



RIVERVIEW VILLAGE RESIDENT GUIDE

July 2014

WELCOME TO RIVERVIEW VILLAGE!

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.

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.

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/BARBOR 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 Public 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 Terrace prints a weekly bulletin announcing upcoming events and menus for both the Terrace and Village. Your Area Representative usually delivers a copy to your door. If you do not receive one, they are available in the Recreation Building on Friday afternoon. 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 and weekends. 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) (scheduled for completion in May of 2013) can be reserved for special events such as anniversaries and birthdays, or group meetings such as circles, auxiliaries, civic organizations, etc.

Each Village home is issued one key that will unlock the doors to both buildings. **PLEASE DO NOT ALLOW GUESTS TO USE YOUR KEY. YOU ARE RESPONSIBLE FOR ACCOMPANYING ALL YOUR GUESTS UTILIZING THESE FACILITIES.** Please remember, your key to these buildings grants you the privilege of using them. Your continued use of these buildings 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 for a list of current classes.

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 \$10.00 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. 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.

DOG POLICY – Riverview is a pet friendly community. 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.

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 Terrace 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.

EXERCISE ROOM – There are two exercise rooms available to Village residents. The exercise room in the Aquatics/Fitness Center in the Village will be available to all residents to use at their own discretion. No guests are allowed in the building at any time without a resident. All children must be supervised by a resident at all times.

The Terrace exercise room, 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 exercise rooms.

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.

GUEST ROOM – A guest room is available in the Terrace building for use by guests of Village residents. Reservations must be made in advance. Please contact the Terrace receptionist at 483-6483 for available dates and cost.

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.

LITTLE STORE – The Little Store is located just outside of the Terrace Dining Room on the lower level. It is open Monday and Thursday from 9:30 a.m. until 12:30 p.m. and contains a selection of greeting cards, snack foods and toiletries. The Little Store is staffed by volunteers and all proceeds go to the Community Builders group to benefit special projects on our campus.

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.

MASSAGE THERAPY - A licensed Massage Practitioner is available in the Care Center. 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.

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.

SILENT AUCTIONS – Riverview holds a silent auction on Wednesdays on the lower level ramp between the Care Center and Terrace. Auction items may be donated by residents such as furniture and larger household items in good repair. Please call 482-8181 if you have items to donate. Everyone is welcome to bid on auction items. All proceeds go to Community Builders.

SWIMMING POOL – Pool policies will be provided upon the opening of the new Aquatics/Fitness building in June 2013.

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.

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 upon the opening of 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 always have priority admission 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. 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 \$20.00 and a one-way trip charge of \$10.00. Please call 482-9535 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.

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.