



# Independent Living

RESIDENT HANDBOOK



Ohio Living  
Rockynol

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## **Welcome to Ohio Living Rockynol!**

We appreciate that you have chosen Ohio Living Rockynol as your new home, and hope you will be extremely pleased with our accommodations and services.

We promise a friendly atmosphere where you will feel secure and right at home. Should you need assistance at any time, please do not hesitate to ask. Our entire Ohio Living Rockynol staff is dedicated to making your life easier and providing you with the comfort, convenience and peace of mind you deserve.

This handbook contains information about Ohio Living Rockynol, including amenities and opportunities you will enjoy as a Ohio Living Rockynol resident.

We will do everything possible to help you live life to its fullest every day.

Welcome home!

## **Absence from Community**

If you will be away from your apartment overnight, please stop by the front desk at least 24 hours in advance and ask for a “Vacation Form.”

Please return the completed form to the front desk before leaving and remember to leave your Personal Help Button pendant in your apartment while you are gone.

## **Access to Community**

Entry to the building can only be gained using a key fob or the resident intercom system (see instructions below). During the hours from 8 a.m. to 6 p.m. visitors can use the Alphone intercom system inside the first set of doors to call the receptionist at assisted living to open the Independent Living main doors.

## **Key Fobs**

The key fob entry pads are small pads that are magnet activated to unlock and/or open select doors throughout the community. To use the key fob, simply hold the fob directly in front of the magnetic pad until you hear a buzzing sound and the light turns from red to green.

## **Intercom System**

From the air lock at the main entrance, visitors may notify you of being here via the intercom system. To use this system:

1. Guest pushes the black button corresponding to your apartment number.
2. From the box in your apartment, you will push the “talk” button, then release and push the “listen” button.
3. Push the “door” button to unlock and open the doors for your guest.

## **Chapel Entrance Doors:**

May only be unlocked using a key fob.

## **Activities**

See monthly newsletter and calendar for detailed scheduled and special events.

## Ancillary Charges

### Administration

Garage rental _____	\$50 per month
Pet policy initial move in fee _____	\$400
Pet maintenance fee _____	\$200 per year

### Dining Services

Meal tray delivery (includes meal pick up) _____	\$3
Guest lunch _____	\$5
Guest dinner _____	\$12.50
Guest holiday meal _____	\$14

### Housekeeping

Spot shampoo _____	\$25
Pet clean up _____	\$25 per incident
Upholstery shampoo/cleaning _____	\$15-\$25

### Maintenance

Personal lighting _____	\$3 per bulb
Repair of personal property _____	\$15 per hour plus materials
LifeLine replacement button _____	\$150

See your handout for additional fees and services.

## Beauty Salon & Barber Shop

Our on-site beauty salon/barber shop is independently owned and operated by PS Salons. Please call extension 240 for appointments and charges.

## Cable TV and Phone

Basic cable service is included in monthly rent. Any expansion of these services will need to be arranged with our cable provider, Spectrum. Telephone services can be arranged through AT&T or through Spectrum at 855.234.4898.

Channels 1851 and 1852 are our internal stations that list upcoming events, campus announcements, movies, prerecorded church services and education programs.

## **Computer Resources**

You may subscribe to your personal Wi-Fi through an internet provider of your choosing. Public Wi-Fi is available in the lobbies of the first and third floors.

WiFi Network: OHLiving\_Guest      WiFi Password: ohioliving

## **Committees**

As we all know, keeping busy and active makes us feel better and happier. We all need a purpose in life. A list of committees and the duties they perform follows. Please take a few minutes to read through them and find one on which you would enjoy serving. The term is one year from January to December. Please contact the Front Desk if you are interested in joining one of these committees.

### **Resident Association**

The Resident Association provides an opportunity to exchange information and participate in the life of our community. All residents are automatically members of the Association. Resident volunteers who have the skills and desire to continually improve the life and services at this community lead the Association in accordance with the Association By-Laws. At regularly scheduled meetings, committee members exchange ideas with staff regarding specific areas of campus life. At the monthly Resident Association meeting, committee reports, updates from staff members and information of mutual interest are shared with the residents.

### **Activities Committee**

The Activities Committee works with residents in planning activities and entertainment such as music, field trips, talks and programs in-house.

### **Dining Committee**

The Dining Committee monitors dining room service, quality of food, table decorations and other matters concerned with meals and service.

### **Grounds Committee**

The Grounds Committee coordinates and participates with Ohio Living Rockynol Maintenance management on apartment landscaping projects, including spring flower planting. The committee also coordinates assignment of plots to those who wish to have a personal planting space.

### **Hospitality Committee**

The Hospitality Committee welcomes and assists in orientation of new residents, and works with other committees in assisting and arranging social gatherings.

## **House & Safety Committee**

The House & Safety Committee discusses and proposes solutions to problems pertaining to security, safety, housekeeping and maintenance of the building including the monitor program for notifying residents of emergencies.

## **Library Committee**

The Library Committee encourages residents to use the library and helps show the variety of literature available. The committee also assists in keeping good order of library contents and welcomes ideas for improvement.

## **Spiritual Life Committee**

The Spiritual Life Committee is responsible for encouraging “Grace” at evening meals and other appropriate year-round spiritual activities.

## **Dining Room**

Your monthly rent includes 25 meals, including Sunday brunch and evening dinners, as well as 20 lunches prepared by our chef and culinary team.

## **Menus**

Dinner menus are distributed every week to each apartment, as well as posted on each floor bulletin board and outside the dining service door.

## **Meal Service Times**

Lunch is served Monday through Friday 11:30 a.m. to 1 p.m.

Dinner is served Monday through Friday 4:30 p.m. to 6 p.m.

Pre-ordered dinner for Saturday is delivered to your apartment on Friday. No delivery fee is incurred.

Sunday brunch is served 11:30 a.m. to 1 p.m.

All holiday meals are served 11:30 a.m. to 1 p.m.

## **Guest Reservations**

If you have a guest for lunch or dinner, please call the kitchen at ext. 309 two hours prior to the meal to notify kitchen staff of your guest.

## **Seating in the Dining Room**

When you come down to the lobby for dinner, residents will be called by tables by a host/hostess Monday through Friday. Lunch (Monday through Friday) and Sunday brunch, residents can seat themselves at an open table.



## **Dining Room Dress Code**

Lunch/Brunch: No nightgowns or sleeping type clothing

Dinner: Dress casual

Must wear footwear to all meals.

## **Directory**

To reach any of the following staff members, please call the main number 330.867.2150, and ask for any of the following extensions.

Director of Independent Living \_\_\_\_\_ Ext. 300 or 307

Beauty Salon \_\_\_\_\_ Ext. 240

Assisted Living Front Desk \_\_\_\_\_ Ext. 200

Environmental Services (Maintenance) \_\_\_\_\_ Ext. 430 or 261

Marketing Department \_\_\_\_\_ Ext. 201

Independent Living Kitchen \_\_\_\_\_ Ext. 309

Transportation \_\_\_\_\_ Ext. 221

Medical Emergency \_\_\_\_\_ Press lifeline button  
AND call 9-1-1

## **Emergencies/Emergency Response**

### **Medical Emergency:**

9-1-1 AND lifeline

### **After Hours Emergency Number:**

330.703.6514 (Not for medical emergencies)

### **Fire**

#### *Smoke Detectors*

In your apartment, you have two smoke detectors. One smoke detector is wired directly to the electrical system. This smoke detector is required by the City of Akron. It sounds only in your apartment and warns only you of smoke and fire in your apartment.

The other smoke detector is a battery-operated smoke detector that is connected with our Lifeline system. When smoke is detected, it triggers your lifeline unit in your apartment, which sends a message to the front desk of the Towers and the front desk of the apartments. They will notify the fire department unless you call and tell them it is a false alarm.

### *If the Fire Alarm Sounds:*

1. Close your door.
2. Remain in your apartment.
3. Staff will arrive soon to assist you.

### *If You Discover a Fire in Your Apartment:*

1. Leave your apartment immediately.
2. Close the door.
3. Pull a fire alarm.

Fire alarms are located throughout each of the hallways next to exit doors. Please take note of the fire alarm located nearest your apartment.

4. Go to a stairwell if possible.

## **Tornadoes**

Tornadoes are spinning funnel-shaped clouds that move along the ground. With winds up to 222 miles per hour or more, twisters can destroy just about anything in their path. Nobody can stop a tornado, but with a little pre-planning and thinking ahead, you can be prepared.

If weather conditions in your area become threatening you will be notified by either staff or your floor safety monitor. If threatening weather occurs when staff is not available to spread the word, the “R” floor chairs have agreed to call every resident on their floor and advise of the conditions. Please be aware of the procedure so you will know what to do if a tornado watch or warning occurs.

### *Tornado Watch – Favorable:*

1. Turn on TV (channel 3, 5 or 8) or radio.
2. Stay in your apartment and wait for further announcement to take shelter.

### *Tornado Warning – Spotted:*

1. Stay in your apartment.
2. Go into your bathroom. Keep the TV/radio on and take your phone with you if possible.
3. Wait for the tornado warning to expire.

## **Care Point (Lifeline) System**

In case of emergency, our campus is equipped with a care point (Lifeline) system. This system consists of a personal help button (PHB) pendant, which is worn as a necklace, and fixed units in the public restrooms and fitness center.

Sensors are also located throughout the campus outside.

If there is an emergency, please push the button on your pendant and call 911. A staff member will respond to your call and assist you to call 911 if you are unable to do so.

If you will be away from home for longer than overnight, please leave your PHB pendant inside your apartment.

### *Frequently Asked Questions About the Lifeline System*

Q: How far away does my button work from my apartment?

A: The Care Point System alerts Ohio Living Rockynol staff that a resident needs assistance throughout the campus. The system shows your general location. Please stay where you are and be assured that a staff member will assist you as soon as possible.

Q: If I push my PHB, does 9-1-1 get summoned?

A: No. In addition to pushing your PHB, you must dial 9-1-1. Please dial 9-1-1 BEFORE pushing your PHB if possible. If you are unable to call 911, be assured that someone from Ohio Living Rockynol will respond to the alert. However, if at all possible, it is best that you call 9-1-1.

Q: What happens if the electricity goes out?

A: This system is connected to our emergency generator. A power outage does not affect the functionality.

Q: What if I get my button wet?

A: Your pendant is waterproof. You can even shower with it on.

Q: How do the fixed alert systems work?

A: In the public restrooms, you will find a unit with a pull cord. In case of emergency, pull the attached cord and a staff member will respond to your location to assist you.

In the fitness center, there is a unit that has a push button to summon help.

### **Power Outages**

A power outage may affect the entire neighborhood, the building or a single residence. An emergency generator automatically activates if there is a general power outage in the apartments. When on emergency power, the electrical supply is limited to certain areas and systems, i.e., hallways (red outlets only), stairwells, the phone system, the lifeline system and one elevator. There will be no power to individual apartments and cordless phones will be operational.

If the power goes out in your apartment, check the operation of the hallway lights. If only a few hallway lights are on, there is a building-wide outage and only emergency lighting is operational. If all lights in the hallway are on, report the power outage to the Maintenance Department at 330.867.2150 Ext 261. Please DO NOT call the front desk or Maintenance if the outage is building-wide.

It is advisable for all residents to have at least one flashlight with fresh batteries on hand at all times. Please consider equipping each room with a flashlight for safety.

## **Fitness Room**

Located on the first floor of the apartments is a fitness center for resident use. We have several machines for your use there, as well as free weights and Thera-bands for stretching.

Please sign-in at the book when using the fitness center to better track the use of this room by residents. Please contact a staff member for instructions on the machines.

## **Garage/Parking**

Garage space may be rented on a monthly basis. Garage availability is on a first-come, first-served basis. Parking spaces may be reserved at no additional charge. Only one space or garage per car is permitted.

## **Gratuities**

Ohio Living Rockynol requests that residents and their families not tip or give gifts to individual employees and our policy strictly prohibits employees from accepting them. If you would like to give a gift, please consider giving through the Ohio Living Rockynol Employee Christmas Fund which is a vehicle for your thanks and appreciation.

## **Health and Wellness**

The Wellness Clinic, provided by Ohio Living Home Health & Hospice, is a convenient, affordable way to stay as healthy as possible. Clinic hours are posted at the clinic, behind the front desk. See the calendar for specific days and times.

The following services are offered:

- Health screenings such as cholesterol, blood sugar, blood pressure and nutrition
- Health education
- Consultation with a nurse about medications, health conditions and when to call a doctor
- Vial of Life form, which you keep in your apartment that tells health professionals about your health history and who to contact in case of emergency
- Coordination of care – at your request, we will contact your doctor on your behalf to report any health concerns

## **Housekeeping**

The Housekeeping staff cleans your bathroom, dusts and vacuums your apartment bi-monthly. Each apartment is allocated a block of time depending on its size. A two-bedroom apartment is allotted 45 minutes for cleaning and a one-bedroom apartment is allotted 30 minutes for cleaning.

Please be prepared to be serviced at your appointment time so that services are not compromised. If services are delayed per your request, the housekeeper can only provide services for you in the remaining time left within your allotted timeframe.

Carpets, drapes (Rockynol owned only) and windows are part of a yearly cleaning and residents will be notified in advance of the services.

## **Laundry**

Laundry rooms are located on each floor just off the elevator. The first floor has an additional laundry room available next to the public restroom facilities in the north hallway. Please be careful not to overload the machines.

To keep our laundry rooms pleasant for the next person, please abide by these requests:

- Wipe out the washer with a paper towel after use.
- Clean out the lint collected in the top and bottom lint baskets of the dryer after each load and dispose of the lint in trash bin provided.
- Do not store personal laundry supplies in laundry room.
- Remain in the area when doing laundry so the machines can be emptied promptly and others will be able to use them.

## **Library**

On the fourth floor of the apartments, we have a library for our residents' use. The Library Committee requests that should you take a book off the shelf for any reason, please do not replace it. Simply leave it on the counter at the elevator and committee members will gladly re-shelf it for you.

Book donations are welcome. Please place the books at the counter and let a committee member know you have donated the books so they may be properly cataloged.

## **Local Attractions**

### **Attractions**

- Goodyear Blimp
- Stan Hywet Hall and Gardens
- Don Drumm Studios and Gallery
- University of Akron
- John S Knight Center

### **Museums**

- Akron Art Museum
- Pro Football Hall of Fame
- MAPS Air Museum

## **Parks and Recreation**

- Akron Zoo
- Cuyahoga Valley National Parks
- FA Seiberling Nature Realm

## **Performing Arts/Venues**

- Akron Civic Theatre
- Akron Symphony Orchestra
- Blossom Music Center
- EJ Thomas Performing Arts Hall
- Ohio Ballet
- Weathervane Community Playhouse
- Couch House Theatre

## **Sports**

- Akron Marathon
- World Series Golf
- Soap Box Derby
- Canal Park, Home of Akron Rubberducks Baseball
- InfoCision Stadium

## **Mail**

Personal mailboxes are located in the main lobby. Your apartment number is your mailbox number. An outgoing mailbox is also located in the lobby. The mail is usually picked up by 1 p.m. Monday through Saturday.

Books of stamps may be purchased at the front desk. Payment is via cash only. We are not able to bill stamps to your account.

## **Maintenance**

Please see the Front Desk or call Ext 200 to request services from the Environmental Services Department. Services include plumbing issues, light bulb replacement, electrical issues, etc. (there may be a charge for some of these items).

## **Maps and Directions**

Ohio Living Rockynol apartments are located at 1148 West Market Street, Akron, Ohio.

## **From Cleveland**

Visitors should exit I-77 South at the Route 18 Montrose Exit and travel East. Ohio Living Rockynol is located approximately four miles on the right-hand side.

## **From Canton**

Visitors should exit I-77 North at White Pond Drive and travel East. Turn right onto Mull Avenue. Turn right onto West Exchange Street, then left onto Rose Boulevard. Turn left onto Metlin then left to West Market Street. The Ohio Living Rockynol entrance is ahead on the left-hand side

## **Newspaper Service**

The Akron Beacon Journal and other newspapers can be delivered to residents at their own expense. Please call the subscription department of the newspaper to make arrangements for delivery and payments.

## **One Call Now Notification System Monitoring**

Ohio Living Rockynol uses the One Call Now system to keep residents and families informed of important information and events happening at Ohio Living Rockynol.

With One Call Now's group messaging service, it's easy to quickly send a message to multiple residents and family members at once in a variety of ways - phone (cell or landline), text or email.

Please be sure that Ohio Living Rockynol has your current phone number(s) and email address so that we can keep you informed.

## **Pet Policy**

Ohio Living Rockynol Apartment residents may have one pet per apartment (dog, cat, or bird) not to exceed 25 pounds or 20" in height when fully grown. Personal assistance dogs are exempted from this restriction. Dogs/cats must be spayed/neutered and not create a disturbance for neighbors. Pets must be examined and vaccinated by a veterinarian at least yearly.

Veterinary records must be kept by the pet owner and available to the Housing Manager. Resident agrees to provide proof of inoculations annually.

Any damage caused by the pet will be the responsibility of the owner. Pet owners must make arrangements for the care of their pets, including a boarding kennel, in the event they will be away or are no longer able to care for them.

Management reserves the right to require the pet owner to find another home for their pet if any of the following occur:

- Resident is unable to provide adequate care
- Pet becomes safety issue
- Resident fails to abide by agreed upon policy

There will be an initial move-in fee of \$400 charged for pets and an annual fee of \$200.



## **Dogs**

Dogs must be housebroken, not aggressive, and not be destructive to the facility. Dogs are not allowed in common areas except as an egress. When exercising the animal outdoors, please use the areas behind the apartments and garages. Residents must clean up after the animal immediately. Dogs must be controlled by a short leash when in the buildings and in the control of the owners when outdoors. When using the elevators, dogs must be placed next to the wall with the owner providing a barrier between the dog and the other persons on the elevator.

## **Cats**

Cats must be litter trained, quiet and not destructive to community property. Cats must be controlled by an animal carrier or leash when out of the apartment. Litter must be kept clean, free of odors and disposed of by placing in a plastic bag, secured, and placed into the trash.

## **Birds**

Birds must be quiet and not destructive to the facility.

## **Podiatrist**

Call 330.666.6801 to schedule an appointment with Dr. Shane.

## **Safety/Security Monitoring (Flipper)**

This system is to ensure you are safe within your apartment and requires very little in order for you to participate. The only thing you will need to do is open your door and then close it again before 10 a.m. daily.

There will be a small piece of wood installed at the top of your door frame that will serve as a notification system. Security will move the “flipper” into the “up” position at midnight nightly.

Before 10 each morning, you will need to simply open your apartment door and then close it. Staff members will then make rounds and ensure that all flippers have fallen. If the flipper has not fallen, we will knock on the door to check on your well-being.

You have the option to “opt out” of this system. If you opt out of this program, a small sticker will be placed on the flipper to indicate this choice.

## **Storage**

Each apartment will be assigned one storage area in the basement of the apartments. You will receive a padlock and key for this storage unit.

Please make sure no objects are sitting directly on the floor, but are wrapped in plastic or off the floor entirely to protect your belongings.



## **Transportation**

For your convenience, Ohio Living Rockynol provides scheduled transportation services routinely for residents in accordance with our monthly schedule. If you desire transportation to destinations not included on the scheduled routes, you may request to have it scheduled. Contact the transportation coordinator at 330.867.2150, ext. 221. All requests will be filled on a first-come, first-served basis.

Residents do need to be independently mobile to use this service or have someone accompany them for assistance. Although drivers can provide limited assistance, they cannot leave vehicles unattended at pick up or drop off points. Please notify our transportation coordinator in advance if you need a companion and/or assistance. Transportation does not schedule aides if needed for an appointment.

## **Scheduling**

Although we will always try to be flexible with scheduling appointments and transportation, conflicts may sometimes arise.

In order to minimize potential scheduling conflicts, we ask that all residents and/or their family member arrange transportation as far in advance as possible, but no later than 24 hours prior to the scheduled appointment. In the event you need to cancel or reschedule an appointment, please notify the transportation coordinator as far in advance as possible.

*To schedule transportation:*

- Call the transportation coordinator at 330.867.2150, ext. 221.
- Meet the driver in the front lobby at your scheduled pick up time.

*Medical transportation includes the following:*

- Physician's offices, dentist and eye doctors.
- Hospital, rehabilitation centers.
- Dialysis center and chemotherapy treatment.

## **Medical Emergencies**

Ohio Living Rockynol does not provide transportation services under the following circumstances:

- Medical emergencies – when a person's health is in serious danger and an ambulance is the only safe way to transport
- You are confined to your bed (unable to get up from bed without help, unable to walk, and unable to sit in a chair or wheelchair)
- You need vital medical services during your trip that are only available in an ambulance, such as administration of medications or monitoring of vital functions.

### *Scheduled Routes*

For your convenience, Ohio Living Rockynol runs regularly scheduled routes every Monday, Wednesday and Friday for banking, groceries and other shopping needs.

Schedule #1 – Departs at 9:45 a.m. and returns at approximately 10:45 a.m.; sign-up at the front desk before 9:30 a.m. Stops include Acme #1, Gabriel's or Big Lots, Key Bank, US Bank, PNC Bank and First Merit Bank.

Schedule #2 – Departs at 12:45 p.m. and returns at approximately 1:45 p.m.; sign-up at the front desk before 12:30 p.m. Stops include Fairlawn Towne Center, CVS, Target, Acme #1, Ohio Savings Bank and Giant Eagle.

Schedule #3 – Departs at 12:45 p.m. and returns at approximately 2 p.m.; sign-up at the front desk before 12:30 p.m. Stops include Walmart (Rosemont Commons) Giant Eagle and Aldi's.

### **Worship Service Transportation**

Transportation is provided every Sunday to and from local worship services in the Akron area. See the activity calendar for specific times and churches.

### **Medical Transportation**

Transportation is offered Monday through Friday between the hours of 8 a.m. and 3 p.m. for all routine medical appointments. Last scheduled appointment is at 2:30 pm.

Ohio Living Rockynol provides complimentary transportation for medical appointments 15 times per calendar year within Zones 1 & 2. Please refer to the schedule at the end of this section for all additional transportation costs. Any unused medical appointments are not transferable among residents and not carried over from year to year.

Except for emergent medical needs, transportation is arranged on a first-come, first served basis and all scheduling must be at least one (1) day prior to your appointment.

### **Transportation Fees**

See your handout for fees per Zone.

### *Group Outings*

Ohio Living Rockynol Resident \_\_\_\_\_ \$3 per trip local/\$5 per trip not local

Non-Resident \_\_\_\_\_ \$5 per trip

## **Trash Collection and Recycling**

Recycling containers are in the trash rooms located near the center stairwell on each floor.

Please remember:

- Please - no food waste in the recycle bins
- No liquids in the garbage chute
- All trash must be tied in plastic bags

## **Voter Registration**

You may re-register to vote after moving to Ohio Living Rockynol. In your welcome packet, you received a Voter Registration and Information Update Form. After completion, this form should be mailed to the address on the back of the form.

## **Worship**

Transportation to and from select local worship services are available on Sundays. Please see the “Transportation” section of this book or the front desk for details.

Ohio Living Rockynol also offers a variety of spiritual opportunities here on campus, including nondenominational and Catholic services in the Myrna and Hugh Porter Chapel, as well as weekly fellowship and Bible Study Groups. See monthly newsletter and calendar for detailed scheduled and special events.

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**  
Rockynol

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**FAITH + COMPASSION + COMMUNITY**

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[ohioliving.org](http://ohioliving.org)

