

# Pilgrim Place Resident Handbook

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## WELCOME

Dear New Resident:

Welcome to Pilgrim Place! We are delighted to have you as a new resident of the Pilgrim Place community.

This Resident Handbook provides information about Pilgrim Place that will assist your transition into the community. If you have other questions about the way things work at Pilgrim Place, please feel free to ask our Vice President for Health Services, the Director of Pitzer Lodge and Resident Transitions, or any of our staff members.

Sincerely,

*The Pilgrim Place Staff*

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### Pilgrim Place

625 Mayflower Road \* Claremont, CA 91711 \* 909-399-5500 \* [www.pilgrimplace.org](http://www.pilgrimplace.org)

## **GETTING ORIENTED**

### **A. RESIDENT HANDBOOK**

You will find that this Resident Handbook will provide information to assist you as a new member of the Pilgrim Place community. This handbook applies to all residents of Pilgrim Place, including those residing in residential living, at Pitzer Lodge (assisted living), and at the Health Services Center (skilled nursing). If you have questions that are not answered to your satisfaction, the Vice President for Health Services is here to help you and will direct you to the right person if necessary. You may find the Vice President for Health Service's Office in the administrative wing of the Health Services Center.

### **B. FIRST DAYS ON CAMPUS**

Prior to moving to Pilgrim Place, new residents receive a two-page information sheet entitled "Beginning Your Residency at Pilgrim Place" to assist your transition into the Pilgrim Place community. Prior to arrival on campus, the Admissions Office will coordinate the date of your first meal in Abernethy Dining Room and your formal introduction at the noon meal. New residents are assigned a New Resident Mentor who will help you during your first month on campus as you become more familiar with the Pilgrim Place community.

### **C. NEW RESIDENT NOTEBOOK**

New residents receive a New Resident Notebook upon arrival at the community (which is incorporated by reference into the Resident Handbook). The New Resident Notebook contains detailed information about the campus, policies and procedures, resident committees, campus activities, and the greater Claremont area. The Notebook also contains a current campus map, Pilgrim Place Resident Directory, and Birthday Book. Approximately two weeks following your arrival on campus, the Director of Pitzer Lodge and the Director of Admission will meet with you to review the contents of the New Resident Notebook and to answer any questions you may have.

### **D. NEW RESIDENT ORIENTATION**

The Admissions Office, in cooperation with staff and residents, sponsors a New Resident Orientation Program that provides additional information on campus facilities, resident governance, volunteer opportunities (including Festival), health services and self-care, dining services, and other amenities. The New Resident Orientation program is an ideal way to meet staff members, tour various parts of the campus, get to know other residents, and develop friendships.

### **E. PILGRIM PLACE STAFF**

Pilgrim Place staff look forward to welcoming you to campus and serving you as a resident. Names and phone numbers of key staff members are included in the Pilgrim Place Resident Directory that you will receive upon arrival at the community.

F. CAMPUS MAP

Campus maps can be found in your New Resident Notebook and the Admissions Office. Maps are also posted in meeting rooms.

**MEALS AND DINING ROOMS**

A. MEALS

(1) Meal Times/Seating. For residential living residents, dinner begins at 12:15 p.m. in Abernethy Dining Room and is served buffet style. Menus are posted outside the Abernethy Dining Room. Seating in the Abernethy Dining Room is assigned by a unique computer-generated program that insures that you meet all members of the community. Each day you will be seated at a different table. Couples/partners are seated together unless otherwise requested. Residents may make special table requests to accommodate being seated with guests.

Optional breakfast and supper meals are served at the Pitzer South Dining Room for an additional fee. Breakfast is served at 8:00 a.m. and supper is served at 5:30 p.m.

For residents residing at Pitzer Lodge, meals are served in the Pitzer South Dining Room at the following times:

Breakfast	8:00 a.m.
Dinner	12:30 p.m.
Supper	5:30 p.m.

For residents residing at the Health Services Center, meals are served at the following times:

Breakfast	7:00 a.m.
Dinner	12:00 p.m.
Supper	5:00 p.m.

(2) Absences. If you are going to be absent from the dining room for a meal, please submit the Absence Form 24 hours in advance to the Dining Room staff. In the case of last minute changes, please contact the Abernethy Dining Room at 909-399-5519 or Pitzer South Dining Room at 909-399-5543. If you do not appear at a meal and have not signed out, a nurse will go to your unit to check on you.

(3) Vacation credit. If you are away from the Community for fourteen or more consecutive days, you are entitled to a vacation meal credit. Absences must be reported in advance. The current vacation credit rate is listed in the Pilgrim Place Annual Budget located in the Porter Hall Library. This credit will appear on the monthly statement.

(4) Food service and menu comments. Comment cards can be found on each dining table for compliments and/or recommendations. These cards may be deposited in the box on the information table in the Abernethy Dining Room. Residents serve on the Dining Services Advisory Group that regularly meets with members of the Management Team and Dining Staff to offer suggestions. Current members of the Dining Services Advisory Group are listed in the Pilgrim Place Resident Directory.

B. GUEST MEALS

You may arrange to have guests eat with you in the dining rooms on campus. To make a special table or guest reservation, submit a Reservation Form to either the Abernethy Dining Room Office or Pitzer South Office by 2:00 pm of the previous day. Guest requests made the same day cannot always be accommodated. The cost of guest meals will be added to your monthly statement, or your guests may pay for their meal at the Administration Building, Abernethy Dining Room Office, or Pitzer South Office. Please make checks payable to "Pilgrim Place." Cash payments may be made at the Administration Building. Current charges for the meals are listed in the Pilgrim Place Annual Budget located in the Porter Hall Library. Pilgrim Place has the right to change such rates upon 30 days written notice.

C. SPECIAL DIETS

A special diet will be served to you if you bring a written order from your doctor. Vegetarian options are always available. Special diets and nutritional supplements may involve an extra charge.

D. SNACKS

Snacks are available every day in the Garden Café and Pitzer South Dining Room. Coffee and tea are always available in the Pitzer South Dining Room.

E. TRAY SERVICE

(1) Residential Living Residents. Residents are normally expected to participate in the community meals in the dining room. However, if you are ill, your fellow residents will appreciate you staying in your unit and ordering a tray. Tray service to your unit is provided for temporary illness and shall involve an extra charge for this service which will appear on your monthly statement. Tray service charges are listed in the Pilgrim Place Annual Budget located in the Porter Hall Library. You may contact Abernethy Dining Room at least one hour in advance of meal times to request a tray delivered to your unit. Late requests can be accommodated by contacting Abernethy Dining Room between 11:00 am and 1:00 p.m. In such cases, the boxed meal can be picked up from the Dining Room at 1:00 p.m. You cannot receive trays for more than two continuous weeks, except by special arrangement with the Clinic Nurse.

(2) Pitzer Lodge and Health Services Center Residents. Tray service is provided as needed. After three consecutive days, a delivery fee will be assessed for Pitzer Lodge Residents.

F. TAKE OUT BOXED MEALS

A system has been developed for taking food home from the noon meal in Abernethy Dining Room, primarily for medical reasons. You may notify Abernethy Dining Room staff by 10:00 a.m. that you will not be eating in the dining room that day and who will be picking up food for you. Upon entering the dining room, your designee will ask a staff member for a container in which to put the food. Health Department regulations prohibit you from taking food from the dining room in any container other than one provided by the dining room. Your

designee will be responsible for filling the container. Food taken from the dining room should be consumed within two hours or immediately refrigerated. There is no charge for containers as long as food is being used for the purpose stated above. Whenever possible, please order a tray to be delivered from Health Service Center rather than taking it out of Abernethy.

## STAYING CONNECTED

### A. TELEPHONE

Each household arranges for its own phone and phone service. The phone company will bill you directly for this service. Public telephones are available in the Porter Hall Lobby and Pitzer South Office. For your safety, Pilgrim Place will not give out your personal phone number.

### B. MAIL

For residential living residents, your mailing address is your specific residential address, Claremont, CA 91711. Mail is delivered to your unit six days a week.

For persons living in Pitzer Lodge, your address is 627 Leyden Lane, Claremont, CA 91711. The US Postal Service delivers mail to Pitzer Lodge and our staff sorts and places it in your mailbox. Packages that are too large to fit in your box will be held for you at the Pitzer South Office. Stamps may be purchased at the Pitzer South Lobby one day per month. Outgoing mail may be left at the Pitzer South Office, Administration Building, or placed in the USPS mailbox located on the west side of the Porter Hall Library.

### C. NEWSPAPERS

Several national and local newspapers can be found in the Porter Hall Library and Pitzer South Lobby. Please read newspapers at those locations and leave them for other residents to enjoy. If you wish to have the newspaper delivered directly to your home, you may arrange for your own subscription. Numerous magazines can be found in the Porter Hall Library.

### D. TRANSPORTATION

(1) Private Cars. Some units have designated carports or garages. Monthly fees for carports and garages are listed in the Pilgrim Place Annual Budget. If your unit does not have a designated parking spot, you may park on the street within the boundaries of the Pilgrim Place campus. Please avoid areas marked with red curbs since these are fire lanes. The City of Claremont prohibits overnight parking on city streets, including Harrison, Berkeley, and 8<sup>th</sup> Street.

(2) Claremont Manor Van. The Claremont Manor Van runs on a regular schedule between the Pilgrim Place campus and several banks, grocery stores, and shops in the Claremont area. A current schedule is available in the Administration Building.

(3) Public Transportation Options. The Pilgrim Place Transportation Committee publishes a comprehensive listing of public transportation, cabs, and shuttle services

available to Pilgrim Place residents. The current listing is available in your New Resident Notebook.

E. BANKING

Pilgrim Place does not provide banking services, however several banks are located within a one-mile radius of campus. Residents establish accounts at local banks and oversee their own financial matters.

F. VISITORS

You are welcome to have guests visit you at Pilgrim Place and have them participate in activities as you desire and as Pilgrim Place deems appropriate.

G. OVERNIGHT GUESTS

You may arrange with the Resident Guest Room Committee to have guests stay overnight in one of the nine on-campus guest rooms (when available) for a fee. Guest Room visits are limited to a maximum of two weeks. You may arrange for guests to stay in your home for up to one month. Beyond one month, special permission must be obtained from the Vice President for Health Services. Guests must comply with Pilgrim Place's policies and procedures. Pilgrim Place is not responsible, in any way, for the health or welfare of guests staying in resident homes. Information about nearby motels may be found on the Pilgrim Place web site.

**OPPORTUNITIES FOR INVOLVEMENT**

A. WORSHIP OPPORTUNITIES

Sunday Morning Worship is held at 10:15 am at the Health Services Center. This service is designed for residents of the Health Services Center but others are welcome.

Eucharistic Circle is held on Tuesday mornings at 11:30 am on campus, beginning with silence at 11:15 am. Vespers is held on Thursday evenings at 7:00 pm in Decker Hall. Everyone is welcome to participate.

Daily Prayer is offered at the noon meal in Abernethy Dining Room.

Additional worship opportunities occasionally are offered on campus. Residents are frequently involved in worship and activities at a local church of their choice.

B. VOLUNTEER CHAPLAINS

Pilgrim Place residents serve as Volunteer Chaplains at the Health Service Center.

C. ACTIVITIES

You are invited to participate in the wide variety of activities and programs held on campus throughout the week. Information and announcements of upcoming activities can be found in the weekly *Wednesday Announcements*, monthly *Pilgrim Place NEWS*, and on bulletin

boards in the Garden Café and the Decker Hall Lobby. Announcements about special events are made from the microphone in Abernethy Dining Room during the noon meal.

Scrooby Club plans and hosts monthly social events for residents. All Pilgrim Place residents are automatically members of Scrooby Club and dues are included in your monthly Residential Fee.

You are also encouraged to participate in volunteer opportunities in the greater Claremont area. Please read the weekly *Wednesday Announcements*, monthly *Pilgrim Place NEWS*, and local community publications for information and announcements for volunteer opportunities.

#### D. OFF-CAMPUS ACTIVITIES

Pilgrim Place residents enjoy many scheduled off-campus activities including plays, concerts, and day trips. In general, sign-up sheets are posted in the Garden Café. Some off-campus activities may involve an additional fee.

#### E. LIBRARY

The Pilgrim Place Library is located on the first floor of Porter Hall. Many newspapers and magazines are provided for your enjoyment. Many books, videotapes and DVDs are available for residents to take to their units. Please return the items when you are through so others can use them.

#### F. TOWN MEETING

Town Meeting is the resident governing body of Pilgrim Place. A copy of the Town Meeting Constitution and By-Laws are included in your New Resident Notebook. The Town Meeting Moderator serves a one-year term as spokesperson for all residents. The other officers of Town Meeting include Vice Moderator (assumed to serve as Moderator the next year), Secretary (one-year term), and Financial Coordinator (one-year term).

There are numerous standing and special interest committees under Town Meeting auspices. Among these standing committees is Festival Committee, which organizes the annual fall fund-raising event for the support of the Residents' Health and Support Program (RHSP).

Town Meeting is an important component of resident life at Pilgrim Place. There are three scheduled meetings each year and other special meetings, as necessary, when all residents gather to hear the interests and concerns of the community. The Town Meeting Executive Committee, made up of the Town Meeting officers and other community leaders, meets monthly to discuss concerns of the community and implement decisions of Town Meeting.

All Pilgrim Place residents are automatically members of Town Meeting and dues are included in your monthly Residential Fee.

G. BOARD OF DIRECTORS RESIDENT REPRESENTATIVES

The Pilgrim Place Board of Directors has five resident representatives: Town Meeting Moderator, Town Meeting Vice Moderator, Town Meeting Immediate Past Moderator, and two Resident At-Large Members who serve for a three-year term. The two at-large members are nominated by Town Meeting Executive Committee and elected by the Board of Directors. All five residents serve on Board committees.

There are also four Advisory Groups with active resident participation that work with staff members in the areas of food service, health services, admissions, and buildings and grounds.

**HOUSEKEEPING AND MAINTENANCE**

A. HOUSEKEEPING

(1) Residential Living. Housekeeping services are available on a fee-for-services basis and may include dusting, scrubbing your bathroom, and changing bed and bath linens. Housekeeping services may be customized to meet your needs. If you have an emergency between regularly scheduled cleaning days, you may ask the housekeepers for extra help with items such as cleaning a bathroom or kitchen. Special services, such as cleaning carpets and drapes, may be requested.

You are responsible for taking your own trash and recycling to the large trash barrels located near your unit. Pilgrim Place participates in a recycling program that separates paper, plastic, glass, and aluminum. Trash and recycling barrels are clearly marked. Barrels are taken to and from the curb by Pilgrim Place maintenance workers.

Residents are encouraged to keep units clean, maintaining them in a sanitary and orderly manner.

(2.) Pitzer Lodge. Housekeeping services are provided and may include making your bed, cleaning your bathroom, and picking up your trash on a regular basis.

(3) Health Services Center. Routine room and bathroom cleaning is performed on a daily basis.

B. MAINTENANCE

Staff will take care of maintaining all equipment that belongs to the Community. If you need the help of the Maintenance staff, complete either the on-line or the paper Maintenance Request Form and return it to Buildings and Grounds Office. Maintenance Request Forms are available in the Buildings and Grounds Office. Maintenance will change light bulbs, adjust noisy doors, fix plumbing, monitor heating and cooling systems, etc.

Buildings and Grounds will repair or replace Pilgrim Place appliances as needed, including refrigerators, stoves and, space permitting, microwaves, dishwashers, and

washers/dryers. You are responsible for the maintenance and repair of appliances and equipment that belong to you, such as your television, radio, or hair dryer.

In the case of an after-hours maintenance emergency (4:30 pm–7:00 am weekdays, weekends, and holidays), call Pitzer Lodge at 909-399-5543. The Pitzer staff will contact maintenance on your behalf.

## **SECURITY**

If you have any security problems, please report them immediately to the Vice President for Campus Services at 909-399-5527 or 909-399-5528.

(1) Locks and keys. You will receive three keys for your unit when you move in. Keys are specially made and cannot be duplicated commercially. If you need an additional key, please contact the Buildings and Grounds Office.

(2) Security Service. The Community employs a security company who are on duty from 5:00 PM – 7:00 AM. They patrol the grounds and assist in emergencies. If you need their help, please dial the Security Services number at 909-969-1240.

(3) Absences. If you will be away from the Community for a single night or extended time, complete the Absence Information Form and submit it to the Administration Front Desk prior to your departure. Forms are available at the Administration Building. If you are going to miss a noon meal, please complete the Abernethy Reservations & Cancellations Form and submit it to the Abernethy Dining Room Office or the Pitzer South Office. Forms are available in the Abernethy Dining Room and Pitzer South Office.

## **RENTER'S INSURANCE**

As in any rental arrangement, you should consider carrying renter's insurance on your personal possessions. See the Vice President for Finance and CFO for information on renter's insurance.

## **PERSONAL SERVICES**

### **A. EMERGENCY CALL SYSTEM**

Pilgrim Place has a wireless emergency call system that may be activated by pulling the red cord in each resident bathroom or by pushing the button on the wrist or neck pendent. This call system is to be used for emergencies only. This call system alerts the nurses that you need help, but it does not give you voice communication with them. The nurses carry pagers that tell them which unit may be experiencing a problem. In case of a medical emergency, please contact 911 in addition to activating the emergency call system.

Please use the telephone whenever possible to contact the nurses for non-emergency matters. A call to 909-399-5548 (Clinic Office) or 909-399-5543 (Pitzer) can put you in touch with the nurses' station, and you can explain what you need.

B. SOCIAL SERVICES

If you need assistance or information about such matters as how to apply for Medicare or Medi-Cal, please contact the Vice President for Health Services. The Vice President for Health Service's Office is located in the administrative wing of the Health Services Center, located at 721 Harrison Avenue.

C. HAIR SALON

Appointments are available weekdays within the Health Services Center and, when construction is completed, in the Hair Salon at the new wing of Pitzer Lodge.

D. SPECIAL SERVICES

There are several outside professionals who come to the Community to provide services. They determine the prices for their services. Presently, the following services are offered at the Community:

(1) Hearing Aids Servicing. Servicing is scheduled with the Clinic Nurse by calling 909-399-5548 for an appointment.

(2) Other Professionals. The Community has a Clinic Room available to medical specialists and other professionals. The nursing staff arranges the schedule for these visits.

**BILLING AND ACCOUNTING**

A. PAYING YOUR BILL

Payment is due each month, 14 calendar days after the invoice is sent. Please submit your payment in the drop box in the Administration Building. Please speak with the Accounting Assistant regarding billing questions.

B. HEALTH INSURANCE COVERAGE

If you change insurance coverage, please update your Resident Health Data Form in your resident file, located in the Vice President for Health Service's Office in the administrative wing of the Health Services Center.

C. GRATUITIES

The Community's staff is here to serve you; however, giving gratuities, gifts or bequests to staff or their families is not permitted. We ask that you adhere to this strict policy, except with respect to the Employee Christmas Fund (see below).

D. EMPLOYEE CHRISTMAS FUND

This fund is your opportunity to make an annual monetary gift to express your appreciation for service from employees. Contributions to this fund may be made during a

special fund drive in November and December. These voluntary contributions are distributed among all the staff approximately two weeks before Christmas. (Members of the Leadership Team are exempt from the Employee Christmas Fund.) The Employee Christmas Fund is administered by Pilgrim Place.

### **INTERNAL MOVE FROM A SECOND FLOOR UNIT**

It is Pilgrim Place's desire to offer housing to residents that best fit their initial needs/wants/ desires including units located on the second floor of a multi-level unit. At such time as one (or both occupants in the case of a couple or partners) is unable to safely manage the stairs of a second floor unit, an internal move would be warranted. Such assessments of functional abilities/disabilities would be determined via the annual and more frequent functional assessments conducted by the Clinic staff and in concurrence of the resident's attending physician in consultation with the residents

The occupant(s) of the second-floor unit would be required to return their initial unit to its original occupancy condition as well as pay the costs of renovation of the new first-floor unit. If the new first-floor unit's Entrance Fee is more than the amount initially paid for the second-floor unit, the resident(s) would pay the difference to the higher amount. If the new first-floor unit's square footage and associated Entrance Fee is less than the amount initially paid for the second-floor unit, there would not be a refund of the difference initially paid by the occupant(s) for the second-floor unit. An internal move administrative fee would not be applied.

Resident(s) of the internal move would pay the established rent of the new first-floor unit as well as the other established monthly fees.

### **PETS**

Residents in residential living are permitted to have small pets (30 lb maximum; one dog, two cats, or one dog and one cat per household) in compliance with the pet policy. You must agree to the Community's pet policies, including designating a person to take your pet when you are no longer able to care for it. Pets must be kept clean and quiet. All pets must be registered with the Vice President for Health Services. Pets are not permitted in central facilities or Guest Rooms.

### **SMOKING**

Smoking is permitted in residential living. There are outside designated areas for smoking between Porter Hall Conference Room and Abernethy Dining Room, and on the Health Services Center front patio, near the Solarium. Smoking is not permitted inside any of the common areas on campus, nor while walking about the campus.

### **INFORMATION AND ASSISTANCE**

For additional information or assistance, please consult your New Resident Notebook or contact the Reception Desk at the Administration Building. Our staff is here to answer questions and assist you, as needed.

Again, welcome to Pilgrim Place.