat at 12:30 p.m. on a weekday, we ask that you contact the dining services team at least two hours in advance at 359.1104. Otherwise, you may be charged for that meal.

In order to keep track of how many meals you have in a quarter, you will be given a card with 60 spots. Please bring that card with you to meals. A dining services team member will sign and initial your meal card, so you will know how many meals you have used. Special meal accommodations will be made on a case by case basis for those individuals who spend extended periods of time away from their apartments and are not able to use their allotted meals.

You may use the meal plan at times other than for lunch. However, you are asked to contact the dining services team at least two hours in advance if a substitution is going to be made. There are no guarantees that a breakfast or supper meal will be available for you if you do not call ahead. Breakfast and supper are served in the dining room at Schreffler Manor.

### **Medical Services**

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

### **Motorized Scooters**

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

### **Moving**

Moving furniture in or out of the apartments is permitted Monday through Saturday from 8 a.m. to 4 p.m. Any damage to doors or walls while moving in or out will be your responsibility. Please be courteous when using the elevator.

### **Newspapers**

*The Centre Daily Times* is delivered to the front entry foyer early each morning. Please retrieve your newspaper each day. Newspapers that are not collected within 24 hours are discarded.

### **Noncompliance**

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

### **Office Hours**

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

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

For your safety and the safety of your neighbors, ALSM does not permit open flame containers such as fire rings/pits, chimineas and outdoor fireplaces. Grills are not permitted.

### **Outdoor Clothesline**

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

### **Oxygen Use**

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

### **Parking**

The parking area is located on the lower level of the apartment building. Please register your vehicle with the administrative assistant. If you have a second vehicle, it may be parked in the lot closest to your residence if there is space. Otherwise, it may be parked on any lot with available space except for the spaces directly in front of the entrance to Schreffler Manor. Driving or parking on grass is not permitted. Please keep your car locked at all times.

ALSM is not responsible for damage or theft occurring in the parking lot. Repair work, other than that of an emergency nature, is not permitted in the parking lots. The visitor's parking area is not to be used for vehicle storage by your family or friends. Unauthorized motor vehicles will be towed at the owner's expense. Parking of recreational vehicles is not permitted on campus grounds.

### **Patios/Porches**

We ask that no more than two chairs and a small table be kept on the patio and are to be secured for safety. All other furnishing needs prior approval of the campus administrator. Floor covering with rubberized backing and shades are not allowed. Patios and porches are visible to guests of the community. We ask that they not be used as storage areas. Storage areas are available on the ground floor for a monthly fee. If patios and porches are not in compliance a penalty fee will be assessed. Please refer to the rate sheet for the penalty fee.

### **Pets**

1. The administrator approves all live-in pets.
2. Approved pets are to reside in the resident's apartment.

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

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

13. Pets are limited to:

A. Dogs – limited to one

1. Weighing no more than 25 pounds
2. Is spayed or neutered
3. All shots are current (rabies and distemper)
4. Is appropriately licensed
5. Requires a \$500, nonrefundable deposit.

B. Cats – limited to one

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

C. Birds – maximum number is two

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

D. Fish – Maximum aquarium size is 20 gallons.

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

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

15. Non-Resident or Visiting Pets: Visitors bringing pets into the building are to keep the pet on a leash or in a crate. Up-to-date immunization records are to be available to team members upon request. Visiting pets are not permitted to roam free anywhere on the campus.

### **Proper Attire**

You and your guests are asked to please wear street clothes in the hallways, community room or other public areas of the building. Please refrain from wearing bedroom clothing and bathrobes. The only exception to this rule is in the case of emergency evacuation due to fire or some other catastrophic event.

### **Rent Rebate**

You may be eligible for the Rent Rebate Program through the Pennsylvania Department of Revenue if you meet income eligibility. Claim forms are available by calling toll-free 1-800.SR.CLAIM (1.800.772.5246).

### **Rental Statement**

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

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

### **Resident Council**

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

### **Security**

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

- Do not allow anyone to enter your apartment without properly identifying themselves and their purpose for being there.
- Inform the administrator of anyone unfamiliar who is in the building and displaying suspicious behavior.
- Never leave cash, credit cards, jewelry or keys displayed in the open within your apartment.
- Please keep your apartment door closed at all times, for your safety as well as the safety of others.
- Do not give front door code to anyone, and never open the front door for someone you do not know.

### **Smoking**

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

### **Snow Removal**

Following a snowstorm, the open areas of our parking lot are plowed to facilitate the removal of motor vehicles. After this first phase of snow removal is completed, you are requested to move your motor vehicle to a previously plowed area so that the remainder of the parking lot can be cleared. Your cooperation is appreciated.

### **Soliciting**

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

### **Storage**

Storage units are available on the lower level for a monthly fee. Size is limited to 4 feet by 6 feet. You may want to consider the use of rental storage units available in the community. No additional storage units may be placed on the campus. If additional storage is required, you may contract with an off-site commercial storage unit.

Storage of flammable materials (gasoline, kerosene, fuel or motor oil, oil-based paint, paint thinner, and turpentine) in your apartment is not allowed. Portable kerosene, coal, or oil heaters are not to be used. Storage of such items creates a safety hazard to yourself and other residents.

### **Suggestions**

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

### **Team Members Serving in Legal Capacities**

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

### **Telephone (Courtesy)**

A courtesy telephone for local calls is provided for residents and guests in the lobby.

### **Telephones (Resident)**

A phone line has been provided for you in your apartment. You are responsible for supplying a personal telephone and plugging it into the phone jack. Calls made within The Court and Schreffler Manor offices may be dialed using the appropriate four-digit extension.

To reach the administrative assistant's office, you may dial 0 or 1100. Local phone service is included in your monthly fee. You are responsible for the cost of long-distance phone calls. When calling outside The Court and Schreffler Manor, it is necessary to dial 8 + the number for local calls (within the 814 area code). For long-distance calls, dial 8 + 1 + the area code + the number. To make an operator-assisted call, it is necessary to dial 8 + 0. In an emergency, dial 911 directly.

### **Transfer Policy**

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

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

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



## **Transportation**

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

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

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

### **Van service provided by the Centre County Office of Transportation:**

- 355.6807
- Free service for adults age 60 or older.
- Weekdays only. Appointment times are to be between 10:00 a.m. and 3:00 p.m.
- Call to arrange the service before 1:00 p.m. the business day before the appointment.

### **Documentation required at time of call:**

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

### **Centre Ride:**

- 353.7433
- Be age 65 or older
- Special Centre Ride photo identification card is required. You may use the service to take you to the photo-ID center to complete an application and obtain your card
- Nominal fee charged
- Call 24 hours in advance to make a reservation
- Transportation is provided from 6:30 a.m. – 11:30 p.m. (door-to-door)

## **Trash Disposal**

The trash chute is located at the east end of the building, opposite the main entrance near housekeeping services. To avoid tearing and breaking of trash bags, please use at least a two-ply plastic, tall kitchen bag for your garbage. The plastic bag is to be tied

securely and placed in the trash chute. Please do not place anything other than plastic trash bags in the chute. Cardboard is to be separated from your other trash. You are encouraged to use your garbage disposal to reduce the amount of garbage in the trash area. There are also recycling containers located outside the door on the first level of The Court.

### **Volunteers**

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

### **Weapons**

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

### **Worship Services**

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

### **Yard Sales**

Garage or yard sales are not permitted, in order to protect the privacy and security of the campus.



## The Oaks at Pleasant Gap Team Members

Ambulance	Pleasant Gap Ambulance	9-1-1
Administrator		359.1102
Administrative Assistant		359.1100
Dining Services Manager		359.1103
Enrichment Coordinator		359.1101
Environmental Services Manager		359.2782
Pastoral Care		359.4679
Resident Care Manager		359.1188
Pharmacy	Thompson Pharmacy	944.6139

## ALSM Support Services

President/CEO	Christopher Reighard	814.696.4556
Accounting Representative	Tina Cunningham	814.696.4504

## Professional Service Consultants

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

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Cable TV	9	Motorized Scooters	19
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Community Health	11	Office Hours	20
Community Responsibilities	7	Open Flame Containers	20
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Deliveries	12	Oxygen Use	20
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