



Independent Living

RESIDENT HANDBOOK



Ohio Living
Lake Vista

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Welcome to Ohio Living Lake Vista!

We are pleased that you have chosen Ohio Living Lake Vista as your new home. Ohio Living Lake Vista is a 55 and older life plan community. This handbook will assist you in getting acclimated to our community and provide a general understanding of the many features and opportunities within our community.

Ohio Living Lake Vista is located on a beautiful 32-acre campus that includes 150 total living accommodations, two ponds, walking and exercise trails. The main building is known as Park Place, and it houses 37 independent living apartments, 10 assisted living apartments, 18 long-term nursing care suites, and 39 short-term rehabilitation suites. Also, in this building, on the second floor, are the Heron Dining Room, the beauty salon, the My Independence office and an exercise room. On the first floor is the Park Place Lobby (with a library, computers/Wi-Fi, card tables, postal boxes, daily newspapers and coffee/tea). Forty-six independent living villas complete the campus.

Ohio Living Lake Vista Administration

The executive director's office is located in the Park Place Lobby, as well as the receptionist's office and business office. The receptionist can connect residents to all the service departments. The receptionist is available for scheduling appointments, transportation, attendance at events, reserving different gathering spaces, and can provide concierge services for any questions. The business office can help residents with billing questions and monthly payments.

The My Independence office for the independent living residents is located on the second floor of Park Place. Ohio Living Lake Vista provides a nurse who is on duty Monday through Friday. The My Independence nurse can arrange blood pressures to be taken, counsel on additional medical assistance, setup private duty care givers and coordinate home health services.

Ohio Living Lake Vista also provides maintenance through our environmental services department. They provide all maintenance required in the apartments and villas. Emergencies will be handled at once; routine items via a work order placed with the receptionist.

The offices for the Marketing and the Ohio Living Foundation development director are located in the Club House.

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Absence from Community

When a resident leaves the community for more than 24 hours, it is highly important that the receptionist is notified with this information. With ongoing checking of the property, maintenance needs to be aware of absences for the safety of the residents in both apartments and villas.

Access to Community Buildings

Residents of Ohio Living Lake Vista are provided with a key fob to have access to the main building 24 hours a day. Ohio Living Lake Vista is a keyless entry community, and if at any time, a resident does not have their key fob, they may enter the main building by ringing at one of the main doors and a responsible staff member will grant access. Each door has a video monitoring system that allows personnel on the inside of the building to see visitors entering the community prior to granting access. Visitors to the main building must also ring in at each door in order to enter the main building.

Activities

There are a variety of activities for independent residents to participate in if they choose. Activities are scheduled by the Ohio Living Lake Vista Social Committee, the Marketing Department and independently by residents. A monthly calendar is distributed to all residents that provides a list of activities throughout the campus and greater community. Ohio Living Lake Vista vans offer transportation to off campus events.

Ancillary Charges

Ancillary charges may be incurred for the phones, garage rentals, wellness programs, meal tickets, salon and barber services, transportation, and maintenance requests.

Banking

Ohio Living Lake Vista does not have an on-site banking service. Residents can request transportation to their local bank by contacting the receptionist.

Beauty Salon & Barber Shop

Ohio Living Lake Vista has a salon that is located in the main building. Hair and nail appointments may be made by contacting the receptionist.

Cable TV/Internet/Telephone Services

Ohio Living Lake Vista provides basic cable service through a local cable provider, at no additional charge. At their own expense, residents may upgrade their service with additional channels and phone service. The independent living apartments have phones installed as part of the Park Place phone system; for an additional fee an option can be

selected to connect to a local land-line, plus long distance charges. Wi-Fi is also provided in all the apartments and common areas throughout the main building.

Ohio Living Lake Vista TV

Ohio Living Lake Vista has a closed-circuit television channel that is organized and operated by resident volunteers. This station provides music, daily activity list, menus, committee meetings, social events, game challenges, special announcements and local weather forecast

Chaplain Services

Ohio Living Lake Vista has a chaplain on staff to provide spiritual life services. The chaplain offers weekly Bible studies, Sunday chapel services, and coordinates with local churches and different places of worship in our community to provide services to persons of all denominations. The chaplain is also available for one-on-one visits.

Clubhouse

The Clubhouse offers activities and events for current residents, prospective residents, employees, families and outside organizations. The marketing and sales office and Ohio Living Foundation office are located in the Clubhouse. The Clubhouse also has a workout/exercise room that is available for resident use. Wellness programs are offered through the therapy and rehabilitation departments. The Clubhouse is available for private use by making arrangements with the receptionist.

Computer Resources

Computers with Internet access are available for resident use in the Park Place Lobby. Wi-Fi is available throughout Park Place, the Clubhouse, and all common areas within the community.

Committees

Independent living residents are provided a directory of committees at Ohio Living Lake Vista, along with the name and phone number to contact if interested in volunteering.

Dining Rooms

The Heron dining room is located on the second floor of Park Place. Lunch is available Monday-Friday, dinner Monday-Saturday and a buffet brunch on Sunday. Weekly menus are posted throughout Park Place and are televised on the Ohio Living Lake Vista TV channel. Lunches are served from 11:30 a.m. to 1 p.m. and dinner is served from 5:00 p.m. to 6:30 p.m. Family members and other guests of residents are welcome. No reservations for lunch are required, but dinner reservations are encouraged.

Meal tickets for lunch and dinner may be purchased by contacting the receptionist at the current cost, or guest charges may be applied to your bill. There is a no tipping policy in the dining room. The Heron dining room also has a private dining room that is available by reservation for small gatherings

Directory

Each new resident is given an independent resident directory with addresses and phone numbers. The directory also includes the after-hours maintenance service number, key personnel and the My Independence nurse. The directory is periodically updated with the newest copy and is available for pick up in the receptionist office.

Emergency Procedures

For all emergencies, please call 9-1-1. All apartments and villas have pull-cord alarms in the bathrooms that alert the maintenance personnel when pulled. All residents are issued lifeline pendants and are encouraged to wear them at all times. DNR Cards, Vial of Life cards and magnets are given to all new residents. Please place the Vial of Life and the DNR Card in the magnet holder on the refrigerator.

Exterior Maintenance

Ohio Living Lake Vista provides all landscaping, including mowing, trimming, fertilizing and snow removal. Villa windows are washed twice a year and extermination sprays happen four times a year.

Gratuities

Ohio Living Lake Vista has a no tipping policy to ensure equal treatment to all.

Health and Fitness

Nursing Service

The Ohio Living Home Health & Hospice nurse is located on the second floor of Park Place. The nurse is available during normal business hours Monday through Friday. The nurse will help coordinate home health services, private duty care giving, medication management, and blood pressure and diabetes monitoring for independent living residents. The nurse is also available to offer counseling and arrange additional medical assistance as needed.

Podiatrist Services

A podiatrist comes to Ohio Living Lake Vista on a regular basis for podiatry services. Depending on your insurance, the expense may be covered or the resident will incur a private pay cost. Announcements are made when the podiatrist is visiting and no appointments are necessary. Each resident is seen on a first come, first served basis.

Wellness Program

The Ohio Living Lake Vista therapy and rehabilitation department provides wellness programs throughout the year.

Fitness Center

The fitness center is located in the Clubhouse. The entrance to the workout room has a separate exterior door and entrance can be gained by using the key fob. The workout room is available for use 24 hours a day. Individual fitness and wellness programs are also available.

Walking and Exercise Trails

There is an exercise trail with stations for independent exercise units located at the pond near Park Place, in which seven laps equals a mile. Along the south side of the villa area is a walking trail that leads from the villas to the Clubhouse.

Housekeeping

Housekeeping services are provided for apartment residents on a bi-weekly basis.

Insurance

Residents are responsible for insuring personal property.

Ohio Living Lake Vista Residents Association

The Ohio Living Lake Vista Residents Association is a voluntary group that assists with organizing and conducting activities for residents. The association also meets with administration on matters of interest.

Laundry

Washers and dryers are available in all apartments and villas. Laundry services are available to independent living residents at an additional charge.

Library

Ohio Living Lake Vista has several libraries on campus with the largest one located in the Park Place Lobby. Additional libraries can be found in the Clubhouse, the second floor of Park Place, the Salon lobby, and the East Rehab parlor. The libraries operate on the honor system, residents are asked to sign out and return the book to the library where the book was originally found.

Local Attractions

Upon entering Ohio Living Lake Vista, residents are provided with an information sheet that highlights local restaurants, grocery stores, pharmacies, etc. that has been created and is updated by the resident association

Mail

Mail is delivered by the United States Postal Service (USPS) to apartment residents into their individual mailboxes located in the Park Place Lobby. The USPS delivers mail to villa resident's individual mailboxes located near each villa.

Maintenance

Emergency maintenance is available 24 hours a day. For non-emergency maintenance, contact the receptionist to complete a work order and the request will be completed in a timely manner. Maintenance completes monthly, quarterly, semi-annually and annually preventative maintenance checks to all areas of the community.

Maps and Directions

Directions can be provided by the receptionist upon request.

Newspaper Service

Local and national newspapers are provided daily in the Park Place lobby and Clubhouse. Residents may also contact the newspaper to have delivery to their unit, if they choose.

Safety/Security Monitoring

Maintenance completes routine checks on all buildings and villas throughout each day.

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For nightly checks, apartment residents participate in a tab system that notifies staff if residents are on campus and/or out of their rooms by 10 a.m. each day. If the tab has not moved, maintenance will make a courtesy check to ensure the resident is safe.

Villa residents may participate in the front garage light system. This requires the light to be turned off by 10 a.m. each day, and if the light is still on maintenance will make a courtesy check to ensure the resident is safe.

Apartment and villa residents also have emergency call buttons in each bathroom and a lifeline pendant that can be worn in the event of an emergency.

Transportation

Ohio Living Lake Vista has several transportation vehicles that are available to provide residents with local transportation to area events, local shops and banks, doctor appointments, and other miscellaneous appointments. A 24-hour advance reservation with the transportation department is required.

Trash Collection and Recycling

Apartment residents have a designated area for trash and recycling on each floor that is collected daily. Villa residents have weekly trash and recycling pick up, and recycled material shall not be bagged.

Utilities

Utilities for all apartments are paid through the monthly rental agreement fee. Villa residents must contact First Energy/Ohio Edison and Dominion East Ohio to setup their electric and gas service.

Volunteering

Ohio Living Lake Vista offers many opportunities for volunteer services through committees and community groups. To learn more about the committees and volunteer opportunities contact the receptionist.

Worship Services

Chapel service takes place on Sunday in the Heron Dining Room with refreshments following. Communion service is offered once a month and Bible study takes place weekly. Other spiritual life services are offered in different areas of the community throughout each month.

Ohio Living Lake Vista Transportation also provides resident's transportation to the Cortland Christian Church on the first and third Sunday of each month.

Ohio Living

Ohio Living is Ohio's largest and most experienced not-for-profit provider of life plan communities and services.

We offer progressive and innovative services for the lifestyle residents want to live, from well-appointed villas and apartment homes to home health monitoring to full-service skilled care and everything in between.

Since 1922, Ohio Living has defined the highest standards of quality of life for adults. Our residential communities of friends and neighbors offer options centered on quality of life, freedom of choice and spiritual growth. Ohio Living Home Health & Hospice gives adults compassionate care and services so they may remain safe and independent at home. We also serve the families of our guests giving them peace of mind knowing their loved ones are being well cared for.

Ohio Living consists of 12 life plan communities, including Ohio Living Lake Vista, Ohio Living Home Health & Hospice, and the Ohio Living Foundation.

Ohio Living Home Health & Hospice

Ohio Living Home & Health & Hospice is one of Ohio's premier providers of home- and community-based services, recognized for quality, innovation and a positive work environment. Statewide, Ohio Living Home Health & Hospice provides services to more than 67,000 adults.

Through the My Independence program, exclusively for Ohio Living Lake Vista independent living residents, the Ohio Living Home Health & Hospice nurse can setup home health care, under a physicians order in the comfort of a resident's apartment or villa that may include physical, occupational and speech therapies, and nursing services. Ohio Living Home Health & Hospice can also help residents to enjoy their independence in their own home by creating a personalized plan for daily living assistance that includes personal care assistance, home delivered meals, transportation, light housekeeping, medication management, meal preparation, etc.

Ohio Living Foundation

Each year, Ohio Living serves more than 73,000 people annually through its 12 life plan communities and Ohio Living Home Health & Hospice. The Ohio Living Foundation raises several million dollars annually to support charity care, special programs, capital expansion and endowment.

Notes

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Our mission is to provide adults with caring and quality services
toward the enhancement of physical, mental and spiritual well-being
consistent with the Christian Gospel.



Ohio Living

Lake Vista

FAITH + COMPASSION + COMMUNITY

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