

RIVERVIEW VILLAGE

**RESIDENT
GUIDE**

JULY 2016

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RESIDENT GUIDE

This guide is for informational purposes only. As a resident of Riverview Village, you have signed a residency agreement that sets forth your rights and obligations and Riverview's obligations to you as a Village Resident.

This handbook is not intended to cover every conceivable situation and is intended only to set forth general information.

Days and times of services that are mentioned in this guide are posted throughout the Village. These days and times are subject to change.

Riverview reserves the right to add, delete, interpret or otherwise modify any of the information set forth in this handbook at its sole discretion.



Mission Statement

Riverview Retirement Community is a Christian organization affiliated with Lutheran Church providing health care, housing and services in a Christian centered environment. Our caring staff, board and volunteers are dedicated to meet the spiritual, physical and social needs of our residents and members of our community at large, thus enhancing their quality of life.

WELCOME HOME!!

On behalf of the residents, staff and Board of Riverview Retirement Community, I wish you a sincere welcome to your new home. Riverview has a long and proud history of providing service to our Residents. Since our community opened in 1959, we have been given the profound opportunity to serve. Enclosed is the 2016 Resident Guide. This booklet will provide you with many areas of information which will greatly assist you in learning about many aspects of our community. Should you have any questions, please feel free to contact me for assistance. We are here to serve you. Thank you for choosing Riverview.

Sincerely,

Charles G. Tirrell, President and CEO
Ctirrell@riverviewretirement.org
(509) 482-8138

WELCOME TO RIVERVIEW VILLAGE!

AQUATICS & FITNESS CENTER - Riverview's state of the art Aquatics & Fitness Center opened its doors in May of 2013. It boasts a therapy pool, lap pool, lazy river with three speeds, hot tub, cabanas, multipurpose room, indoor walking track and fitness room. If you would like to use the Aquatics & Fitness Center please call the Aquatics Coordinator at 482-9588 to schedule a safety orientation. At that time you will be given a badge to access the facility. Guests are not allowed to use the facility at any time without a resident and all children must be supervised by the resident at all times.

ACTIVITY PROGRAM – Riverview offers very comprehensive activity programs for the Terrace, the Village, and our Care Center. All of our Village residents are welcome to attend any trip or activity anywhere on our campus if able.

An activity room is available for resident use in the lower level of Riverview Terrace. The activity room includes craft and sewing tables and supplies as well as several computers for resident use. Our Activity Coordinator schedules trips and other group activities for the Village. Please check your monthly activity calendar to check on upcoming trips and gatherings. You may also call 482-8109 to hear a recorded message of daily activities, or 482-8181 to reach the Activity Coordinator. Also visit the resident portal of our website at www.RiverviewRetirement.org.

ACTIVITY CALENDAR - A monthly activity calendar will be dropped off at your home by your area representative by the first of each month. Calendars are also available in the community buildings and the Terrace building.

BEAUTY SALON/BARBER SHOP– Riverview has two beauty salons/barber shops for your convenience. These facilities are open five days a week, from 9:00 am to 5:00 pm. Please call 482-8158 to schedule appointments.

BOOKMOBILE – The Bookmobile from the Spokane Pubic Library will visit the Recreation Room of Riverview Terrace the first Friday of each month at 11:00 a.m. Village residents are welcome to participate in this service.

BUILDING ABBREVIATIONS – The activity calendar often uses abbreviations due to limited space. These are as follows:

VC – Village Community Building located in Village East

TR – Terrace Recreation Room located in the lower level of the Terrace

AR – Activity Room located in the lower level of the Terrace

CH – Chapel located in the lower level of the Terrace

T – Terrace front entrance

A/F – Aquatics/Fitness

The activity calendar will also designate areas where the bus will pick up and drop off residents. These will normally be at one of two sites: The Terrace front entrance (T) or Village Community Building (VC).

BULLETIN – As a convenience, Riverview provides a weekly bulletin announcing upcoming events and menus. Your Area Representative usually delivers a copy to your door. The weekly events and menu are also posted on our website through the resident portal at www.RiverviewRetirement.org. We also have a slide show of current events showing on all the common area TV's in the Terrace building, on the TV in the Aquatics & Fitness Center, and on our website. Village residents are invited to join in all Care Center and Terrace activities such as Bingo, church services, picnics, movies, etc.

CHAPLAINCY SERVICES – Riverview offers the services of a full-time chaplain who leads a community vespers worship service each Sunday evening in the Terrace chapel beginning at 6:00 p.m. There is also a weekly Community Bible Study group every Tuesday at 9:30 a.m. and Community Devotions every Thursday at 9:30 a.m. in the Chapel. The Chaplain is also available for individual counseling and visiting, and will help meet other needs. The Chaplain can be reached at 482-8127.

CHECK CASHING SERVICE – You may cash a check for up to \$100.00 at the Terrace reception desk between the hours of 7:30 a.m. and 2:30 p.m. Monday through Friday and up to \$20.00 between the hours of 2:30 p.m. and 8:00 p.m. Monday through Friday weekends and Holidays. Please check with the receptionist regarding additional check cashing policies.

COMMON AREAS – The common areas (grounds, pathways and public areas) are the responsibility of Riverview's President/CEO. No personal items will be allowed on or in the common areas. Village residents have specific areas around their individual residences that may be personalized. If you are unsure of the area that you may personalize, please refer to the Village Grounds Policy or contact the Groundskeeper at 482-8282.

COMMUNITY BUILDERS – The Riverview Community Builders seek to bring together the talents and energies of Riverview residents, their families, care providers and volunteers to work cooperatively toward furthering the mission and vision of Riverview Retirement Community. This group meets monthly to plan projects and events for the entire Riverview Community. If you are interested in learning more about this group, please call the Chaplain at 481-8127.

COMMUNITY BUILDING – The Village Community Building (VC) is located at 2117 E. North Crescent and the Aquatics/Fitness Center in the Village (AF) can be reserved for special events such as anniversaries and birthdays, or group meetings such as circles, auxiliaries, civic organizations, etc. Please call the Terrace front desk to reserve at extension "0".

Each Village home is issued one key per resident that will unlock the doors to Community Building. **PLEASE DO NOT ALLOW GUESTS TO USE YOUR KEY. YOU ARE RESPONSIBLE FOR ACCOMPANYING ALL YOUR GUESTS UTILIZING THE FACILITY.** Please remember, your key to this building grants you the privilege of using it. Your continued use of this building is contingent upon your abiding by these rules:

ROOM RESERVATIONS

1. Please make your reservation for private use of the community rooms with the Terrace operator at 483-6483 at least two weeks prior to the event. You will be requested to complete an application.
2. Reservations are made on a first-come, first-served basis.
3. Please notify the Maintenance Assistant (482-8300) at least two weeks prior to your event if you require a particular room set up.
4. At least three days prior to the reserved time, post the preprinted notice of your reservation on the building door, filling in the date and time of your reservation so your neighbors will know that the building has been reserved. Blank notices are available in each building.
5. Please leave the building in good condition. If you use the kitchen, please make sure it is completely clean.
6. Please notify the Terrace operator at 483-6483 of any garbage that needs to be picked up.

At least three days prior to the reserved time, post the preprinted notice of your reservation on the building door, filling in the date and time of your reservation so your neighbors will know that the building has been reserved. Blank notices are available in each building.

COMMUNITY COLLEGE CLASSES – Spokane Community College Institute of Extended Learning conducts classes on a regular basis at the Riverview campus. Please check the Spokane Community College catalog or call the Activities Coordinator at 482-8181 or the Aquatics Coordinator at 482-9588 for a list of current classes.

DEVELOPMENT/RENOVATION: In order to maintain the future viability and success of the Riverview community, the Board of Directors through the President/CEO reserves the right, with 160 day notice, to alter/change landscape, roads, pathways, homes/unit configuration, location and/or relocation of units.

DINNER DELIVERY – Meal delivery is available to all Riverview Village residents. Meals are delivered between 6:00 p.m. and 6:30 p.m. and cost \$20.00 per hot meal delivered. Please provide a 24 hour notice by calling 482-8108.

DINING ROOM – Dietary services requests that you provide a 24 hour notice prior to dining in the Terrace dining room if possible. At least a one week notice is required for groups of 8 or more to assure that enough food and supplies are available to serve you and your guest properly. Please call 482-8108 for reservations.

DRYER MAINTENANCE – Residents are responsible for periodic cleaning of their vents as needed. This includes the area from the dryer to the exterior wall. If you have any questions, please call the Maintenance Assistant at 482-8300.

EMERGENCY – In case of a life threatening emergency, call 911 directly. State the nature of the emergency and give your name and address. Next activate your emergency call system to alert the Riverview nurse.

If the medical incident is not life threatening but immediate help is needed, activate your emergency call system to alert the Riverview nurse.

If the emergency is not of a medical nature, dial 483-6483 during business hours. After business hours, listen for options on the automated attendant.

You may reach the Riverview security guard directly by dialing 953-0676.

You may arrange to rent or purchase emergency push button necklaces or wristbands by contacting Maintenance at 482-8300.

EMERGENCY MEDICAL INFORMATION – Please ensure that Riverview staff has your most current emergency contact and medical information at all times. If you have any significant changes in your emergency contact or medical information, please provide updated information to the Terrace Director of Nursing at 482-8555 or the front desk at 483-6483. Please notify Administration if you use a medical device requiring emergency power.

GARAGES – Since the Moyie and Selway apartment buildings have common garages, storage of personal items is allowed. However, all items that are stored in the garage must be stored off the floor and protected so that the garage floor may be cleaned with water. Additionally, this deters rodents. Notices will go out to residents at least two weeks prior to the garage floor being cleaned. Please be sure your personal items remain in your own parking area and that they do not spill over into the adjacent parking space.

GAZEBOS and Patios– The gazebo and patio areas in Village South and Village West are available for all residents to enjoy.

GRATUITIES – Employees understand they are not to accept gratuities for services provided by them. However, Riverview is a not-for-profit organization that depends on gifts to help with its charitable and Christian work. You are encouraged to give a tax-deductible contribution to Riverview at any time or to remember Riverview in your will. A Christmas donation box is located at the Terrace Receptionist's Desk if you feel you would like to donate to the Employees' Christmas Party.

GROUNDS – As a Village resident, you may either choose to maintain your front and back garden areas yourself at your expense, or you may have the Riverview grounds keeping staff maintain them. If you wish to maintain these areas yourself (pruning, fertilizing, watering etc.), please contact the Groundskeeper at 482-8282 and ask him to

place an approved marker (bicycle reflector) in those areas. If you do not want to care for your front or back yard, they will be maintained by Riverview staff. All common grounds are the responsibility of Riverview to maintain, as is the watering system. Please note that it is the responsibility of each resident to maintain their grounds in a manner that does not detract from the overall beauty of Riverview. Please call 482-8282 if you have any questions regarding grounds maintenance. Any disputes will be decided by the President/CEO. In order to insure the future viability and success of Riverview community, the President/CEO reserves the right with 160 day written notification to alter/change or eliminate landscape, roads, pathways, homes, units configurations, location, relocation of and or unit/residence.

HERMAN LEGACY GARDEN – In the courtyard between the Care Center and the Terrace is the beautiful Herman Legacy Garden. Village residents and their guests are encouraged to visit the garden at any time. There is an entrance at the top of the ramp between the Care Center and the Terrace. The garden includes walking paths, benches, and water feature and playground equipment for children of all ages. Please supervise children at all times in the Legacy Garden. The garden will be closed during winter months or under harsh weather conditions.

MAINTENANCE – You may call the Maintenance office directly by dialing 482-8300. If you detect any faulty equipment within Riverview Village or your own home that you consider to be of an emergency nature, please report this to the telephone operator immediately at 483-6483. For after hours emergencies call security at 953-0676.

MASSAGE THERAPY - A licensed Massage Practitioner is available. Hours are variable. All residents and their family members are welcome to use this service, and gift certificates are also available. Please call 482-8196 to schedule an appointment.

PARKING – No overnight parking is allowed on the street in front of the Moyie/ Selway apartments. Guests of Moyie/Selway residents may park in the designated spaces marked by signage in the Care Center parking lot.

PEDICURIST – A pedicurist is available in the Terrace Activity Room the 2nd and 4th Tuesday of the month between 9:00 a.m. and 12:00 noon. Please call 482-8167 for reservations.

PETS – You are allowed to have two pets of reasonable size in the Village. All pets (including cats) must be on a leash when outside the home and you are asked to carry the necessary tools to clean up after them. Dogs barking to the point of disturbing the neighbors or exhibiting other inappropriate behavior will be asked to leave. When visiting the Care Center or Terrace with your pet please check in at the front desk. You will also be required to show proof of current shots/immunizations prior to visiting. Please remember to keep your pet on a leash at all times. Should there be any issues, concerns or complaints, the CEO may choose to revoke your privileges of pets on campus.

PODIATRIST – A podiatrist serves Riverview on a regular basis to take care of foot problems. The podiatrist is here on the last Friday of every other month. Please call the Assisted Living Nurses Station at 482-8167 for an appointment.

POSTAL SERVICES – You may buy stamps and mail packages weighing up to five pounds at the Riverview Terrace reception desk. The U.S. Postal Service picks up mail from the first floor drop box in the Terrace.

If a Village resident receives a large package and is not home to receive it, the package will be left at the Terrace front desk and the resident will be notified for pickup. For package inquiry, please call 483-6483.

RV PARKING – The Riverview campus is not currently designed or equipped for Recreational Vehicle (RV) parking, and does not have the necessary facilities for hookups, dumping, or additional security. Therefore, RVs are not allowed to park in the common areas of the community.

Residents and/or their guests may park RVs in their own driveways **for a maximum of three (3) days**, as long as the parked vehicles do not extend past the boundaries of the driveway or block the street. Emergency vehicles **must** have access at all times.

RVs may be parked on the nearby city streets; owners must be aware that city ordinance requires that they must be moved every 24 hours.

- **For purposes of this policy, recreational vehicles shall be considered to include trailers, pickup truck campers, motor homes, fifth-wheelers, boats, jet skis, golf cart trailers, etc.**

These RV parks are closest to Riverview Retirement Community:

Hilltop Mobile Home Park	5314 W. Sunset Hwy.	294-1407
KOA of Spokane	3025 N. Barker Rd.	924-4722
Maple Tree Motel and RV	4824 E. Sprague Ave.	535-5810
Park lane RV Park	4412 E. Sprague Ave.	535-1626

RESIDENT COUNCIL MEETINGS – The Village residents meet on the second Wednesday of each month at 10:00 a.m. in the Community Building. All Village residents are encouraged to attend these meetings. Village area representatives are expected to relay any pertinent information from these meetings to their neighbors. Free blood pressure checks are available at 9:30 a.m. prior to each meeting.

SECURITY – Riverview provides security services 24 hours per day, seven days per week. You may reach the security guard directly by dialing 953-0676.

TELEPHONE – Upon move in, Village residents need to contact the local phone company to arrange for their phone service. Residents are responsible for providing their own phones.

TERRACE TRIM GYM – The “Trim Gym”, is located on the lower level of the Terrace near the Dining Room. Please see posted signs for hours and directions for use. **No guests under 18 years old are allowed in the Trim Gym.**

THERAPY SERVICES – If you would like to arrange for physical, occupational, or speech therapy services, please contact the Care Center therapy staff at 482-8191. Aquatics therapy will be available in the new aquatics facility.

TOWN HALL MEETINGS – These meetings are held periodically to give the President/C.E.O. an opportunity to share information and answer questions for the Village residents. All residents are invited to attend these meetings. Town Hall meetings are held in the Community Building and are scheduled at the discretion of the Village CEO. Please check your weekly calendar or mail box postings for announcement of a meeting.

TRANSFER TO THE TERRACE OR CARE CENTER

If you feel that your needs have changed to the point where you may need assisted living or skilled care services, please contact the Director of Community Relations at 482-8139. While residents of Riverview Village have priority to the Terrace and the Care Center, availability may be limited at times and is subject to the admission policies of the Terrace and Care Center, admission is not guaranteed. Please contact our staff as early as possible in the planning stages to ensure a smooth transition.

TRANSPORTATION: Transportation services for doctor's appointments are available to Village residents on a limited, pre-scheduled basis. There is a round trip charge of \$30.00 and a one-way trip charge of \$15.00. Please call 482-8414 Monday through Friday 7:00 a.m. to 3:00 p.m. to schedule a ride; you may also leave a message on the answering machine. We prefer 5 business days' notice prior to appointment date.

TRASH COLLECTION – Our Maintenance Department will provide trash pickup every Monday morning (excluding holidays, in which case trash pickup will be provided the following day). Cottage residents may place their garbage cans and blue recycle bins on the driveway by the street for easy access. They will be emptied and a new liner provided.

Moyie and Selway apartment buildings will have their trash picked up in their respective basements on Mondays. All recycle items must be placed on the curb in front of the buildings on Mondays for pickup by the City of Spokane.

VACATIONS – If you are planning on being away from Riverview for an extended period of time, please notify the Maintenance Assistant directly at 482-8300. He will keep the information confidential and notify security so that they are aware of your absence. If you are away for a week or more, Maintenance will recommend some energy saving measures and check on your home once a week. It is also recommended that you advise your area representative of your vacation agenda.

WALKING PATHS – The Centennial Trail is located across the road on the banks of the Spokane River. Riverview's own walking paths are restricted to pedestrian traffic only (no bikes); however motorized wheelchairs and scooters are allowed. For the safety of others, please do not block the paths in any way.

WOODSHOP – The community woodshop is located at 1711 E. Ross Court. To ensure the safety of our residents, Riverview requires everyone to attend an orientation prior to use of the facility. Please check your monthly activities calendar for dates and times of the next orientation.