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BOARD OF TRUSTEES

La Posada is governed by a local Board of six to nine Trustees, whose members are primarily from Green Valley and the surrounding areas. The board is structured as a policy governance board, rather than an operational board. While the board has a disciplined approach to monitoring the oversight of the La Posada organization, it does not spend its time on operational details. Its primary roles are to hire, evaluate, and, if needed, fire the CEO; identify and ensure that needs and expectations of those we serve are being met; promote the La Posada mission in the larger community; oversee at a high level the fiscal health of the organization (including oversight of investments); and ensure appropriate strategic and financial planning for the future.

The policy governance approach believes that there is no constituency representation and that every board member is to represent all who are served without any personal agenda. Based on this philosophy, there are no residents serving on the board; although the board does meet with the Resident Council of La Posada twice a year and engages the general resident population for interaction on a regular basis.

ACCREDITATION

La Posada was the first continuing care retirement community in the state of Arizona to be nationally accredited (2003). This means that an outside agency has evaluated La Posada against an extensive set of standards and given us a seal of approval. This includes reviewing strategic and financial planning, as well as operational and financial policies and procedures. La Posada also provides to the accreditors an annual copy of its audit and a summary of any significant changes during the year.

We believe that accreditation gives our residents an added sense of security and comfort about the well being and quality of La Posada.

DINING SERVICES

One of the pleasures of living at La Posada is the opportunity to enjoy dining in one of the beautifully appointed dining rooms on campus. Residents are encouraged to dine in all of our dining rooms, The View at La Vista, The Pearl at La Perla, La Joya's dining room (please call ahead if large party) and our reservation-only fine dining room, The Continental. The following is an overview of our dining offerings, services, contacts, and guidelines.

OVERVIEW

We are proud of the quality of food and service provided at La Posada. Our chef team rivals those found at exclusive resorts in its passion for quality, culinary knowledge, and a wide range of experience. La Posada's culinary team focuses on preparing outstanding consistent meals with an extensive variety to satisfy our many residents.

Our service staff truly cares about our residents. La Posada enables our servers to get to know the residents' preference in order to anticipate their needs. Our service staff could be any age from a high school student to a recent retiree. We utilize every opportunity to train and develop our service staff to meet our quality of service standards.

We know that our residents have high expectations of our dining program and share those expectations with our culinary and service teams. We challenge them daily to exceed our residents' expectations with something as simple as an attractive garnish, to special events where we pull out all the stops with presentations and service.

We encourage residents to dine in all of our dining rooms as each has its special ambience and view and in doing so there are more opportunities to meet fellow residents.

MEAL CREDITS

At the time of move-in, residents contract for either one-meal-per-day credits or 20 meal credits per month.

Residents are divided into three groups based on last name as follows:

A-G: Quarterly Periods: Jan. 1-March 31; Apr. 1-June 30; July 1-Sept 30; Oct 1-Dec 31
H-N: Quarterly Periods: Feb 1-Apr. 30; May 1-July 31; Aug. 1-Oct. 31; Nov. 1-Jan 31
O-Z: Quarterly Periods: March 1-May 31; June 1-Aug 31; Sept 1-Nov. 30; Dec 1-Feb 28/29

Note: For those residents in the same home with different last names, the quarterly period will be determined by the resident's last name that comes first in the alphabet.

Credits for the quarter will be based on each resident's individual plan (i.e. one per day, 20 per month, etc.) This system will allow residents to use the credits earned during their quarter whenever they like. Unused credits at the end of the quarter will be lost and cannot be carried over.

Residents may alter their meal plan from one-meal-per-day to 10 or 20 meals per month one time per year by signing a form (available upon request). This form goes to Finance and will result in a change in the monthly service fee for the following twelve months.

Meal credits may be used for breakfast, lunch, dinner, Sunday Brunch, and Sunday Evening Buffet. In The View and The Pearl, some meals are one credit and some are assigned 1.5 credits (to provide additional desired entrée options.) In our reservation-only dining room, The Continental, meal credits range from one credit to two credits and additional appetizers and desserts are available for added credits. Residents using credits for guests at Sunday Brunch and Holiday meals may have an additional charge at the published rate per the current Extra Service Charges sheet for those guests over the age of 7 years.

If residents want to know the number of meals used during the month, they can ask the dining room supervisor or staff at the podium in the dining rooms. If residents use more than their allotted credits during the month, for themselves or for guests, the additional meals will be charged at the rate defined in the Extra Service Charges, updated annually in January and distributed to all residents.

Meal credits cannot be transferred to another resident nor can they be used to pay for another La Posada resident's meal except for spouses in the same household.

“LITE MEAL” SELECTION DINING

During lunch and dinner meal service, residents may opt to partake in the ~~lite~~ meal+selection. This meal is charged as three-quarters (3/4) of a meal credit. Residents enjoying the ~~lite~~ meal+will dine solely from the soup/salad/fruit//bread

buffet while enjoying a glass of house wine or a non-alcoholic beverage of your choice, as well as dessert. (Note: lite meals are not available in The Continental.)

DINING ROOM HOURS OF SERVICE

Below is a summary of the hours residents will be seated for meal service on each day in the dining rooms.

THE VIEW

Breakfast

Alternates between The View and The Pearl every three months

(See reminder on activity calendar.)

Monday - Sunday: 7:30 a.m. - 9:00 a.m.* **(Casual attire is permitted.)**

A selection of your favorite breakfast items served with full table service. (A la carte)

All Day Dinner Dining

Monday - Saturday: 11:30 a.m. - 3:30 p.m.* **(Casual attire is permitted.)**

Monday - Saturday: 4:30 p.m. - 7 p.m.* **(Dress code attire is required)**

The daily dinner menu is offered all day including the soup/salad/fruit/bread buffet.

Sunday Brunch

Sunday: 10:30 a.m. - 1:30 p.m.* **(Dress code attire is required)**

A sumptuous buffet of favorite brunch entrees including a Chef's carving station, salad and fruit bar, dessert table, including breakfast items and more. A glass of house champagne, wine, or beer is included.

Sunday Evening Buffet

Alternates between The View and The Pearl every three months

(See reminder on activity calendar)

Sunday 1:30pm . 5:30pm* **(Casual attire is permitted.)**

THE PEARL

Breakfast

Alternates between The Pearl and The View every three months.

(See reminder on activity calendar)

Monday - Sunday: 7:30 a.m. - 9:00 a.m.* **(Casual attire is permitted.)**

A selection of your favorite breakfast items served with full table service. (A la carte)

Lunch

Monday - Saturday: 11:30 a.m. - 3:30 p.m.* **(Casual attire is permitted.)**

The daily lunch menu with full table service.

Dinner

Monday - Saturday: 4:30 a.m. - 7 p.m.* **(Dress code attire is required)**

The daily dinner menu, restaurant-style, plus the soup/salad/fruit/bread buffet, with full table service.

Sunday Brunch

Sunday: 10:30 a.m. - 1:30 p.m.* **(Dress code attire is required)**

A sumptuous buffet of favorite brunch entrees including a Chef's carving station, salad and fruit bar, dessert table, including breakfast items and more. A glass of house champagne, wine, or beer is included.

Sunday Evening Buffet

Alternates between The Pearl and The View every three months.

(See reminder on activity calendar)

Sunday 1:30 p.m. . 5:30 p.m.* **(Casual attire is permitted.)**

This evening buffet typically includes the Sunday Brunch menu selections.

THE CONTINENTAL

Dinner only is served Tuesday through Saturday evenings starting at 5:00pm with the last seating at 7:30pm. **Seating is by reservation only.** (The Continental may be closed for special occasions such as anniversary and birthday dinners or holidays.)

*** Please note that the times listed for each dining room are the seating times.**

SEATING

Seating in The View and The Pearl is generally on a first come first served basis and we encourage our residents to meet and dine with other residents, although this is not required. In The Continental seating is by reservation only.

RESERVATION POLICY

For The View and The Pearl, we require reservations for groups of 5 to 8 people for brunch, lunch, or dinner in both main dining rooms. Residents may feel free to make reservations for any size table they wish, but no resident may routinely claim

a table as theirs every day. We ask for 24 hours advance notice for parties of 5 to 8. Please include the date, time, number of people, the name of the host/hostess, and your apartment or home number in your reservation. You will receive a confirmation in your in-house mailbox (behind the front desk). The reservation extensions are:

The View: Ext. 4061

The Pearl: Ext. 6611

For The Continental, seating is by reservation only and reservations are accepted, space permitting, until 3:00 pm every day except Sundays and Mondays. Reservations allow for parties of a maximum of eight (8). Reservations are confirmed by phone.

The Continental: Ext. 7777

Off Campus 520-393-6650

THE VIEW AND THE PEARL MENU

Breakfast: Breakfast alternates between The Pearl and The View every three months. (Check the monthly activity calendar or with the Front Desk staff)

Breakfast is served daily ~~à~~ la carte in the Dining Rooms from 7:30 a.m. - 9:00 a.m. Favorite breakfast items are available. A full breakfast which includes items cooked from the kitchen is counted as three-quarters (3/4) of a meal credit against your monthly total. A cold breakfast which includes only items from the fruit and bread buffet is counted as half (1/2) of a meal credit. Should residents wish to eat breakfast in addition to their allotted monthly meal credits, they will be charged on their monthly statement at the rate published in the annual Extra Service Charges sheet each January.

Lunch: Our lunch menu is served only at The Pearl Dining Room from 11:30 a.m. - 3:30 p.m. daily, Monday through Saturday. This menu offers a selection of sandwiches, lighter fare, recognized favorites like spaghetti and meatballs, and entrees like grilled salmon. The soup/salad/fruit buffet is available as a starter. (We offer a glass of house wine or beer at brunch, lunch, or dinner). A selection of desserts is available to complete your meal. Menu items are rotated approximately every seven weeks. The View at La Vista offers the dinner menu for both lunch and dinner.

Dinner: The dinner menu is a restaurant style menu with a range of options including entree salads, pasta dishes, grilled meats, and seafood as well as

Americana comfort foods such as pot roast and meatloaf. Menu items are rotated approximately every six weeks. The soup/salad/fruit/bread buffet and a wide range of desserts accompany your dinner menu. Periodically our culinary team will perform a "Chef's Dinner", where a special themed gourmet meal is prepared at an additional charge. The Dinner Menu is served Monday through Saturday as follows:

**The View Dining Room: 11:30 a.m. - 3:30 p.m. and again from
4:30 p.m. - 7:00 p.m.**

The Pearl Dining Room: 4:30 p.m. - 7:00 p.m.

(A glass of house wine or beer is included at brunch, lunch, or dinner. Additional glasses of wine are available for an extra charge. La Posada reserves the right to decline requests at its discretion.)

THE CONTINENTAL MENU

Serving dinner only, The Continental offers upscale dining in an elegant setting. Menu items range from lamb chops, filet mignon, crab stuffed shrimp to desserts made fresh daily and finishing with La Posada Coffee Service. Some of the menu items change approximately four times per year. Menu items range from one meal credit to two meal credits depending on selection.

NO TIPPING POLICY

In keeping with La Posada's campus-wide policy, no tipping is permitted including in the dining rooms. We believe in the teamwork philosophy and that no one person is responsible for your service. Rather, it takes a team of individuals from all departments to provide you with consistent, excellent service that you receive on a daily basis. You may show your appreciation by filling out a "You're a Star" card" for staff whose service pleases you. These cards are available at the front desks along with lists of staff names by departments. Additionally, you are encouraged to give us your feedback about the meal and service with the comment cards found at your dining table. All comment cards are viewed promptly by a member of the Resident Council Dining Services Committee and by the Director of Dining Services.

GUEST MEALS

We hope our residents will feel proud of their dining options and we encourage residents to invite family and friends to enjoy dining with you. Residents have the freedom to use their allotted meal credits for this purpose. If a resident has depleted their allotted meal credits for the month, the resident will be billed any extra meals on their next monthly bill at the published rate. (Note: some meals are charged more than one meal credit as noted on the menu)

Guests may only dine in one of the La Posada dining rooms when accompanied by the resident who is covering the cost of the meal. The only exception is when immediate family members are staying in the resident's home while the resident is in the hospital or after the resident has passed away.

There is no charge for children under the age of 7 years at any meal, but residents do need to account for them when making reservations if they require a seat at the table. Please advise us when a highchair is needed.

“GOURMET-TO-GO”

Our Gourmet-to-Go program is designed to allow residents the option to occasionally order and pick up their meals to take back to their own residence to eat. Residents may choose from any of the daily menu options available at the main Dining Room where you are ordering.

Since we believe that the dining experience at La Posada is a large part of residents' socialization and overall wellness, we ask that this not become your preferred method of dining.

Residents are asked to call as far in advance as possible to place their orders to go but at least 30 minutes should be allowed for a meal to be prepared and packaged. Once the meal is ready, you will be notified that your order is ready to be picked up at the hostess podium at The View or at the Gourmet-to-Go window at La Perla.

Residents are only allowed one Gourmet-to-Go meal per resident, plus guest(s) staying in their home (if applicable) on any given day. Gourmet-to-Go is not available on Sundays and is not intended to be used as a catering option.

ROOM TRAYS

Room trays are intended to accommodate **short-term illness** and are not intended to become a preferred method of dining. Charges are applicable for room tray services and will be charged at the published rate as indicated on the annual Extra Service Charges sheet published each January. Please call the preferred Gourmet-to-Go telephone number if you are ill and require delivery.

In order for our dining team to provide a high quality of food and timely delivery, **orders from The View must be placed between 11:00a.m-12:00p.m for lunch and between 2:00 p.m. – 4:00 p.m. for dinner service.** Deliveries to residents will occur between 1:00 p.m. . 1:30 p.m. for lunch trays and between 4:45 p.m. . 5:30 p.m. for dinner trays. **Orders from The Pearl must be placed between 11:00 a.m. - 12:00 noon for lunch, and between 4:30 p.m. - 5:00 p.m. for dinner service.** Deliveries to your residence will occur between 12:30 p.m. - 1:00 p.m. for lunch trays and from 5:30 p.m. - 6:00 p.m. for dinner trays. **Please note:** all delivery times are approximate and are based on the demands placed on the Dining Services staff in the dining rooms.

Room Tray Order:

The View Dining Room: Ext. 4034

The Pearl Dining Room: Ext. 6528

FOOD PREPARATION

All food served at La Posada is strictly controlled and monitored for safety and freshness from the supplier to the table. Our culinary team adds only limited amounts of salt to our preparations when absolutely necessary. Some of our soup bases that we purchase do have salt in them. We do not add any monosodium glutamate (MSG) to our preparations. In addition, we make every attempt to source products that are free of MSG and trans-fatty acids. Residents with special dietary concerns may talk with our Chef to assist them in selecting the best choices from our menu. In addition, nutritional information is available for all menu items in the La Vista and La Perla libraries. Residents can request that entrees be cooked or served without sauces, gravies or breading to meet specific dietary needs as well. Although we will make every attempt La Posada cannot tailor its menu to every specific dietary requirement or preference a resident may have.

La Posada's Resident Council has a Resident Dining Services Committee. This Committee provides feedback and general guidance to the Dining Services management team.

GENERAL POLICIES

DRESS CODE

In keeping with the environment of the La Posada Dining Rooms, general dress codes have been established by the Resident Council in cooperation with management. Casual attire is allowed in both main dining rooms before 3:30 p.m., Monday through Saturday. Walking length shorts and presentable jeans are acceptable during the casual dining hours year round on these days except for special holiday meals or special events. Apparel not permitted at any time includes bathing suits or cover-ups, short shorts, tank or halter tops, or rubber flip flops. Residents enjoying Sunday Evening Buffet at The View or The Pearl may also dress casually.

The year round dress code for dining after 4:30 p.m., Sunday Brunch and holidays in The Pearl and The View Dining Rooms shall be dresses, skirts or nice slacks or dress capris for ladies and dress slacks and collared shirts for men, with jackets optional. As a clarification, jeans are not considered nice slacks+for this definition.

The dress code for The Continental year round shall be dresses, skirts or nice slacks for ladies and jackets with nice slacks and collared shirts required for men.

Guests twelve years of age and older are required to adhere to the adult dress code.

We strive to provide a pleasing and classy dining environment at La Posada. We ask that all residents adhere to the dress code guidelines as a courtesy to be extended to your fellow residents. Please also follow the spirit of these guidelines and ensure that your apparel is appropriate.

Please inform invited guests of our dress code guidelines when extending invitations to dine at La Posada to avoid a potentially embarrassing situation of our having to ask someone to change into appropriate dress, or deny them entrance into one of our dining rooms. **It is the residents' responsibility to remind their guests of the restrictions and requirements of the dress code.**

We also know that some of your invited guests who are children can be dedicated fans of their favorite musical groups or sports teams; but during evening meals, Sunday Brunch, holiday meals, and special events, we ask that they dress accordingly and relinquish this type of clothing. Children twelve years of age and older are expected to adhere to the adult dress code.

DRESS CODE IN PRIVATE DINING ROOMS

When residents arrange for a private party and are hosting it in one of our private dining rooms, it is up to them as the host to determine the dress code. The La Posada dress code does not apply. One exception however, is the Laguna Room, the small private dining room within The Pearl. As guests will be walking through the regular dining room and potentially using the salad bar, the dress code will apply to events in this private dining room.

WALKERS, WHEELCHAIRS, CANES, AND MOTORIZED VEHICLES

La Posada would like to maintain resident and staff safety in our dining rooms, but we realize that some residents require mobility assistive devices. In the interest of safety for serving staff, residents, and guests, we ask that any resident in a motorized vehicle/wheelchair who is able to transfer to a dining chair, do so and allow our valet service to store the motorized vehicle/wheelchair while the resident is dining.

Likewise, residents who need a walker or a cane to get to their dining table may do so and our staff will remove the device during the meal. This will help to prevent accidents due to tripping or falling over a wheelchair or walker left where it is not expected as well as allow for safe evacuation in the event of an emergency. Canes may be stored at the table provided they are kept well out of the way of servers and guests. A resident who is unable to get to the salad bar without an assistive device will be accommodated by a server who will be pleased to bring you the desired food from the soup/salad/fruit/bread buffet to you. A listing of items on the salad bar is available from your server. No walkers, wheelchairs or motorized vehicles may be used at the salad bar for safety reasons.

All motorized vehicles/wheelchairs will be parked in designated areas. If needed, wheelchairs and walkers are available for residents who need them to get into the dining room and to their table. If a resident needs help maneuvering a wheelchair, staff is more than willing to assist you.

COURTESIES

We strive to provide excellent meals and stellar service on a daily basis. We realize from time to time, despite our best efforts, we may not meet your expectations for food and/or service quality. Our service staff is trained to take all steps necessary to satisfy your concerns. If at any time you are not pleased with the meal you are served, please notify your server and they will be happy to provide you with an alternate choice from our daily menu. Should you feel that the service is not meeting your expectations, please ask to speak with the supervisor or manager to voice your concerns. We desire to maintain an environment where our staff and residents are treated with respect and courtesy and would appreciate your help in this regard.

Residents should not address other residents or guests of residents regarding dress code violations. Please bring your concerns to the dining room supervisor or manager.

One glass of house wine or beer is included per meal. Bottles of premium are offered at an additional charge. Additional glasses of La Posada house wine are also offered for an extra charge.

In order to maintain compliance with the department of health guidelines, residents are to pick up any food from the buffets with utensils provided and avoid using their fingers.

REMOVAL OF FOOD FROM THE DINING ROOM

Our monthly service fees are based on the allowed number of meals in residents' collective meal credit system. In order to maintain reasonable monthly service fees, we have policies regarding taking food from the dining room:

1. One small box may be requested from your server to take home unfinished food from your plate that we have served you.
2. Residents may not take home food from the soup/salad/fruit/bread buffet.
3. No take out boxes are allowed for buffet dinner, Sunday Brunch, holiday meals, or special events that are buffets.
4. No food may be taken from the dining room in your own containers or bags. This is a food safety issue.

ADDITIONAL EVENTS

BIRTHDAY DINNER

Each month we celebrate the birthdays of our residents for that month with a special dinner. Residents may bring their spouse or one guest to this special occasion meal. If you have additional family members staying with you during this time, they are welcome to attend also, space permitting. Please contact our Catering Manager, if you wish to bring guests. Birthday Dinners will be applied to your individual resident meal credits along with those of any guests dining with you.

The Birthday Dinner is presented in the Madera Room at La Vista or the El Dorado Room at La Perla on alternating months as announced. Reservations and confirmations are taken through the Catering Department. Management reserves the right to make a change in location if deemed necessary.

SOCIAL HOURS

All residents are invited to a monthly social hour held in the Madera Room at La Vista and the El Dorado, Apache, and Mojave Rooms at La Perla. The Social Hour is a great opportunity for our residents to meet their neighbors or catch up on the month's events. This event includes an open bar, soft drinks, and special appetizers prepared by our culinary team. There is no charge for the social hour.

HOLIDAY AND THEME MEALS

The Dining Services Department strives to make each holiday special and to infuse creative and fun events periodically throughout the year. Details for these events will be communicated through the use of the in-house TV and through memos and flyers placed in your in-house mailbox. Reservations for seating times and guests are required. Meal credits are charged for most of these meals.

CATERING

La Posada is pleased to offer versatile and creative catering services for special occasions through the talented Dining Services Department. The timing and scheduling of catered events is done in a manner that creates the least disruption to resident dining. If residents plan to have nine (9) or more guests, it will then be considered a catered event. Each of the designated Private Dining Rooms can accommodate these special events upon request. Small groups of eight (8) or less

can be accommodated in the La Vista or La Perla main dining rooms (subject to seating availability).

The following is a synopsis of seating capacities in each of the Private Dining Rooms and Meeting Rooms at La Vista and La Perla:

Room	Maximum Capacity
The Madera Room at La Vista	80
The Private Dining Rooms at La Vista	32
The El Dorado Room at La Perla	72
The Private Dining Rooms at La Perla:	
Apache Room	18
Mojave Room	18
Laguna Room (Inside the La Perla Dining Room)	10

Our catering menu is available upon request, in addition to La Posada's lunch and dinner menus, or you can invite our chefs to create a special menu for your event. Charges for catered events are based upon menu selection and/or services provided. All room reservations for catered events can be scheduled by dialing the **Catering office at Ext. 6523**. Catering arrangements and room reservations should be made at least 14 days in advance.

Our specialized catering services can be provided for any outside groups who are guests of La Posada residents (sponsors), or residents wishing to entertain a group privately. These groups are served separately in one of the many private dining areas. We offer services ranging from full waited service to a self-service buffet with professional servers. Sponsored groups are not allowed to bring in food from an outside restaurant or catering service.

Resident potlucks are permitted and catering services can be provided for these events if needed. Any charges will be dependent upon the catering or setup services you request.

The use of outside catering (including orders from Posada Java) is not permitted in our common area rooms and facilities.

PRIVATE DINING ROOMS

La Vista and La Perla have several Private Dining Rooms. They vary in size to fit a variety of catering and meeting needs. La Vista has two Private Dining Rooms

located on the third floor; the Madera Room and the Private Dining Room. La Perla has three Private Dining Rooms; the El Dorado, Apache and Mojave Rooms located on the second floor. The Laguna Room is located within the main dining room at La Perla. La Vista and La Perla also have other smaller rooms that may be used for private dining, social events or meetings. All rooms are subject to availability.

Our Private Dining Rooms are perfect to celebrate that special birthday, memorable anniversary, wedding reception, seasonal group meeting and luncheon or to have a fun get-together with family and friends. Our dining services team promises to provide you with a timeless event to remember.

EMPLOYEES

There are over 560 employees working on the La Posada campus, serving residents of the La Perla and La Vista Apartments, Garden Homes, Park Centre Homes, Assisted Living and Memory Care Center. Due to the number of employees and the nature of our business, we ask that you refrain from tipping or offering gifts of monetary value to employees. Employees know that they are not allowed to accept such gratuities and are aware that it could be grounds for dismissal.

Employees of La Posada have a generous package of benefits (full time vs. part time varies) available to them that includes: health insurance, dental insurance, life insurance, vision insurance, counseling services, short-term disability, a 401(k) plan with employer matching funds, and PTO (paid time off). This is not an all inclusive list as there are many more benefits for staff. PTO can be used at their discretion for vacations, sick days and personal time off. There is also an Employee Scholarship Program, driven by residents, that provides generous monetary assistance for professional and personal development through education, and a loan program to help them in an emergency.

Every employee participates in a facility-wide orientation as well as specialized training in their particular job. In-service sessions are conducted regularly and frequently to ensure our employees have the latest and most up-to-date information in order to better serve our residents. Our staff understands the importance of working together and supporting each other and practicing the campus mission and values in interactions with each other and residents.

Most residents would like to be able to show appreciation to La Posada employees for outstanding service. There are several programs in place to help you do that:

"YOU'RE A STAR" PROGRAM

This program has at its roots the concept of the "one-minute manager" philosophy. This concept believes in catching or observing people doing things right and recognizing them for it as a way to reinforce more of the same behavior. La Posada has used this program for many years and has found it to be an excellent staff motivator and critical to our culture of looking for and reinforcing the positive

over the negative. Employees may redeem a predetermined number of Star Cards for different types of awards ranging from cash up to a paid day off.

We have encountered very few abuses with the program over the years and have found that it builds a positive relationship between employee and resident and between employees, as they show appreciation for each other's efforts through this program. We have an audit process through our Human Resources department that evaluates the cards to determine if what is written meets the criteria and to ensure that the guidelines are being followed.

WHAT ARE THE CRITERIA?

The cards can be used to let an employee know you appreciate what they've done to serve you or that you feel you were well taken care of. You are the judge, so there is subjectivity involved. We want to avoid cards that simply recognize when someone "smiled" or was "friendly." We'd like you to be specific about an action that is praiseworthy as this reinforces the excellent service all staff strives to provide.

WHAT ARE THE GUIDELINES?

The cards must be complete with your name and the employee's name. They should be placed in the specifically marked box at the front desk . not given to the employee.

It is not permitted for the employee to ask you to fill out a card for them or to hand out cards to you. Cards are available at both front desks and outside the dining rooms.

Human Resources, after receiving and auditing the cards, will, if requested, cut the residents name off of the card. The employee will then receive the card with his or her paycheck, and the words of praise will be conveyed, but may or may not be associated with a particular resident.

Please continue to let our employees know when you are pleased with their efforts. This kind of praise goes a long way toward maintaining employee satisfaction, and happy employees provide better service to you and stay with the organization longer!

EMPLOYEE THRIFT STORE

Periodically, La Posada will conduct an employee sale (similar to a garage sale). If you have items that you would like to make available to our employees, you may donate them (tax deductible) and this allows all employees the same opportunity to benefit. If you give us a list of items you are donating, you will be provided with a letter from our Posada Life Foundation to be used for tax purposes.

This program was created because residents are not permitted to give gifts of any kind to our employees. Some residents inquired if there was a way for them to donate certain items they no longer wanted or needed to our employees; thus, the Employee Thrift Store was created. For small items, household items, clothing, etc., please dial the **Service Center at "0"** and request a pick-up.

EMPLOYEE PERSONNEL ISSUES

As with most organizations, La Posada has a policy not to discuss employee personnel issues, including terminations. This is to protect employee confidentiality, and to protect La Posada legally. We recognize that our residents often have close relationships with our employees, and that when an employee leaves, there are questions as to why it was necessary. Please know that, if anything, La Posada errs on the side of giving employees multiple chances to correct behavior. However, we will act swiftly to protect our culture of honesty and integrity. We require that our employees be competent, adhere to our values as a company, and be trustworthy. We ask that you give La Posada the benefit of the doubt when you hear rumors, or possibly one side of a story, and realize that we are not at liberty to correct with facts we have at hand.

FINANCE

BILLING

Your monthly statement is sent the 3rd business day of the month, dated the first of the month and due upon receipt within the month. This statement reflects the monthly service fees and credits for the current month as well as billing for the previous months extra service charges and credits. All extra service charges are outlined on the %Extra Service Charges+sheet as part of your Resident Manual.

If you have any questions regarding your monthly billing, call **Ext. 8390**.

DAILY ABSENCE SERVICE CREDIT

There have been many questions about the credit you receive when you are away from La Posada for an extended period of time.

The policy for receiving an absence service credit is as follows:

If the resident is absent due to medical necessity and is in the hospital, Skilled Nursing or La Hacienda, the resident will receive a Medical Absence Credit for the amount of days in the prior month they were away from their residence.

If the absence is NOT due to medical necessity then the Resident must be absent at least 30 consecutive days to qualify. After 30 days, if you are back for less than 5 days and leave again, you do not need to re-qualify. It will be considered one continuous absence.

Please understand, this is not a meal credit ò it is an absence credit and is only applicable if you are absent from the campus. There is no meal credit that is given for not utilizing the dining facilities. As an example, being absent for 24 days and not eating at La Posada for 6 more days, does not qualify for receiving the absence service credit.

There are no credits in the event the resident eats fewer meals than allowed by his/her plan.

The amount of the absence credit is set in management's annual rate review meetings and has been established as an accommodation to residents. The credit amount is solely at management's discretion and not a contractual obligation.

Please do your part and let the front desk know when you leave, when you are expected to return and when you have returned. If you will be out for 30 or more consecutive days, let the front desk know that you are going on a leave of absence (not a vacation) and when you are expected back.

This credit is a courtesy benefit by La Posada. If you still have questions about the absence service credit, you may call **Accounting at Ext. 8390**.

INSURANCE QUESTIONS

La Posada carries property and casualty insurance on all buildings, property and service facilities.

It is required in the resident agreement that residents carry sufficient personal property insurance (i.e. Renter's Insurance) to cover loss or damage to contents and personal belongings, (i.e. furniture, jewelry, etc.) Residents might consider liability and medical payment coverage in the event someone is injured in the resident's home.

It is recommended that pet owners carry a minimum of \$100,000 liability insurance.

REFERRALS

Many of our new La Posada residents come from current resident referrals, so we have a program to say thank you for your support! A \$1,000 referral bonus (paid as a deduction off your monthly invoice once the new resident has moved in and paid their 1st Monthly Service Fee) will be paid to a La Posada current resident, if **identified in writing by the new incoming resident(s)** at the time they sign their contract. This written identification will be necessary to trigger your referral bonus. In the contract process, we will request the name of the resident that was most influential in their decision to join our community.

HOUSEKEEPING

La Posada residents receive housekeeping as part of the services included in their monthly service fees. Residents living in La Perla and La Vista Apartments have housekeeping services every week and residents living in Garden Homes and Park Centre Homes every other week. Additional services (see "Extra Service Charges+list) can be provided and billed to you on your monthly statement. Simply call the **Housekeeping Supervisor at Ext. 8128** for assistance.

At La Posada, housekeepers work in teams of two, which allows the team to complete housekeeping tasks in a timely fashion with less inconvenience for residents. The team approach is also an advantage to our residents in that there are two people familiar with each apartment as well as your special concerns. In addition, if one member of the team is ill or enjoying vacation time, one-half of the team is still available that would be familiar with your needs.

Within a few days after you move in, the Housekeeping Supervisor or a housekeeping team will stop by and present you with a housekeeping checklist which will inform you of the day and time of your regular cleaning and what can be expected for customary care. You will also receive a mesh bag for your laundry (see "Laundry Service") as well as a "Permission to Enter" form that alerts the Housekeeping Department of your wishes should you not be present.

Housekeepers will bring the essential cleaning supplies necessary to clean your home. If you prefer to provide your own cleaning products, the housekeepers will be happy to use them. Housekeeping does not supply the residents with trash liners, toilet paper, soaps/detergents, facial tissue or insecticides.

WEEKLY/BI-WEEKLY HOUSEKEEPING LIST

We are providing you with this Housekeeping checklist so that you can see what you may expect for Housekeeping services. If you require any special services or have any further questions on services or scheduling, please contact the Housekeeping Supervisor at **Ext. 8128**. Please place your mesh laundry bag with sheets and towels outside your door the morning of your scheduled cleaning day no later than 9:00 a.m.

CLEANING SHALL INCLUDE, BUT NOT BE LIMITED TO:

- High dusting of all horizontal surfaces cleared of clutter above shoulder height.

- Dusting of all horizontal surfaces cleared of clutter at or below shoulder height.
- Damp wiping of all horizontal surfaces that are cleared of clutter.
- Damp wiping of all countertops, stovetops, and outside of stoves.
- Damp wiping of outsides of cabinets, and refrigerators.
- Sink cleaned, fixtures shined.
- **Spot** clean interior windows and mirrors.
- Clean window screens as needed.
- Spot clean doors and interior walls of any marks.
- Dusting window blinds and windowsills.
- Polishing of furniture as necessary.
- Change bed linens.
- Wash bathroom sink, bathtub, shower walls and shine all fixtures.
- Clean and disinfect toilet.
- Mop all tiled floors.
- Vacuum furniture as needed.
- Vacuum all carpets.
- Clean patio, patio glass (inside and out), and sliding door tracks.
- Remove cobwebs.
- Check / vacuum furnace room.

La Posada does not furnish trash liners, soaps, toilet tissue, paper towels, detergent for clothes washing, or insecticide to residents.

PERMISSION TO ENTER

If you plan to be out of your home on the day of your scheduled housekeeping service, please notify the La Posada Service Center or the Housekeeping Supervisor whether or not you wish to grant permission for the housekeepers to clean in your absence. On a daily basis, the Housekeeping department prints a copy of the "Status Change" report that contains information as input by the Front Desks. Each Housekeeping team looks for information that is pertinent to their cleaning schedules and honors what is input in the Housekeeping & Laundry "yes" or "no" fields. In the event that there is no information in these fields, Housekeeping will then rely on the information as given by the resident from the "Permission to Enter" form.

ANNUAL HOUSEKEEPING (CLEANING)

Annual cleaning of your home will be scheduled approximately one year from your move-in date. You may plan to leave your residence during annual cleaning. The Housekeeping Supervisor will contact you in advance of your annual cleaning, to notify you in advance of the date and time, note any items to avoid or pay special attention to during the cleaning session. Annual cleaning is quite extensive and includes moving and cleaning behind your kitchen appliances, uncomplicated moving of some furniture to clean behind/under, turning your mattress, cleaning your carpets and other more thorough cleaning tasks than your regular housekeeping service provides. At the end of the cleaning session, the Housekeeping Supervisor, or designee, will attempt to meet with you and perform an inspection of your home to ensure that the cleaning service has met your approval.

ANNUAL CLEANING SHALL INCLUDE, BUT NOT BE LIMITED TO:

- Thorough high and low dusting of all areas of the residence including:
- Window & door frames
- Plant holders & shelves (when residence is vacant).
- Picture frames
- Lampshades.
- Ceiling fans.
- Vent cleaning.
- Cleaning of light fixtures, diffusers & ceiling glass.
- Furniture dusting. Shampooing of furniture upholstery may be requested
- Uncomplicated moving of furniture to clean behind said furniture.
- Cleaning of any shelving after the resident has removed items, unless other arrangements have been made.
- Cleaning outside of any/all cabinetry. Inside cleaning of cabinetry is performed if resident removes items and replaces items, unless otherwise arranged.
- Cleaning of refrigerator exterior and door seals.
- Cleaning of stove inside and out.
- Cleaning of microwave inside and out.
- Cleaning of outside of dishwasher.
- Cleaning of sinks and countertops.
- Cleaning of shower and/or tub enclosures.
- Cleaning of mirrors and glass.
- Window cleaning inside and outside, only if on first floor. 2nd and 3rd floor outside window cleaning is performed by the Maintenance Department.
- Clean & vacuum furnace area.

- Clean and flush toilets.
- Wall spotting and/or cleaning.
- Wash baseboards and floors.
- Clean patio walls, doors, glass and screens.
- Clean sliding door tracks.
- Removal of cobwebs from screens, corners, patios, garages and anywhere found in the residence.
- Cleaning of window blinds and shutter doors.
- Sweep and hose down sidewalk and/or entryways.
- Sweep and clean main entry and porch.
- Change bedding and turn mattress.
- Launder sheets and towels as requested.
- Floors swept and mopped. Carpets vacuumed.
- Extract carpets.
- Sweep and clean garage.

ADDITIONAL SERVICES

The La Posada Housekeeping staff will make every attempt to honor your special requests and will do them on a time-available basis. If you would like additional housekeeping services or have a special project, you may call the La Posada **Service Center at "0"** or the Housekeeping Supervisor at **Ext. 8128**. There may be an extra service charge associated with your request and if so, you will be notified ahead of time.

The following services may be requested for an additional fee, or, assigned to a Housekeeper on an as-needed basis:

- Shampooing and/or extraction of carpets- including restorative care.
- Upholstery cleaning.
- Heavy furniture moving to facilitate cleaning.
- Cleaning of refrigerator interiors.
- Silver polishing.
- Complete washing of inside windows.
- Complete cleaning of doors, screens, and reachable outside windows.
- Specialty cleaning--such as knick-knacks and shelves they sit on, bookcase shelves, and/ or personal utensils (such as coffee pots, humidifiers, etc) not ordinarily assigned as routine cleaning.

LAUNDRY CARTS

We have laundry carts in the laundry areas as well as in the stairwells to be used as needed. You are welcome to use them, but we ask that you return them promptly so they will be available for others. If you find the laundry carts missing, please call **Ext. 8128**.

LAUNDRY ROOMS

Both apartment buildings have common area laundry rooms available to residents at no charge. Residents bring their own laundry supplies. An iron, ironing board, and large sink are also available for resident use.

La Vista laundry rooms are located on each floor, adjacent to the elevator in both the north and south locations. The laundry rooms have a full-size washer and dryer as well as a stacked washer and dryer for smaller loads. Please adhere to the posted hours to minimize disturbances to others.

All apartments at La Perla have laundry facilities in their homes; however, there is a laundry room on the second floor of both the north and south buildings at the end of the hallway.

LAUNDRY SERVICE

Weekly laundry service is available to apartment residents and every other week for Garden Home and Park Centre Home residents.

Flat laundry service, which includes; sheets, pillow cases, towels, washcloths, hand towels and dish towels is included in the monthly service fee. Laundry is done on the same day as your scheduled housekeeping and we ask that you place your laundry bag outside your front door **NO LATER THAN 9:00 a.m.** Bed linens are changed as part of your regular housekeeping services. It is always recommended that you have a second set of linens. The Laundry department will make every effort to return your laundered items on the same day, but we cannot guarantee same day delivery with later pick-ups.

A mesh laundry bag is supplied for you to put your laundry in for this service. The bags are then taken to the Laundry Department where articles are separated by similar color, fabric, etc. and washed, dried, folded and returned to you.

Computers control the machines, laundering chemicals, water temperatures and all processes that are involved. The Laundry attendants make every effort to mark your items with your apartment or house number in order to minimize the possibility of any lost or misdelivered items. Bear in mind that occasional handling errors may occur. **Please be sure to check your linens when they are returned to you.** If there is a problem, we would prefer that you please call the Housekeeping Supervisor at **Ext. 8128** as that phone is monitored regularly for messages.

Personal laundry service and ironing is also available at an additional charge (see schedule of %Extra Service Charges+) and can be arranged by calling the La Posada **Service Center at "0."**

The Housekeeping Department will make every attempt to keep you informed of any changes to the schedule that might take place.

Please note:

The Environmental Services Department has several offices and phone extensions on campus. We would prefer that you place all calls for Housekeeping and Laundry services or concerns to **Ext. 8128**. This phone is monitored for messages frequently throughout the business day.

If the EVS Supervisors are unable to resolve any issues related to Housekeeping or Laundry services, please contact the Environmental Services Director at **Ext. 7855**.

INFORMATION & MEDIA TECHNOLOGY

“IT”

COMPUTERS

Front desks have three information sheets for computer users:

- 1) Computer and Media Information %Blue Card+
- 2) FastLink Subscriber FAQ
- 3) Computer Basic Tips

These provide more details than found in the Resident Manual.

From the FastLink Subscriber FAQ: Fastlink is a high speed Internet service offered through La Posada, also known as broadband. It is billed on a monthly basis to subscribers. Download and upload speeds can vary greatly based on many factors which include subscriber equipment, hard drive health, location, hardware configuration, network congestion, and extreme weather.

Fastlink includes access to the Internet in the home without going through outside vendors. Fastlink also includes assistance from staff via phone number FAST (x3278).

For new residents, you can keep any AOL, Hotmail, Gmail, Yahoo Mail, or other free accounts and continue to use it without making any changes. Unfortunately, Cox email addresses are not available since Cox does not allow their customers to take their cox.com addresses with them. For the most part, the free email service providers offer excellent service and provide adequate protection from most spam.

Computers are available in the La Vista Library and La Perla computer room next to the La Perla Library. The equipment is designated for residents and their guests that may have a need for a computer. All these computers have Internet access.

Strategically located on campus are computers with Skype, audio and video, for communicating with other Skype subscribers anywhere in the world at no charge. They are in La Joya's Family sitting area closest to the Celebration Room/Chapel, La Hacienda's library, and in the La Perla computer room by the library. Each has instructions for use and the Skype account name. With the account name, another subscriber can call into the Skype computer and conduct a conversation with

minimal effort on this end . these Skype computers answer incoming calls automatically.

PUBLIC COMPUTER AREAS AND WIRELESS (WI-FI) SERVICE

The public computers noted in the previous section %COMPUTERS+all have Internet access through our in-house network, FastLink. Unlocked Wi-Fi connections are available in the La Vista and La Hacienda libraries, La Perla computer room, Posada Java, Pavilion classroom, La Joya Copper room & family sitting area, and Rainbow room upon request. Free hotspot Wi-Fi access is on an honor system; those who use it routinely are asked to subscribe to FastLink.

GUEST APARTMENTS IN-ROOM WI-FI CONNECTION

Information sheets are kept in the guest apartments. If missing or Wi-Fi is not working, call the **Service Center at “0”**.

IPAD LOANER AND PURCHASE PROGRAMS:

La Posada Tech Team has an iPad lending service and a purchase program. Wireless printers for iPads can be found at the libraries in La Vista and La Perla, Enlightenment Room at The Pavilion and La Joya front desk area. These printers are free for all iPad users, with logs for recording who is using them and how much.

EMERGENCY CALL SYSTEM

One of the unique functions of La Posada's telephone system is that you can use it to summon emergency help 24 hours a day.

LA POSADA'S OFF-HOOK ALARM SYSTEM FOR MEDICAL EMERGENCIES

For life threatening emergencies, it is best to call 911. Calls to 911 (or 9911) from La Posada phones will connect directly to the 911 center, and will also trigger an alarm in the Service Center.

Every phone jack in your home (except for La Hacienda) is tied to La Posada's off-hook alarm system. La Posada's off-hook alarm should be used for healthcare or security emergencies only. To activate the off-hook alarm, simply remove your telephone from the cradle, listen for a dial tone and make sure you do not dial a number. In the case of portable telephones, remove the telephone from the cradle and press the talk button. After 60 seconds, your call will ring through to the

Service Center as an alarm call and help will be dispatched. The off-hook alarm is monitored 24 hours a day. The off hook alarm can also be activated by dialing 8999 (all campus phones). No matter which method used, ***it is best*** to stay on the line if possible and talk to the person answering.

Your telephone should have the following label:

MEDICAL EMERGENCY:

**TAKE PHONE OFF HOOK OR
DIAL 8999 OR 991 1**

Off-hook alarms are monitored around the clock by staff in the Service Center. Additionally, off-hook alarms ring in other key locations to provide additional coverage. Those monitoring will notify either a La Hacienda nurse, a Homecare Nurse, or a Security person of a possible emergency. Those responding will come to your home to check on you.

DIAL 4215 OR “0” FOR NON-MEDICAL EMERGENCIES

It is important that all of your telephones and modems are properly hung up prior to activating the off-hook alarm. Should any other phone in your home be off the hook, the off-hook alarm call will not get through. If you have something off hook and not actively used, a La Posada employee will eventually notify you.

Some answering machines and computer modems do not work well with the phone system, causing off-hook alarms.

EMERGENCY/ INFO CHANNEL 98 & PHONE 2222

To keep up with all the current issues or emergencies, tune into channel 98. This is where you can find information on internet outages, water shut-downs for repairs, or any other emergencies happening on campus. If the televisions or cable are out, or you are visually impaired, we have created a phone number to mirror this channel. Just dial 2222 on campus and you will get a recorded message stating the same information that is on channel 98. This gives you two ways to find needed information and the phone number will still work in the event of a power outage. Remember in a power outage, cordless telephones will not work as the base needs electrical power. The bathroom phones that La Posada provides are hard wired and will work in the event of a power outage. By checking

these sources first in an emergency, we can keep the lines to the Service Center open so they can get needed information distributed and take care of the problem.

FIRE ALARM EQUIPMENT – OPTIONAL IN-HOME

For those who may have a hearing deficit and may be concerned with being able to hear if there is a fire alarm, we have optional in-home fire alarm equipment for La Perla only (at this time). Choices include sirens, strobe lights, lamp switches, etc. If interested, please call **Ext. 8119** for more information. There are extra charges associated with such a service.

SOCIAL MEDIA

La Posada uses social media to converse and interact with the general public and industry professionals. Social Media Activities are conducted by our Interactive Marketing Specialist who can be reached at **Ext. 7902**.

La Posada social media hours are Monday-Friday, 8 AM-5 PM. No weekends or holidays.

Please feel free to like or join the below social media venues. Also, please feel free to share them with your friends and family members.

Below are the names of our social media profiles and where to find us.

Facebook:

- La Posada Green Valley, AZ
- The Shoppes at La Posada

YouTube:

- LaPosadaGreenValley

LinkedIn Company profile:

- La Posada Green Valley, AZ

Foursquare Check-Ins:

- La Posada at Park Centre
- Posada Java
- Vensel Treasure Shoppe

TELEPHONE SYSTEM

La Posada's telephone system is a little different from others you may know. Much as in a hotel, a phone service provider supplies lines to the campus and La Posada manages the phone system on campus. La Posada bills each resident for the services used, including long-distance calls.

For those moving in, simply notify your current provider (e.g. CenturyLink or COX) to disconnect your service off-campus and we will coordinate activating La Posada's service with you.

Upon request, if residents would like their telephone number to appear in La Posada's CenturyLink phone book and/or the Green Valley Directory, fill out the Telephone Listing for CenturyLink form and/or Green Valley Directory Listing Form received from the Settling in Coordinator and return to the front desk.

Here are some things to remember:

- For any calls made **within the La Posada campus**, you only need to dial the last four digits (e.g. for 648-8131, dial 8131 for 393-6500, dial 6500). Note that 393 is the prefix for La Perla phone numbers.
- For **local calls**, dial 9 + the number you are calling.
- For **long distance calls**, dial 9 + 1 + the area code + the number you are calling. Be very careful about dialing only one **+**. dial two of them and 911 will respond.
- If you use a **third party phone service** (i.e. 10-10-636) you may be billed additional processing charges due to third party billing to La Posada.
- Most phones in the bathrooms and public areas are **princess** phones with lighted large numeral buttons on the handset so they can be dialed from most any position, even in the dark, even during power outages. They all have labels with abbreviated instructions. Please notify the Service Center of phones you encounter without labels, or that should be **princess** phones.
- Caller I.D. off campus only works if other carriers keep their databases up to date. We promptly update **CenturyLink's** database and the repositories shared by all carriers. Some carriers are notoriously delinquent and show outdated I.D. data for months, or only generic data (e.g. **Green Valley, AZ.**)

For emergency calls see the section **EMERGENCY CALL SYSTEM**

TELEPHONE BILLING

Upon move-in, you will be charged a telephone installation fee similar to that charged by other phone service providers. You will receive your telephone bill monthly from La Posada with your residency and service statement. The routine service fee is billed in advance and long-distance charges are billed in arrears. The long-distance portion of your bill will provide itemized information.

Calling the **Service Center at "0" or 8122** is always a good place to start. The Service Center can explain and accept your order for other phone features such as caller I.D. and Voice Mail. Monthly statements note whom to call regarding billing issues. Phone wiring and installation is handled through the Service Center who contacts appropriate staff.

VOICE MAIL

Voice Mail that works even when you are on the phone, is available to you at an additional charge. (See the schedule of ~~%~~Extra Service Charges+issued in January of each year). You will be given instructions on setting up your mailbox for the first time. To answer questions, press 1 for Yes and 2 for No. To pick up your messages, **dial 8101** and then follow the prompts. To answer any questions regarding this service or to order this service, call the **Service Center at "0" or 8122**.

TELEVISION SERVICES

La Posada provides expanded basic cable TV service in all homes as part of your monthly service charge. La Posada TV contains digital channels that require your TV to have a digital tuner. Most TVs purchased in the last 7 years will have a digital tuner. You will notice that our official channel lineup differs slightly from that of greater Green Valley and Tucson. A printed copy of the current channel lineup is available at the front desks.

PREMIUM TV SERVICES

La Posada has an arrangement with DirecTV to offer Premium TV Services for an additional monthly fee. Premium TV includes the use of a DVR and offers several different programming packages. More information about these packages and pricing are available from the Tech Team or during your move in planning.

IN-HOUSE TV CHANNELS

La Posada has its own exclusive in-house television channels. They have evolved over the years and are currently supported jointly by resident volunteers, La Posada operating dollars (staff and expense), and donations to the La Posada Foundation. There will always be a need for volunteers for a wide range of tasks; from program production, to filming, editing, scheduling, media cataloging, etc.

The Good Friends Connection was the first in-house channel, created with a generous donation from a couple living at La Posada. Their time and funding, plus help from other key residents and a consultant in Tucson, led to the creation of a channel with announcements and campus video productions.

The Good Friends Connection team built a recording studio and acquired and mastered equipment for recording and editing video productions. The Media Services Committee of the Residents Council was formed to manage services provided through our TV system as well as productions not being shown on TV. The Good Friends Connection lives on through the committee.

Channel 5 - is the Good Friends Connection campus TV station. This is a continuous loop of information and notices, including daily menus and scheduled activities.

Channels 46 through 50 - Videos On-Demand, or the tank. Residents manage the content in the tank. They issue periodic listings of everything in the tank and provide them at the front desks - ask. Residents and staff manage recorded videos created by them that also reside in the tank. Everything in the tank is available for showing upon request. There are several ways to request programs, the easiest way to learn which way suits you best is to watch video #745, On Demand TV Instructions. To do that, dial 0 and request it. Channels 46 through 50 are not accessible on TVs in public spaces, including the Pavilion, the Madera Room, and the El Dorado room.

Channel 98 - Emergency information about Internet, TV and phone systems and others as needed (e.g. water outages.) It is self-explanatory, and should be checked before reporting service problems to the Service Center. Also plays Sun Sounds (Audio). Residents with visual impairments can hear newspapers and other current publications read by Sun Sound volunteers. For the Sun Sound program schedule, visit: <http://sunsounds.org/program-schedule> or call the Tucson number per that site . since 2009 it has been 296-2400. This is a public service and is supported by donations and volunteers.

Each Friday, both the La Vista and La Perla lobbies have updated information available regarding titles and program schedules. The information includes new titles and the schedule for Channel 62. Also included are times for newspaper reading on SunSounds, a complete listing of what is in the tank, and the La Posada productions.

LANDSCAPING

BLOWERS

The landscaping department uses blowers at La vista and La Perla on Thursdays and at the Garden Homes and Park Centre Homes on Mondays and Fridays.

ADDITIONAL SERVICES

The Landscaping Department does provide services for Garden Homes and the Park Centre Home yards. Requests for services or special projects should also be made through the Service Center. This additional work will be charged at the Landscaping Department's current rate for %Extra Service Charges+.

TRASH / GARBAGE COLLECTION

Each Garden Home and Park Centre Home is supplied with a trash receptacle bin. Trash is collected on Tuesday. We ask that you keep the receptacles in your garage, but have them on the street in front of your garage on Tuesday mornings by 6:00 a.m.

Apartment residents have their trash removed weekly at La Vista and La Perla as part of the housekeeping service. Should the need arise; you may dispose of your trash in the trash rooms located on each floor. Second and third floor trash rooms have chutes for trash disposal while first floor trash rooms are equipped with a dumpster. Please make sure your trash is properly bagged to help us keep the trash rooms clean and odor-free.

We also ask that you refrain from using the courtyard trash receptacles for dog droppings or cat litter box contents. These receptacles are not emptied as frequently, and this type of use will result in flies, bugs and unpleasant odors. Please use a trash bag and place it in a trash chute that is emptied daily.

RECYCLING COLLECTION

Each Garden Home and Park Centre Home is supplied with a recycling receptacle bin. Recycling is collected on Tuesday. We ask that you keep the receptacle in your garage, but have them on the street in front of your garage on Tuesday mornings by 6:00 a.m.

Apartment residents may dispose of your recycling in the designated cans in the trash/recycling rooms located on each floor.

Trash Room Recyclables (Items can be mixed in the same Recycle can)

- | | |
|--|---|
| <ul style="list-style-type: none"> • Corrugated cardboard (remove plastic wrappers and flatten) • Paper board (cereal and shoe boxes, remove plastic liners – not recyclable) • Plastic bottles (soda, milk, water, juice, liquid detergents, shampoo, etc. No hazardous material containers such as motor oil) • Steel/Tin cans (non-hazardous empty aerosol cans are ok. Please no other steel) • Milk cartons and drink boxes | <ul style="list-style-type: none"> • Printing and writing paper • Newspapers • Brown paper bags • Magazines and catalogs • Phone and spiral bound books (remove spiral) • Junk mail (envelope windows and labels ok, remove other non-paper items) • Other paper (pamphlets, brochures, file folders, card stock, etc.) • Aluminum cans |
|--|---|

Non Trash Room Recyclables

- **Glass** – (cannot be recycled at La Vista or La Perla – apartment residents must put glass in bag(s) and take bag(s) to green container at the Arroyo Maintenance Shop)
- **Batteries** (La Vista Front Desk – La Perla mail room)
- **Light bulbs** (2nd floor La Vista trash Room – La Perla laundry room)
- **Ink cartridges** (Front Desks)
- **Medical supplies** (syringes, lancets, other sharp objects – must be in red sharps container. Container can be disposed of at Case Manager’s offices)
- **Aerosol cans** (red trash bin at the Arroyo Maintenance Shop for hazardous materials)

Non-Recyclables (Items to go in trash shoot or dumpster)

- | | |
|--|---|
| <ul style="list-style-type: none"> • Plastic garbage bags • Plastic bags or plastic film packaging • Any tubes, pails, or buckets • Food waste • Food service items (All to go containers, plates, or cups) • Napkins, paper towels • Aluminum foil or pie plates • Tissue or gift wrap • Pet food bags • Diapers • Yard trimmings, dirt | <ul style="list-style-type: none"> • Tarps, hoses • Blankets, towels, pillows • Kitchen utensils • Appliances • Furniture, draperies • Toys, piñatas • “Styrofoam” • Packing peanuts • Electronics • Clothing or shoes • Books, photographic paper, tapes, CD’s |
|--|---|

LA POSADA ASSISTED LIVING

La Joya, La Via Memory Care, and La Hacienda are three assisted living programs that, in combination with our many Independent Living options, create the continuum of care that provides the appropriate lifestyle and home setting that fits each resident to help them age well to the end of life. As an apartment, Garden Home, or Park Centre home resident, you have priority access to any of our assisted living programs on campus. Assisted Living is licensed and regulated by the state of Arizona Department of Health Services.

Assisted Living is overseen by the Director of Health Services, who is a specialty licensed assisted living manager. The Director leads a dedicated team of licensed practical nurses (LPN) who supervise our certified caregivers. Additional staff members who are there to meet residents' needs include trained activities professionals, housekeeping, maintenance, security, and dining staff. A Case Manager also provides supportive visits to residents who are off campus for short term recovery stays in either a rehab hospital or skilled nursing facility.

La Posada contracts with Scott Bolhack, MD as Medical Director for our Assisted Living Program. He is board certified in Internal Medicine and Geriatrics but does not typically take care of residents. Dr. Bolhack focuses on quality improvement and improving outcomes of residents who live in assisted living.

La Posada's continuum **does not** include a hospital or inpatient rehabilitation that is typically received in a rehab hospital or skilled nursing facility after a hospital stay. Rehabilitation in a facility is usually paid by Medicare Part A or a Medicare Advantage program.

The Program **does** include a more medically enhanced assisted living for those who need significant amounts of long-term care in La Hacienda. La Via provides care for cognitively impaired residents who need more secure living arrangements. La Joya's program is a residential model for those people who are still relatively independent but need or desire more assistance in their routine activities of daily living as well as having more available nursing oversight and medication management.

A current matrix comparing services offered in each of the three programs is available for your review. If you or your family has questions about the levels or range of services in Assisted Living, please call the Director at **Ext. 8310**.

WHO WILL DETERMINE WHEN OR IF ONE OF THE ASSISTED LIVING PROGRAMS IS NEEDED?

La Posada's residents are typically planners who want their options identified ahead of time with the knowledge that they will be cared for to the end of life without having to burden their children or family. La Posada's RN Case Managers or Counselor meets with each resident once a year to do an Annual Assessment to evaluate a resident's functional and cognitive status.

If a resident has questions or concerns, she/he is encouraged to call one of our RN Case Managers who can visit and help to assess what may be needed or to coordinate a visit to their physician. This is also a time for the resident and the case manager to get to know one another and for the nurse to know each resident's normal baseline status. That way, if things change, they are likely to recognize it and can help if more care is needed. The campus Case Managers also serve as healthcare advocates for our residents.

Most often, a decline in health is gradual and the conversations as to whether a resident would benefit from more care occur over a period of time so that the resident is making the decision. More infrequently, if there is a sudden change in health or cognition, staff may need to step in to help and bring services to the resident's independent living home or assist the resident in making arrangements to transfer to a location on campus where the services can be easily provided.

RELOCATION TO ASSISTED LIVING

The requirements for La Posada residents moving into La Hacienda, La Joya, or La Via include: written orders for move-in with a specific diagnosis from an Arizona licensed physician, a current history, physical and a chest x-ray or TB skin test within thirty days of admission (all required by regulation).

The transition process involves the completion paperwork, even for campus residents. If it is a permanent move into Assisted Living, you, your spouse, or your medical power of attorney will need to sign an addendum to your existing contract. (This is required by Arizona law because all three of our assisted living buildings are licensed by Arizona Department of Health Services). The case managers will verify that your Emergency Medical information and advance directives are up to date and we will likely ask you to briefly update any financial information at this time. Should you require a stay for thirty (30) days or less, you will still need to sign a contract addendum. If you need help for just a few days, it is best to call our Homecare staff led by Ann Bracco, RN. They can arrange to provide you with a

package of services or can also arrange for private duty homecare around the clock if you prefer to recover at home.

PHYSICIAN COVERAGE

Who will be my doctor once I move into assisted living?

As long as you are able to ride in a car, you may continue to visit your doctor's offices in the Green Valley or Tucson area. If we need to hire a caregiver to insure your safety, as you ride to your doctor's office, arrangements will need to be made in advance, and the charge will be added to your monthly statement.

If you become unable to go out to visit your doctor, we can ask if your doctor is willing to make house calls to visit you in your apartment or suite. While some physicians are not willing to make house calls, there are several options for medical oversight. John Schmaling, DNP with Posada Life, and Team Health both offer nurse practitioners who specialize in geriatric medicine and are available to see you at home in any of our assisted living residences. Of course, if you prefer you may have your own physician continue to care for you, requiring an appointment in the office.

WILL MY PHYSICIAN OR THE NURSE PRACTITIONERS FOLLOW ME IF I AM ADMITTED TO A HOSPITAL?

If you have a planned admission to the hospital for surgery or a procedure, the physician doing this surgery/procedure will provide medical oversight. If you require a stay in the hospital, you will be followed by a "hospitalist" until discharge. This "hospitalist" is a physician hired by the hospital to oversee your care for the time you are a patient in the hospital. Once you are discharged back to La Posada, then your regular physician(s) or in house provider will resume caring for you.

LA JOYA ASSISTED LIVING

La Joya offers studio, one-bedroom, and two-bedroom apartments depending on resident preference, availability, and needed assistance to help residents remain as active and independent as they desire. La Posada residents who currently live in one of our independent living residences (La Vista or La Perla apartments, Garden Homes, or Park Centre homes) have priority access to La Joya. However, if you think you might want a very specific apartment type, it is always best to get on the wait list early. Residents are welcome and encouraged to tour and have a meal in La Joya's Dining Room. Since most of La Joya's residents formerly

resided in La Posada's independent living, they can provide visitors with a good understanding of how they have benefitted from their move to La Joya. Settling-In-Services are available for residents who would like help in arranging a move to assisted living.

La Joya provides three levels of service depending on the extent of your needs. Nursing assessments are completed regularly to evaluate and confirm the level of services needed. Additional care will be provided at any time it is needed, whether during a short term illness or longer term. Pricing for services is determined by level of care.

Residents enjoy three meals daily in La Joya's Diamond Dining Room prepared by our talented chef team. All meals offer a wide range of menu options and are prepared cook-to-order so that they are fresh to the table. Residents living in La Joya have the option of enjoying one of their meals in The View or The Pearl dining rooms or at La Hacienda, if they prefer. Residents may also dine in our five-star restaurant, The Continental, for an additional charge. Because regulations for Assisted Living require three meals a day be provided, La Posada does not give credit for any meals not eaten.

There are numerous lifestyle options available to residents in La Joya. If still interested and to the extent they are able, residents may join in activities offered in independent living. The staff at La Joya provides a wide variety of options including Sit and Be Fit, card games, art projects, and much more. Residents have the opportunity to participate in off-campus outings such as dining out in restaurants, special music performances, and baseball games. A monthly schedule is published for residents to remind them of all of the options and locations.

The Front Desk staff at La Joya can arrange for transportation, which is available for medical appointments in Green Valley or Tucson as well as clarify times and days of this bus. Additionally, a shuttle for shopping, errands in Green Valley, local doctor's appointments, and scheduled outings is available daily. (See Transportation) These are all currently offered at no additional cost. A private driver and car may be reserved, if desired, for special occasions or private trips to appointments. If a resident requires a caregiver accompany them to the physician, arrangements will need to be made in advance and appropriate charges will be incurred.

For more information about La Posada's La Joya Assisted Living or to schedule a tour, call **Ext. 8400**.

LA HACIENDA ASSISTED LIVING

La Hacienda's program is designed for residents whose medical needs are greater than those who can live safely in La Joya or La Via. Residents who live in La Hacienda require more assistance due to complex medical needs, assistance with multiple activities of daily living and mobility. Respite stays in La Hacienda are possible following an illness or stay in a skilled nursing facility or hospital but are not covered by Medicare nor Medicare Advantage. Respite stays are at a minimum of 30 days, and require Physician Move in Orders, and current TB test. La Hacienda's Clinical Manager or Director is available to discuss this with you should you have any questions.

Regardless of whether you move into La Hacienda long term, or have a respite stay to recover from an illness, you can expect a person-centered approach. Person-centered care means that we recognize your individual needs and preferences and with your involvement develop your plan of care to help you live comfortably in one of our 39 private rooms. La Hacienda's staff is committed to building strong relationships with our residents to better serve you and assist in enjoying life. Residents who move into La Hacienda have the opportunity to bring their own furniture and furnishings to create a home like environment. If you are staying there for a respite stay, we will endeavor to provide a focused and dedicated effort to assist you in your recovery in a peaceful, homelike setting.

We offer a range of choices in activities for residents at La Hacienda including musical entertainment, art and craft activities, and trips to Madera Canyon, Tucson, and local restaurants. Family and friends are encouraged to visit residents. If you or family members would like a tour, please call **Ext. 8400** to set up an appointment to tour La Hacienda.

ARMSTRONG LA VIA MEMORY CARE

La Via Memory Care is a specialty assisted living program for those living with Alzheimer's and other types of dementia. Our goal is to preserve the dignity of each individual, while providing a safe, comfortable and stimulating environment in which to live. We know that providing a regular routine with familiar, well-trained, caring staff is best for those with memory loss. Fun and interesting exercises, activities, and chaperoned outings are offered by specially trained activities staff. La Via means "the path". Both inside the building and in the outside courtyards are walking paths for residents providing a safe, secure environment. Our outside courtyards are beautifully landscaped to provide a garden-like atmosphere. La Via was designed specifically to make living easier for those with memory loss as well

as to relieve family members of the continuous stress of trying to provide for the care of someone losing cognition.

La Via has twenty-eight private suites and one double suite. Each suite has a private bathroom. A LPN and the team of certified caregivers are specially trained in the care of those with memory loss. Residents enjoy specially prepared meals in a lovely dining setting, and are offered just enough choice in their meal options. Family and friends are encouraged to visit and dine with residents once they have settled in. For more information about La Posada's La Via Memory Care, call **Ext. 8400**.

LIVING WELL PROGRAMS

THE PAVILION

The Pavilion, located at the center of the La Posada campus, is unlocked from 4:00 am to dusk for residents. Independent Living residents who wish to use the Pavilion at other hours may use their name tag with the Pavilion's smart lock system.

The Pavilion is not staffed during all hours, so residents and guests exercise at their own risk.

We highly recommend that residents make an appointment with their personal physician before starting an exercise program. We then encourage each resident to make an appointment with one of our Pavilion team members to complete a fitness assessment. The fitness staff member will use this assessment to help you set up a personalized fitness plan. Follow up assessments are available to help you track your progress towards your goals.

The Pavilion houses an indoor pool and exercise rooms. Residents who wish to use the equipment are asked to go through an orientation session prior to using the equipment. Personal trainers are also available by appointment for an extra charge. **Call Ext. 4245**, our fitness department, for more details. There is also a small satellite fitness room in the La Vista building on the first floor behind the swimming pool.

For fitness activities, there is a special calendar (**Fitness Flash**) on the reverse side of the Lifestyles calendar that tells the location of classes and other events. There is also a monitor in the main entry corridor of the Pavilion that displays the classes offered that day. If you are interested in learning more about a particular exercise class, please ask any of the Pavilion staff.

To help our employees take care of themselves, La Posada allows employees to use the Pavilion during posted hours.

A Resident Advisory Committee works with the Living Well Director to ensure that the programs offered are well suited to La Posada residents. Many classes are offered for your total body wellness, including classes such as; Water Aerobics, Sit and Be Fit, Land Aerobics, Walking Trails, Brain Aerobics, Meditation, Drumming

and Tai Chi. (Check your monthly Fitness Flash Calendar for the current range of offerings and schedules.)

The equipment room and Pool at the Pavilion, as well as, the Fitness Center and Pool at La Vista offer opportunities for daily exercise.

For more information please see the Pavilion Handbook in your Resident Binder.

LIFESTYLES (ACTIVITIES)

A host of activities, as well as, social and cultural events are included in your monthly fees. Living at La Posada presents many opportunities to participate in activities tailored to suit your particular interests. **Monthly Lifestyles calendars and a Lifestyles newsletter** will provide you with information on classes, programs, and outings offered. They are distributed in your in-house communication box at the front desk near the end of each month. Each of the elevator's display boards will provide further information and updates.

The items on your monthly activity calendar in **red** indicate special events or trips and the items in black are ongoing activities. We try to include new and different activities each month, and always invite resident suggestions. Reservations are required for some activities; therefore, it is recommended that you call as soon as possible if you want to make sure that you are included in a particular activity.

A Resident Council Lifestyles Advisory Committee works with the Living Well Director to ensure that the programs and activities offered are well suited to La Posada residents. Clay and art classes, as well as, social and duplicate bridge are also available for your enjoyment.

Outings to places of interest and Tucson shopping trips are also scheduled on a monthly basis. Some of these trips require that you sign up in advance and may have a charge associated with them. This information will be noted in the activity newsletter.

Residents may view a recorded message listing each day's Lifestyles and Fitness activities and the menu by turning to In-House TV channel 5. For your convenience, channel 62 carries the scheduled La Posada programs.

You may contact the Lifestyles Coordinators at **Ext. 4220** for Information and Reservations.

ADULT TRICYCLES (THREE-WHEELED TRIKES)

La Posada has many three-wheel trikes located around campus to promote exercise and fitness. They are for the use of both our residents and employees. Usage of trikes is first come first serve. For round trips, please pick up a **Reserved for Return Trip** sign from either the La Vista or La Perla front desks which can be attached to the trike, guaranteeing that you have a trike for your return trip. Please return the sign to the front desk upon return of the trike.

Recommendations: USE CAUTION when using trikes. Participate in the course **Trike 101** when offered. Make sure you are comfortable on the trike before you begin riding. Trikes should not be ridden on sidewalks and are meant for use **ONLY ON CAMPUS**. Off campus usage is not safe, and presents La Posada with numerous liability issues. Each trike has a helmet and a helmet is strongly recommended for those riding the trikes.

All trikes are kept in common, visible areas for everyone's use. If you see one or more trikes in a non-visible location for a period of time, please report the location to the **Service Center at "0"** so the trike can be redistributed to the common area.

The trikes are on a maintenance schedule. For problems, please call the **Service Center at "0"** or Fitness Services **Ext. 4245**. Report the number on the trike (all trikes are numbered), explain what is wrong with the trike, and where you last saw the trike.

SWIMMING POOLS & SPAS

La Posada has two swimming pools. Please note the signs, **No Lifeguard on Duty** at both pools. (We recommend the "buddy system" for all adult swimmers). Please accompany all children using the pool, and exercise caution when swimming and using the spa, as there is no lifeguard on duty. See Facility Pool Rules posted in the pool areas.

The Pavilion is located in the center of our campus bounded on the west by Central Park and on the east by the Park Centre Homes.

Yearly Pool Hours: anytime except during scheduled classes (see Fitness Flash Calendar) or Pool Cleaning (6:00-7:00 am daily). If you are a lap swimmer or pool walker, please swim the length of the pool so that other lap swimmers will not be interrupted as they swim.

La Vista's Pool and Spa are located outside, behind the lobby, just beyond the mailboxes. You may swim at any time but please be considerate of others using the pool.

At the Pavilion, we ask that electric vehicles/wheelchairs be parked in the designated areas outside the building so that they do not obstruct the passageway or safety of others. If you need a walker, there are some for use within the building.

MAINTENANCE

REGULAR HOURS

- 8:00 a.m. to 4:30 p.m. Monday through Friday
- 8:00 a.m. to 3:30 p.m. Saturday and Sunday
- 8:00 a.m. to 3:30 p.m. on Holidays

AFTER HOURS – OUR SERVICE CENTER IS STAFFED 24 HOURS A DAY. ANY EMERGENCY OR NEED FOR ASSISTANCE CAN BE HANDLED BY CALLING THE SERVICE CENTER AT “0”.

To request maintenance, simply call the Service Center at "0". Your request will be handled in a timely manner and emergencies will be responded to as soon as possible.

As part of your initial move-in, La Posada will provide up to a total of 6 hours of labor free of charge for hanging pictures, hanging/installing televisions, etc. This can be requested through the Service Center at 0. La Posada's maintenance department is also capable of installing special projects such as building shelves, installing ceiling fans, assembling desks, etc. Requests for special projects should also be made through the Service Center. This additional work will be charged at the Maintenance Department's current rate for ~~0~~ Extra Service Charges. The cost of the project will be discussed with you prior to any work being done.

Normally, our maintenance department will not enter your home unless you are present or have given permission for work to be done in your absence. The only exception to this policy, which deals with scheduled routine maintenance tasks that must be done regularly, is air filter changes and smoke detector batteries. Tentative dates will be announced prior to the beginning of the task. We appreciate your cooperation in allowing us access to your residence at the scheduled times. When La Posada staff or a contract service provider has been in your home in your absence, a door hanger will be left to indicate such service has been provided.

BEES

If you see a swarm of bees, please do not go near them, but call 904-784-2000 and we will send out our specially trained staff to deal with the situation.

ENTRY TO INDEPENDENT HOMES

For certain purposes and conditions, per your Resident Agreement, La Posada has the right to enter your home. Circumstances when La Posada staff may enter your home may include, but are not limited to, the following:

NECESSARY SERVICES

Staff of La Posada or others contracted by La Posada may enter your home for certain necessary services. These may include smoke detector checks, air filter replacement, water softener service and emergency security checks.

OPTIONAL SERVICES

For certain services such as housekeeping, resident requested maintenance, etc., residents should complete a 904-784-2000 Permission to Enter form indicating a preference whether or not La Posada staff can enter your home to provide such services in your absence.

MODIFICATIONS TO HOME

For any modifications that involve floor plan redesign or items that may be viewed as permanent attachments to the property (i.e. enclosures, built-ins, etc.), or any changes structural in nature, administrative approval is necessary. Such changes need to be approved by the Director of Facilities or in his absence, the Chief Operating Officer. Please contact **Ext. 7848** for assistance.

MOSQUITOES

If you see any area around our campus that might be drawing or breeding mosquitoes, please call 904-784-2000 and they will notify Maintenance.

PEST CONTROL

Because of the chemicals involved and some residents having allergies and/or pets, La Posada no longer sprays for insects inside your home; however, the exteriors of the buildings are sprayed on a routine basis. If you have a concern with insects of any kind, please call the **Service Center at “0”**. Our in-house person will be sent to your home to assess the situation and handle the problem.

SMOKE ALARMS

Smoke alarm batteries are replaced annually as part of our Preventive Maintenance program.

TEN YEAR TURNOVER

Residents that have been in the same unit for 10 years are eligible for the following:

1. Complete painting of the unit interior. Colors are to be chosen from La Posada standards. There will be addition cost for accent walls or deviations from the La Posada standards. All alternates must be pre-approved by Facilities Director
 2. Replacement of existing carpet. Replacement carpet shall be chosen from La Posada standards. There will be addition cost for deviations from La Posada standards. Alternates must be approved by Facilities Director
 3. Metal blinds will be replaced with faux vinyl if not done previously. Color and style per La Posada standards.
- Worn tile, cabinetry and counter tops replaced as needed per Facilities Director.
 - Plumbing, appliances, door hardware and light fixtures are repaired or replaced in accordance with the standard maintenance program as needed.
 - If resident requests additional upgrades exceeding the current remodel standards, resident agrees to pay the cost difference.
 - Resident continues to pay MRSF during turnover. Based on the scope of work, resident(s) may be advised to temporarily relocate to a guest apartment while turnover is being completed.

WORK ORDERS

The work priorities established by the La Posada Maintenance department exemplify the philosophy of delivering stellar service to our residents, guests and fellow employees. This priority system ensures that emergency repairs have top priority, with resident and guest requests next. Turn-over and remodels are high on the priority list because vacant units affect our occupancy rates. This priority list does not imply that repairs on the lower part of the list are not important; ultimately many types of work will go on simultaneously with the different work teams we have on campus.

- | | |
|------------------------|---|
| 1) Emergency repairs | 4) Remodels/turnover |
| 2) Safety and security | 5) Facility repairs, preventive maintenance |
| 3) Resident requests | 6) Projects, miscellaneous repairs |

POSADA LIFE FOUNDATION

The Posada Life Foundation exists to support the mission of La Posada. All funds received are utilized to "maximize the well-being of seniors."

PHILOSOPHY

As a not-for-profit, 501(c)(3) organization, your donations to La Posada are tax deductible. Resident donations come in all shapes and sizes and have supported many different campus activities and interests.

While residents provide financial data to La Posada as part of the application process, that information is not available to the Foundation office. That means that we do not target particular individuals based on significant income or assets. Our obligation is to provide information to all residents about existing needs and opportunities for philanthropy at La Posada.

We recognize that our residents have developed charitable interests over the years. We hope that, as you come to better understand La Posada's mission, you will consider including La Posada as one of your philanthropic choices.

COMMUNICATION

The Foundation maintains open communication with campus residents through various means:

PHILANTHROPY ADVISORY COUNCIL

Approximately 10 residents or community people are invited to serve two two-year terms on this Council. They meet 5 times a year with the Foundation VP and the CEO to discuss Foundation goals, strategies, capital campaigns, endowments and to provide feedback on issues of interest.

THE LEGACY

A quarterly publication focusing on donor issues, charitable giving opportunities, and tax-wise educational articles.

NEWS YOU CAN USE & eNEWSLETTER

Issued bi-weekly to provide information related to the Foundation, charitable giving, scams, and general financial management items.

INFORMATIONAL SEMINARS

As scheduled, with educational financial topics presented by the Foundation and/or local professionals.

ANNUAL CAMPAIGNS

The Foundation conducts two annual giving campaigns -- the late May fundraiser for the Employee Scholarship Fund and the late October Annual Giving Campaign for all other campus activities.

FOUNDATION FUNDS

GENERAL UNRESTRICTED FUND

Funds may be used where management feels the need is the greatest.

EMPLOYEE SCHOLARSHIP FUND

This fund was established by the La Posada residents to provide financial assistance as an encouragement for La Posada's employees to accomplish their educational goals. The Scholarship Program is entirely funded by voluntary, tax-deductible contributions from La Posada residents, family and friends. The Scholarship Program is administered by the Posada Life Foundation with the considerable input of the resident Scholarship Committee.

RESTRICTED FUNDS

Residents may make a contribution to support their favorite activity or campus department. A partial list includes:

- La Joya General Fund
- La Via General Fund
- La Hacienda General Fund
- Bark Park
- Computer Club
- Fitness Activities
- "Good Friends Connection" In-House TV/Media Services Fund
- La Perla Library
- La Vista Library
- Gazebo Memorial Bricks

Observatory Fund
Piano Maintenance
Putting Green Maintenance
Tricycles & Maintenance
Wood Shop

Call the Foundation office (ext. 7910) for further information.

FOUNDATION ENDOWMENTS

An **endowment** is a fund that holds its principal in perpetuity and only pays out earnings, up to about 4 to 5 percent per year, to support its particular purpose.

GOOD NEIGHBOR FUND

Established to assist those who, through no fault of their own, have outlived their financial resources.

BREDVOLD FITNESS

Established to support campus fitness activities.

BOWERS EDUCATION

Supporting the Scholarship Fund. Opportunities for named scholarships exist, beginning at the \$20,000 level.

KEPHART UNRESTRICTED

Funds are utilized where most urgently needed.

POSADA LIFE (formerly Casa) COMMUNITY SERVICES UNRESTRICTED

Funds are utilized to support programs . Adult Day Services, Behavioral Health Services, Community Center, Los Ninos del Valle pre-school, and other programs that may develop.

LIFETIME INCOME OPPORTUNITIES

The Foundation can work with you to find the best planned giving solutions to make your wishes come true. Many of the solutions to support your interests at La Posada provide a beneficial lifetime income for the donor.

Most popular among our residents is the Charitable Gift Annuity, which provides lifetime income, favorable annuity rates, tax benefits, and the satisfaction of making a significant contribution to your favorite part of La Posada.

The Foundation has written over 370 gift annuities and many residents have multiple gift annuities that they have taken out at different times. The minimum amount to fund a charitable gift annuity is \$10,000. The Foundation office can create a personalized, no obligation sample calculation.

CAPITAL CAMPAIGNS

From time to time the Foundation will conduct a capital campaign to raise substantial funds for a significant project. Over the years philanthropy played a valuable role in expanding La Joya Assisted Living, constructing La Via Memory Care, expanding Out Patient Therapies, renovating La Hacienda, and increasing our endowments.

Our visionary donors recognized the benefit these projects would provide to both current and future generations of La Posada residents and clients.

OTHER ACTIVITIES

CENTRAL PARK MEMORIAL GIFTS

There are many opportunities to remember a loved one through a memorial gift for one of the many lovely gardens in Central Park. We will be glad to discuss the options with you.

DONOR APPRECIATION EVENTS

As an expression of our gratitude for the generosity of our donors, the Foundation holds an annual invitational luncheon and dinner to thank our special donors. The attendance criteria are established each year in consultation with the Philanthropy Advisory Council and are published throughout the year.

SELL YOUR CAR

Should the time come when you wish to sell your car, the Foundation office will handle all the details involved, if you so desire. Just call the Foundation at ext. 7910 and the process will be explained to you. There is no charge for this service, although many residents make a voluntary contribution to the Foundation in

appreciation. This service began as a convenience to residents and as a security measure to control strangers coming to resident doors.

RESIDENT COUNCIL

Every resident of La Posada Apartments and Homes is automatically a member of the Residents Association (this membership is retained as former independent living residents move through the continuum) and has the right to vote at all Association meetings. In addition, all residents are encouraged to participate in general elections conducted by the Association.

The La Posada Residents Council consists of twelve elected representatives who live on campus, either in an apartment or house. The Council serves as liaison between management and residents, functioning as an advisory body and bringing concerns and suggestions from the residents to management. In essence, the Council is the voice of all La Posada residents. The Resident Association Bylaws state that one of the purposes of the Council is to promote the best interests of the residents.+

Election of six residents to two-year terms on the Residents Council is held in December. At the first meeting of the new Council, officers are elected to serve as officers of both the Council and Association. The Resident Council has a number of standing committees in place to work with management and staff. Some of the concerns addressed by Council committees include Lifestyles, Environment/Traffic/Public Safety, Food/Dining Services, Health/Personal Safety/Fitness, Holiday Gift Fund, Resident Integration, Legislative & Social Action and Technology.

A copy of the "Bylaws of the Residents Association of Apartments and Houses at La Posada" and a current list of Council officers, committees and their chairpersons can be found under the Residents Association tab in this manual. If you have an interest in serving on a committee or becoming involved in the Resident Council, please do not hesitate to contact a council member to indicate your interest. Residents are encouraged to attend Council meetings each month where you will have an opportunity to provide input. See Lifestyle calendars for time and locations.

The Association meets annually on the second Thursday of January; the Resident Council meets monthly. Resident Council meetings can also be viewed on the resident in-house TV. Please check the weekly La Posada in-house TV schedule for dates and times.

THE RESORT REPORT

The resident written newsletter, The Resort Report, is an invaluable communication vehicle for all residents on campus to share their experiences and enjoy the experiences of others as well as a way to keep up-to-date on campus people and happenings. It is published bi-monthly. Many La Posada residents contribute to this publication, which carries serious and light-hearted articles and sometimes poetry. If you are interested in becoming more involved and helping with this endeavor, please know that all residents are welcome. Please call the **Service Center at "0"** for the contact person and number. Your family and friends can read The Resort Report on our web page if you request a password by calling **Ext. 8131**.

RESIDENT SERVICES

ASSISTIVE DEVICES

For the wellness and safety of all, we ask that you help us keep the exits, halls, lobby and common areas open and unobstructed by motorized vehicles, wheelchairs, and walkers that are not in use. We ask that you please leave these devices in the designated areas, whether you are dining, going out to shop, or for any purpose that means leaving your device behind. We also ask that your device be identified as yours, so that there is no question as to what belongs to whom.

AUTOMOBILES/CARPORTS/GARAGES

CARPORTS

Our carport spaces are provided only if you drive and maintain a car. If you are no longer driving, but decide to keep your car for others to use when they visit, or for a caregiver to drive if they assist you, you cannot keep your original carport. You may park it in the unmarked, uncovered parking spaces. If you have questions or need assistance in finding another parking space, please call Resident Services at **Ext. 7898**.

NEVER park in a carport that has not been assigned to you. It may have been vacant for some time; however, you don't know if the occupant of that carport is on vacation and could return at any time or when it will be assigned. It is very disturbing for a new resident to have been assigned a carport and then find that another car is parked in their assigned carport. It is your responsibility to make sure your visitors do not park in a carport without permission.

If you have visitors and know that a particular carport has been empty, you are welcome to call Resident Services at **Ext. 7898** to see if it is possible for your guest to use that carport for the few days they are visiting.

We do the best we can when assigning carports, but realize that an assigned carport may not be as convenient as you would desire. If you would like a closer carport, please call Resident Services at **Ext. 7898** and request to go on the carport waiting list.

CAR-WASHING (SELF)

There is a hose bib and hose at the Santa Cruz Maintenance Shop, just South of La Hacienda. Residents are welcome to use this on weekends to wash their cars.

GARAGES

Garden Home and Park Centre Home residents have a garage and will be issued a garage door opener at time of move-in. There are some garages at La Perla for leasing on an ~~as~~ available+basis. Residents who lease a garage will be issued a garage key and a garage door opener by the La Perla front desk. There will be a charge for any replacement or non-returned garage door openers (see ~~%~~Extra Service Charges+). If you have any questions, please call Resident Services at **Ext. 7898**.

As a safety measure, if Security should find that your garage door has been left open at night, they will close it.

PARKING

Each apartment resident who drives a vehicle is assigned one covered parking space. Parking for a second vehicle may be in any uncovered parking space except around the lobby circles or by the elevator entrances. This area is for visitor and resident short-term parking, or resident parking while dining in the dining room. If available, a resident may lease a second carport. Anyone leasing a second carport must understand that they may have to relinquish their second carport if and when it is needed. Residents may lease a garage if one is available or may request to go on the ~~garage~~ waiting listq Resident Services assigns each parking space and handles the garage assignment. If you wish to change your parking space or go on the ~~garage~~ waiting listq please call Resident Services at **Ext. 7898** and they will try to accommodate you. At La Vista, there are fewer carports than apartments and it is crucial that we have the ability to assign them as needed.

Please bear in mind that just because you have a **handicapped-parking permit does not mean that you can park full time in any handicapped parking space**. These marked spaces are for short-term use and visitors who have a handicapped parking permit.

It is important that you consider the area directly in front of the lobby as a loading/unloading zone only. This area is not to be used for parking. When cars are parked in these areas, emergency vehicles may be blocked from easy access, and La Posada vehicles may have difficulty with pick up or drop off of residents.

Additionally, please leave the handicapped parking spaces for those who most need them.

All residents are asked to **not** park in the circular drive of either building on a long-term basis.

La Perla residents are asked to not utilize the guest parking spaces closest to the building entrance by the elevators on a long-term basis. These should be used on a short-term basis when unloading groceries or if someone has returned from the hospital.

EXTRA VEHICLES

If you have an extra vehicle that you plan to park at La Posada for any length of time, please notify the Service Center or Security so they know the vehicle belongs here and is not related to illegal activity (smuggling, illegal immigrants, theft, etc.)

GARDEN HOME AND PARK CENTRE HOME PARKING

Garden Home and Park Centre Home residents are each assigned a garage. Second vehicles may be parked in guest parking spaces adjacent to the Garden Homes.

GUEST PARKING

Parking for apartment guests at both La Vista and La Perla is available in the lots at the front of the apartment buildings, as well as around the circular drives. Please ask your guests not to use the adjacent or covered parking that is designated for residents only even if a space appears to have been vacant for several weeks. Garden Homes have designated guest parking on the street.

PARKING DECALS

In an effort to better secure our campus, La Posada has an Auto Decal Program to designate that a vehicle belongs on the La Posada campus. The decals are small, static-cling type and are to be placed on the inside back window, lower corner of the driver's side of the vehicle. They can be easily applied and removed. For apartment residents with a carport, the decal # will be the same as their assigned carport. If you own a second vehicle, you will be assigned the same # for both vehicles. Residents with a garage are also issued decals. Even though your car is kept in your garage, we still want you to use the vehicle decal. For information regarding these decals, call Resident Services at **Ext. 7898**.

RV PARKING

If you own a Recreational Vehicle or have visitors arriving in one, please make sure that the vehicle is not left on the street more than a few hours as needed for loading or unloading. Overnight RV parking is not permitted here or anywhere on our campus.

BIRD FEEDING

La Posada residents living on the first floor are welcome to use bird feeders and houses. La Posada will consider tasteful alternatives for second and third floor residents upon request. If you have an unusual style of birdhouse or feeder, you are requested to get the approval of Management. **Ground feeding is strictly prohibited.** Often, the crumbs and other scraps fed to the birds attract rodents, which can lead to sanitation problems. Please consider your neighbors when feeding birds. If problems or conflicts occur between neighbors or if a resident cannot maintain his/her bird feeder, the owner may be asked to remove the bird feeder. For questions or concerns, call Resident Services at **Ext. 7898**.

CANDLES

Candles can be beautiful, but care needs to be taken. Candles can, of course, be a fire hazard, can create black soot, and can give off a scent that creates breathing problems for some. These issues impact the safety and well-being of others, and could also create potential costs to you so general use is discouraged.

CELL PHONES

IN DINING ROOMS

We request that cell phones not be used in our dining rooms in order to preserve our dining environment. Please place phones on vibrate and answer calls outside the dining room. It is your responsibility to make sure your guests are aware of this policy.

IN COMMON AREAS AROUND OUR CAMPUS

Since it is very difficult and expensive to install phone lines into every place where it might be nice to have a phone, it is suggested that if you have concerns that you take your cell phone with you. If you don't have a cell phone, you can always borrow one from the Service Center for a short term while walking on our campus.

COMMON AREAS AND CLUBROOMS

La Posada has many special rooms for resident use and enjoyment. These areas are available to all, regardless of whether you reside in La Perla, La Vista, Garden Homes or Park Centre Homes.

In the event residents wish to reserve a room for private use, arrangements are made through the Catering Department by dialing **Ext. 6523**. There is no charge for a resident to reserve and use any room.

ARTS & CRAFTS

La Vista has a special space (Inn Artists) on the second floor directly in front of the south side elevators. This space houses painting, drawing and clay classes.

BILLIARDS

The billiards or pool table is located at La Vista on the third floor, south side, next to the Private Dining Room.

BOCCE BALL

The bocce ball courts are located by the Recreation Building and the equipment is kept in the Recreation Building kitchen area. Residents are welcome to use the equipment anytime. Please return the equipment after use. If the equipment is in need of repair please call the **Service Center at "0"**.

CROQUET

Croquet equipment is located in the Fitness Center at La Vista as well as the Pavilion. Residents are welcome to use the equipment anytime. Please return the equipment after use. If the equipment is in need of repair please call the **Service Center at "0"**.

LARGE MEETING ROOMS

Each apartment building has one very large meeting room that can seat up to approximately 100 people. These rooms are used for a large variety of purposes. The La Vista Madera Room is on the third floor, north of the main dining room. The La Perla El Dorado Room is on the second floor, near the Apache and Mojave private dining/meeting rooms.

Audio and visual aid equipment is available by reserving them through the Catering Department by dialing **Ext. 6523**. Assistance in the utilization of audio and visual equipment may result in an extra charge.

LIBRARIES

Both La Vista and La Perla have beautiful libraries for residents to enjoy. Resident volunteers run the libraries. All books are catalogued and must be signed out. Instructions are posted at the sign-out desk.

Both the La Vista and La Perla library catalogs are on the internet. The combined catalog may be accessed from computers in either library or from home computers . just go to laposadagv.wikispaces.com and click on the link to %Library Catalogs Wiki.+

In addition to paperback and hardback books, you will find a selection of large-print books, audio-visual materials, current periodicals and magazines, as well as the Green Valley News, Arizona Daily Star, U.S.A. Today, The New York Times and Wall Street Journal. We ask that the newspapers (or sections thereof) **not** be removed from the library so that all residents may have the opportunity to read them. We also request that you do not cut articles out of the newspapers.

Most newspapers are retained for two days so that residents who are not able to get to the library every day can read back issues. The Green Valley News is kept until replaced by the next issue to allow residents to check on current events in the area. Please practice courtesy to your fellow residents and read the papers in the library and return them to the shelves with all sections in place.

The La Vista library has a closed circuit TV for low-vision users, a Web TV as well as a computer connected to Google. La Perla houses a magnifying reader for low-vision residents use in the Computer Room adjacent to the library.

The La Vista library is on the third floor around the corner from the Madera Room near the north elevator; the La Perla library is on the second floor just to the left as you exit the lobby elevator. If you are interested in becoming more involved and helping with this endeavor, please know that all residents are welcome. Please call the **Service Center at "0"** for the contact person and number.

OBSERVATORY

Perhaps the most unique amenity of the La Posada campus is the Vann Observatory. A perfect opportunity to star gaze, our 13" telescope allows for an extraordinary experience. If you are interested in becoming more involved and helping with this endeavor, please know that all residents are welcome. Please call the **Service Center at "0"** for the contact person and number.

OTHER COMMON AREAS

Cue Room (Billiards):	La Vista 3 rd floor south side
Game Room:	La Perla 2 nd floor
Pima Room:	La Perla 2 nd floor
Tubac Room (Web TV):	La Vista 2 nd floor in the Library
Lantana Room:	La Vista 3 rd floor north of the Dining Room
Acacia Room:	La Vista 3 rd floor south of the Dining Room

PUTTING GREEN

A beautiful 9-hole putting green is located in Central Park and is for the enjoyment of residents and employees. This putting green, sponsored by a former resident now deceased, in memory of her husband is home to several putting tournaments each year.

RECREATION BUILDING

La Posada provides residents with another large meeting room space in the Recreation Building. This building, located down the sidewalk from the La Vista pool area, or around the La Posada Circle road to the north, offers space for presentations, forums, large card parties, potluck get-togethers, and resident forums. Adjacent to the Recreation Building are six shuffleboard courts, a bocce ball court, an outdoor fitness park with fitness stations, and a walking path.

SHUFFLEBOARD

La Posada has six shuffleboard courts located by the Recreation Building parking area. There is a shuffleboard group that meets throughout the year. Residents are welcome to use the shuffleboard courts at their leisure. You may check-out a key for equipment at the La Vista Font Desk.

WOODWORKING SHOP

The ResidentsqWorkshop is located in the northwest corner of the Recreation Building, and is open to all residents for their personal use. The shop is very well equipped with both power and hand tools for use by people of all levels of skill. In addition, there is a small group called the "Fix-It Team" who performs repairs as requested by residents. Examples might be a flickering lamp, broken chair or table.

The basic work area and work benches have been provided by La Posada, while the tools have been donated by residents or purchased by the Workshop Committee from funds generated by the services they perform.

We encourage any resident who wishes to take advantage of the Workshop for a personal project to feel free to do so. If you need help, please give the Workshop a call at **Ext. 4090**. The shop is open seven days a week from 8:00 a.m. to 4:00 p.m. and the only requirement is that residents observe and follow the posted rules. Their motto is:

YOU NAME IT ... WE DO IT!

ESTATE/GARAGE SALES

Because of traffic, strangers, cars blocking garages, etc., La Posada does not allow estate/garage sales to be conducted on our property. Please contact the Vensel Treasure Shoppe for donation or consignment options.

FRONT DESK

The Front Desk staff are employees who officially "meet and greet" residents and guests of La Posada. The Front Desk is staffed from 8:00 a.m. until 6:00 p.m. Monday through Friday, and from 9:00 a.m. until 3:00 p.m. on Saturday, Sunday and holidays. You may reach the front desk at **La Vista** by calling **Ext. 8100** and **La Perla** by calling **Ext. 6500**.

Visitors to the Front Desk requesting a resident apartment number are told that this information cannot be given out; however, the Front Desk will be happy to telephone the resident, who can then decide whether to give the guest their apartment number or come to the lobby and escort them back to their home. This applies to telephone calls as well. If the Front Desk receives a call asking for your telephone number, they will explain that they cannot give out that information but will be happy to transfer the call to you at which time you can give them your telephone number if you so desire.

If you are planning on being away from your home for a night or an extended period of time, we ask that you notify the Front Desk staff and fill out a Status Change Form for security purposes.

Services provided by the Front Desk staff include:

CHECK CASHING

The Front Desk will cash checks for residents up to \$100 for a minimal handling charge (see "Extra Service Charges").

COPYING

Copies can be made at the front desk at both La Vista and La Perla. (see "Extra Service Charges" for costs).

CUBBIES (POLICY FOR RESIDENT USE)

The cubbies behind the front desks were created primarily for management communication with residents. We recognize that there are needs residents have to communicate between one another as well but due to staff time and what management believes to be appropriate, there are limitations.

Appropriate for cubbies (resident to resident)

- Resident Council notices or other items
- Media services notices
- Cards from one resident to another
- Invitations to neighborhood gatherings
- Overdue library notices from library volunteers

Not for cubbies (resident to resident):

- Political notices/communication
- Petitions
- Solicitations

NOTE: Special resident clubs/groups (i.e. opera events, etc.), invitation/notifications should be approved and distributed through Lifestyles (see below).

Community notices should be approved and distributed through Lifestyles (see below).

It is our intent that community notices, announcing or reminding residents of special events be placed on community bulletin boards. If residents have something they wish to place on these boards and/or display ledges (La Perla), items should be directed to the Lifestyles Department for approval and posting. Posting is subject to space availability.

Limitations are also placed on front desk counter space and ledges. This is primarily for management communication, including changes of program locations and emergency/maintenance information.

FAXING

The Front Desk personnel will be pleased to send or receive a fax for you. Please make sure that if you are receiving a fax, the sender includes your name and apartment or house number. There is a charge for both sending and receiving faxes (see %Extra Service Charges+for costs).

KEYS

At move-in, the front desks will issue residents electronic key that will open their apartment, the apartment building's side lobby doors, the doors to the storage areas and The Pavilion if they wish to use these facilities after hours or on the weekend. In addition to the electronic key residents are issued a mailbox key.

Garden and Park Centre Home residents will be issued the front desks will issue residents electronic key that will open their house and The Pavilion if they wish to use these facilities after hours or on the weekend. In addition to the electronic key residents are issued a mailbox key.

Key control is important to security. We have our own key machine and are able to duplicate your key(s) for a charge (see %Extra Service Charges+). We will not be able to duplicate mailbox keys; however, we do have a set available at the front desk if you lose or misplace yours.

LOST & FOUND

If you find an item or think you have lost an item on La Posada property or within our buildings, we have a lost & found at both La Vista and La Perla front desks, where residents or staff can turn in items and also inquire of a lost item.

MRSF (MONTHLY RESIDENCY AND SERVICE FEE)

The Front Desk accepts your monthly MRSF check. They will date stamp your monthly statement to acknowledge your payment receipt.

RESIDENT COMMUNICATION

Behind the Front Desk at both La Vista and La Perla, there is a box (much like in a hotel) for every La Posada resident, which corresponds to your apartment or house number. Much of the communication from management to residents is

distributed through these boxes. We recommend that you check with our Front Desk staff daily to find out if there is anything in your "La Posada Box". We want to make sure that you are "in the know". You may also use this box if you wish to communicate with any other La Posada resident using the guidelines identified under "Cubbies" in this section.

STAMPS

The Front Desk has stamps available for you to purchase and a scale to weigh your mail.

PACKAGES

The Front Desks will accept all packages for La Vista and La Perla as opposed to allowing delivery persons to roam our halls. If we accept a package for you, we will call you to notify you of this delivery. Should we not be able to reach you, a message will be left on your voicemail and we will put a slip in your cubbie indicating that you have a package. If you wish to have a package delivered to you, please notify the respective Front Desk. If you wish to ship a package via UPS, you may ask the Front Desk staff for requirements. The charge for shipping, as well as a handling charge, can be billed to your monthly statement or you may pay by cash.

GVR LIFECARE GUEST MEMBERSHIP

If you had a GVR membership prior to moving to La Posada, you may purchase a Lifecare Guest Membership for GVR. With the Lifecare Guest membership, your fees and privileges are the same as a regular member; however, you have no guest privileges, you have no voting rights and you will not be allowed to hold any office or chair a committee. This is GVR's current policy but is subject to change.

HAIR SALON

La Posada has two Hair salons; both located on the second floor off the main elevator lobbies at La Vista and La Perla. For appointments dial **Ext. 4164** (for off campus 648-4164) you will be prompted to press a number for the technician that you wish to make an appointment with. Your call will be returned so you can firm up your appointment. (Check "Extra Service Charges" for pricing) Our "no tipping" policy applies and charges will be reflected on your monthly statement.

MASSAGE THERAPY

La Posada currently has massage therapists offering services on campus. The therapists are available to give massages in The Pavilion Massage Room. You can schedule an appointment with her by calling **Ext. 4245**. (Check %Extra Service Charges+for pricing) Our %no tipping+policy applies and charges will be reflected on your monthly statement.

MOTORIZED VEHICLES, WHEELCHAIRS AND GOLF CARTS

A. Before you get a motorized vehicle, consider this:

- La Posada's tram can transport you around the campus just as easily.
- For safety and accessibility of all, La Posada does not allow parking of motorized vehicles/wheelchairs outside apartments, in hallways, or in walkways.
- All residents using motorized vehicles or wheelchairs must operate such vehicles in a safe and courteous manner at all times. All such vehicles are to be kept in their own apartment/house when not in use. The Fire District has evaluated and confirmed that, for adequate protection of La Posada and its residents, these vehicles should not be stored in or near resident doorways or anywhere in any of the common areas.
- All such vehicles should be clearly marked with the owner's name and address.
- Pedestrians have the right of way at all times. Ample notice must be given before passing a pedestrian. Owners of such vehicles should check with their insurance agents to ensure liability insurance coverage in the event of an accident.
- Should La Posada receive a report of unsafe driving or driving too fast, the resident will be required to "gear down" the motorized vehicle to ensure that the vehicle will operate at a safe speed.
- Accidents or incidents involving motorized vehicles, wheelchairs or golf carts should immediately be reported to security at **Ext. 4215**.
- When an owner uses their vehicle to get to and from an activity or appointment, the vehicle may be left in the hallway for a short period of time (not to exceed two hours) as long as they do not obstruct or block the hallway or point of access. For longer periods of time at activities, please arrange with staff to store your motorized vehicle/wheelchair. Vehicles that

are reported to have been in hallways or common areas for a long period of time will be returned to the resident's apartment or house.

- At The Pavilion, motorized vehicles must be parked in the designated areas of the building. If you need a walker, there are some for use within the building.
- A resident using a motorized vehicle or wheelchair can be held responsible for excessive damage upon vacating his/her apartment or house.
- Any resident who causes continued excessive damage and/or is a safety risk to other residents may be denied the privilege of operating a motorized vehicle/wheelchair or golf cart at La Posada.
- Damage caused by residents in motorized vehicle/wheelchair is the financial responsibility of the resident.

All residents utilizing a motorized vehicle/wheelchair are required to sign the designated Electric Vehicle/Wheelchair Policy and have it on file at La Posada. Please call **Ext. 7898** for a copy of the appropriate form.

NAIL SALON

The Nail salon is located in The Pavilion For appointments dial **Ext. 4165** (for off campus 648-4165) you will be prompted to press a number for the technician that you wish to make an appointment with. Your call will be returned so you can firm up your appointment. (Check %~~5~~ Extra Service Charges+for pricing) Our %~~no~~ tipping+ policy applies and charges will be reflected on your monthly statement.

NAMETAGS

A nametag is issued to all residents when they move to La Posada. A star is placed on the nametags of new residents so others know they are new to La Posada and make them feel welcome. We invite you to remove the star on your one-year anniversary.

While it is not mandatory, we encourage you to wear your La Posada nametag at all times. New residents, when they are welcomed to La Posada, have mentioned how nice and helpful they are in getting to know everyone.

The nametags have either a magnet backing, pin style backing or a strap around the neck. **If you wear a pacemaker, you cannot use the magnet backing style.** Should you lose your nametag, please pick up a form from the front desk,

complete it and send to Resident Services for a replacement. Should you lose the magnet only, please check with the front desk for a replacement magnet.

NEWSPAPERS

To subscribe to the newspaper, call the newspaper directly to make arrangements. The same applies if you go on vacation and want to stop delivery for that timeframe. Delivery of all newspapers is accomplished through an outside company.

VACATION, 2 WEEK HOLDS, STOPS AND MISSED PAPERS

- The Arizona Daily Star 1-800-695-4492
- USA Today 1-800-872-0001
- Wall Street Journal 1-800-568-7625
- New York Times 1-800-698-4637
- The Arizona Republic 1-800-332-6733
- The Barron Financial Times 1-800-544-0422
- The Green Valley News and The Sun 625-5511

POSADA PANTRY

Posada Pantry is a resident-run convenience store located on the second floor of La Vista. Posada Pantry is open Monday . Friday, 11:00 a.m. to 1:00 p.m. Residents can purchase staple items such as bread, milk and eggs, as well as miscellaneous items like snacks, batteries and cold medicine. Payment can be made with cash or charged to your monthly statements. In addition to the convenience, the Pantry provides a great volunteer opportunity for residents. For more information, please call Resident Services at Ext. 7898.

PETS

La Posada management believes that, for some individuals, having a pet is an important part of life. While protecting the rights of residents who do not own pets, it is the policy of La Posada to welcome residents with, dogs, birds in Independent Living (IL) 1st floor apartments, Garden Homes and Park Centre Homes and fish to all IL units. The fish tank must be less than a 50 gallons capacity. La Posada guidelines pertaining to pet owners are as follows:

BARK PARK/ DOG PARK

The La Posada Bark Park is a pet exercise area and the perfect place to allow small dogs to run around unleashed and socialize in a confined area while residents socialize too. Residents are always expected to clean up after their pets; supplies are provided. Should you have any questions, issues or concerns, call Resident Services at Ext. 7898.

REGISTRATION

Residents must complete a Pet Registration Form and produce copies of current license and vaccinations before occupying the unit. Each pet must be approved prior to the resident occupying the apartment or garden home, as well as any new pets that may be owned after residency. The pet owner has the responsibility to keep the pet's vaccinations up-to-date and maintain current required licensure.

COMPLAINT PROCESS

Complaints may include, but are not limited to:

- a. The pet makes noises that disturb other residents
- b. There are offensive odors related to the pet
- c. The pet damages La Posada's property or the property of other La Posada residents
- d. The pet is seen outside the apartment unattended or unleashed
- e. The pet bites, attacks or displays aggressive behavior towards humans.

If any resident makes a complaint about a pet, a designee from the Administration will meet with the owner in an effort to find resolution to the complaint. A decision will be made within five business days of the meeting.

DESIGNATED CARETAKERS

It is important that you, as the pet owner, supply the name of at least one person who is willing to assume immediate responsibility for your pet in the event of an emergency. In case of an emergency, if the owner is unable or no longer willing to care for the pet, La Posada will contact the Designated Caregiver listed on the Pet Registration Form. If the pet owner and caregiver are unable to be reached, La Posada reserves the right to contact a pet care agency at the owner's expense and the owner will be subject to any necessary vaccination fees.

DOG WALKERS

If you have someone walking your dog(s) for you, either as friends helping out or as paid assistance, please ensure that whoever is doing the dog-walking is aware of our poop-scooping+policies. Everyone needs to be responsible for cleaning up after their pets so we can keep our campus looking nice.

GUESTS

Residents are responsible for the pets of guests who visit their unit; such pets are subject to the same restrictions as resident pets. Guests staying in La Posada guest apartments/rooms are not permitted to bring any type of pet onto the premises unless the pet is specially trained to help a person with a disability or they happen to have the only 1st floor guest apartment at La Perla. Guest staying with residents may bring a pet to visit for a short period of time (provided the resident resides on the 1st floor) with permission from the resident. Guests bringing a pet onto the premises are expected to adhere to applicable guidelines. The resident who is host to the guest carries the same responsibilities as pet owners under this policy.

HOUSEKEEPING

Housekeepers are not expected to clean up after your pet. All dogs and cats are required to be housebroken; however, should an "accident" occur, you are expected to clean up after them immediately. Should carpeting need to be cleaned or replaced because of your pet, you will incur the cost of this cleaning. Should your pet create a problem for your housekeepers or our maintenance personnel, we ask that you either take them out of the residence or keep them in another room while your cleaning or maintenance is being completed. La Posada recommends using a vacuum that has a HEPA filter to control pet hair and dander.

LEASH LAWS

All cats and dogs must be kept on a leash no longer than six feet and under good control when outside of the home. Please be highly conscientious of those who use assistive devices for ambulation so the leash does not get entwined.

Please note: Pima County does have a leash law, Pima County, Arizona .
Code of Ordinances - Title 6 . ANIMALS

LIABILITY

La Posada will not be liable or responsible for any loss or damage that is caused by a resident's pet. Any such loss or damage incurred by La Posada, including

cleaning, repair or replacement and, if applicable, any litigation or legal fees, shall be the responsibility of the resident with remuneration payable to La Posada.

MANAGEMENT RIGHTS

Final interpretation and enforcement of the pet policy lies with La Posada management and its representatives. Action may or may not be taken as deemed appropriate. Management reserves the right to make periodic checks on the condition of the unit and status of a pet and has the right to remove a pet from the premises in cases where the pet or pet owner is not able to meet the guidelines of this policy.

MOVEMENT THROUGH BUILDINGS

Pets must be confined to the pet owner's home or fenced in patio and must not be allowed to roam free. Pets must not be left unattended on patios. *The use of tie-outs such as chains, leashes, wires, cables, ropes, or similar restraining devices for the purpose of animal confinement is hereby prohibited per Pima County, Arizona - Code of Ordinances - Title 6 . ANIMALS.* Pets in transit are to be carried, restrained by a leash, or placed in an animal carrier. Pets are not allowed in the dining rooms or common areas. When a dog or cat is moving through a building going either in or out, it must always be on a leash, avoiding public areas as much as possible.

POOP-SCOOPING

All pets must be house broken. It is the pet owner's responsibility to properly dispose of all pet feces, not housekeeping, maintenance, or landscaping. All pet waste should be disposed of in the proper receptacles. All solid dog waste must be picked up immediately, disposed of in a plastic bag and placed in the proper receptacle outside of the building. Please refrain from using the courtyard trash receptacles for dog droppings or cat litter box contents. These receptacles are not emptied as frequently, and this type of use will result in flies, bugs, and unpleasant odors. All animal litter/newspaper is to be disposed of in a plastic bag, then in the trash receptacle. Cat litter may not be disposed of in toilets. No pet waste may be dropped down trash chutes unless securely double-bagged. In the event that a dog has an accident in any residence or common area, it is the dog owner's responsibility to immediately address the situation. Also, notify the Service Center of any accidents in common areas

PET CARE

It is the pet owner's responsibility to keep the animal fed, cleaned, and groomed.

Pet owners will have their pet examined annually, to ensure that they are free from disease and have had the appropriate shots. All pets, with the exception of fish, must have proper license, vaccinations, and be spayed or neutered. Proof of license and vaccinations is required when you move-in, acquire a pet or as needed. Copies of current license and vaccinations should be given to Resident Services and updated when expired. These records are necessary in emergency situations to board pets. All pets, with the exception of fish, must be free of fleas, mites, mange, worms and other pests as indicated by a signed statement from your veterinarian. Proof of being pest-free may be requested when you move in, acquire a pet or as needed.

PET EXERCISE

With the exception of the Bark Park, pets must be on a leash. Residents are always expected to clean up after their pets when exercising them outside the home. You are responsible for making sure that friends or paid people assisting with dog walking clean up after your pet(s)

PET ETIQUETTE

It is the residents responsibility to keep good control of their pets. This includes not only picking up after them, but also keeping them from jumping on or otherwise having contact with fellow residents who may not appreciate your pet as much as you do. The safety of all residents is our greatest concern. A rambunctious pooch could be startling or even frightening to another, so please remember to keep a leash on your pet when you are outside your home, and keep a tight rein on them. A short leash is recommended for your safety and better control of your pet.

PET EVACUATION

Residents who must be evacuated and have pets in their apartment may take their pets with them, if the animals can be leashed or caged and transported by the owner in a timely and unassisted manner. Those animals that cannot be removed in this fashion should be left in the apartment. The owner should advise responding emergency personnel when possible.

PET REMOVAL

If a pet harms or injures another resident, it must be reported to the Pima Animal Care Center and the owner may be asked to remove the pet from La Posada within 48 hours of the incident. If the pet owner is unable to find a new home for the pet, the owner will be required to contact a pet care agency and, at the owners expense, remove the pet. If the pet owner is unable to do so, La Posada

will do so, at the owner's expense. Management reserves the right to request removal of a pet, at any time, should the pet become offensive, a nuisance, or a safety concern to the community or its residents.

TAGS

Each dog or cat must wear a current license, a valid rabies tag and a tag bearing the owner's name, address and phone number whenever outside the owner's home

TRANSFER TO ASSISTED LIVING

If the pet owner transfers to Assisted Living, staff will review the suitability of the pet accompanying the owner to the new environment. The pet owner may be responsible for finding someone to care for the pet. If the pet owner is unable to do so, La Posada will contact a shelter or pet care agency at the owner's expense.

QUESTIONS

For any questions, call Resident Services at **Ext. 7898**.

POLITICAL ACTIVITY POLICY

For an organization to be tax-exempt under section 501(c) (3) it cannot participate in, or intervene in (including the publishing or distributing of statements) any political campaign on behalf of (or in opposition to) any candidate for public office.+

(IRS Code: The restriction of political campaign intervention by section 501(c)3 tax exempt organizations)

Allowed:

1. Use of La Posada facilities for non-partisan voter education activities including public forums and the publication of voter education guides.
2. Use of La Posada facilities for activities intended to encourage people to participate in the electoral process, such as non-party-affiliated voter registration and get-out-the-vote drives.
3. Use of La Posada facilities for non. partisan debates by all candidates for elective office. Both sides must be invited.
4. Residents may invite a candidate to speak in a non-candidate capacity on a specific topic, subject to CEO approval.
5. Residents may invite candidates seeking the same office to speak as long as:
as:

- a. The resident provides an equal opportunity to participate to all political candidates seeking the same office.
- b. Resident indicates neither support for nor opposition to any candidate (including candidate introductions and in communications concerning any candidate's attendance).
- c. No political fundraising occurs in conjunction with the speech.

Not Allowed:

1. Use of La Posada resident cubbies for political notices/communication, petitions, lobbying, or fundraising.
2. Use of La Posada facilities to advocate for or against a political party.
3. Use of La Posada resources to pay for or participate in a partisan political event.
4. Use of La Posada facilities for activities that would favor one candidate over another, oppose a candidate in some manner or have the effect of favoring a candidate or group of candidates.
5. Use of La Posada facilities for political fundraising.
6. Place campaign signs in windows or in yards.
7. Place any items endorsing or opposing a candidate on La Posada websites or literature.

La Posada staff and La Posada residents must abide by this policy. However, La Posada, to avoid adverse publicity or the hint of impropriety, shall reserve the right to deny the use of its facilities for any events at its discretion.

PROBLEMS / CONCERNS

If residents have questions, concerns, problems or suggestions regarding La Posada, it is suggested that they contact the department responsible for the area of concern, as that should be the fastest way to get an answer. You may check the "**Who to Call**" list (located in the very front of your Manual on bright colored paper) for help in determining the responsible person to call. If the response is not adequate, or if you're not sure who the responsible person is, you may contact Resident Services at **Ext. 7898**.

PUBLIC AREA USE AND DECORATION

DOOR DISPLAYS

Door displays should not be affixed to the door by use of nails, screws, tape, tacks or pushpins. Over-the door hooks are acceptable. Residents will be subject to repair charges if nails, screws or any other objects are attached to their doors. La Posada reserves the right to replace doors as necessary.

HALLWAY DECORATIONS

La Posada residents are welcome to decorate and place items in their immediate entry area. Due to the number of visitors and others who are in our buildings, La Posada cannot assume the risk for the well being of any personal items displayed outside your door. The resident shall be responsible for maintaining the area and keeping it attractive and pleasing to all.

PATIO AND PORCHES

Patios and porches must not be used as storage areas, with the exception of covered outdoor patio furniture.

La Vista patios may be glassed in at the resident's expense and all details must be coordinated with La Posada Maintenance. Glassing in of the patios at La Perla is not allowed due to the aesthetic sensitivity of the building and due to the heating and air conditioning design. The use of plastic sheeting over the screening of patios, balconies or porches is not permitted. Window treatments on the patios must meet La Posada's aesthetic quality standards. Please coordinate window treatments with our Maintenance Department.

Charcoal or gas grills are not permitted on La Vista or La Perla patios (if applicable), but are permitted on the patios of our Garden Homes and Park Centre Homes.

OUTSIDE AREAS

The grounds beyond porches and patios are deemed as common areas. Installation of any personal affects is subject to management approval first. In order to keep our environment and grounds pleasing to all, we have created a few guidelines; 1) Prior approval by Resident Services is required if plants or personal items are to be placed in any common area 2) All plants must be living and in a nice pot 3) Residents cannot extend plants or personal items more than five feet beyond their back door or to the edge of a poured or fenced-in area without prior Resident Services approval and 4) At the front door entries of apartments, plants

and accessories should not block or extend into walkways. We will appreciate your cooperation in helping us maintain these standards.

The addition of sidewalks, step stones and other pathways needs to be approved in advance. Our goal is design continuity and safety. La Posada may require use of a specific vendor.

PLANTS

La Posada residents are permitted to place live plants or flowers outside their immediate areas, provided that they assume full responsibility for the upkeep and care of the plants, the plant stands or tables, containers and the immediate area surrounding the plants. The resident shall be responsible for removing dead leaves from the plants and from the floor around the plants. All plants and flowers must be kept in attractive containers, with leak-proof saucers. When placing plants or flowers in these areas, please be considerate of the feelings and rights of other residents who also use the public areas. Please do not clutter any area with too many plants.

Residents who have placed live patio pots outside their patio enclosures are asked to take them inside their patio during the rainy season in an effort to help La Posada contain mosquito issues.

Please be extra careful when placing artificial plants/flowers in soffits near lighting, (i.e. La Perla kitchens) to avoid fire hazards.

La Posada may make periodic compliance checks of the above guidelines and will contact any residents found to be in non-compliance.

RESIDENT ID CARDS

Each resident is provided with a laminated ID card that has emergency numbers on it. These cards are important for you to carry in your wallet and have with you if ever needed. The card is basically to assist you if you are hospitalized. The card provides, for you and hospital staff, key telephone numbers to coordinate your discharge and future care at La Posada, if needed. If a replacement ID card is needed, please contact one of the front desks or call **Resident Services at Ext. 7898**.

RESIDENT TELEPHONE LISTS

Our resident telephone lists are continually being updated. We do not mass distribute, but welcome you to stop by the front desk anytime and ask for an updated copy. Since we have continual move-ins, you may want to update your list every two or three months. We also produce the list by unit number, so if you would like to know your neighbors, you can ask for a listing by unit number.

SERVICE ANIMALS

It is La Posada's policy to follow Federal, Arizona State and Pima County laws regarding service animals in both residences and public areas.

SMOKING

Recognizing that smoking is a serious health and safety hazard, La Posada is committed to the promotion of health and wellness for its residents. As of January 1, 2009, La Posada initiated a no-smoking/tobacco-free policy for resident living spaces. This applies not only to our residents, but to guests as well.

Residents who were grandfathered in were required to purchase air filters and can only smoke in their private homes. Since screened-in patios/porches are exposed to the outside and smoke can filter out, smoking is not allowed in these areas of private homes as well.

Our smoke-free policy for the campus extends to our employees as well.

This policy was prompted by community discomfort with tobacco smoke, Arizona State Legislation, and by the desire to further underscore La Posada's commitment to providing and maintaining a healthy lifestyle for all of its residents and employees. The tobacco free policy includes use of tobacco products, electronic smoking devices and e-cigarettes with nicotine cartridges. Tobacco free devices may be used inside your residence but not in yards on porches or public areas.

Should you have questions about this policy, please call Resident Services at **Ext. 7898**.

STORAGE

La Posada residents living in La Perla and La Vista Apartments are assigned one storage unit. It is suggested that you use a padlock for your individual storage unit. All garages have a separate storage room inside their garage. If you have any questions, please call Resident Services at **Ext. 7898**.

U. S. MAIL

You will receive a mailbox key for your U. S. Mailbox when you move to La Posada. If for some reason you should lose your key or forget to bring your key with you, the Front Desk has an extra key for your use. Please do not make this request a habit and please do not ask for the key to another resident's mailbox. If they want you to pick up their mail, they need to give you their key for that purpose.

If you are going to be gone, there are several ways in which you may handle the delivery of your mail.

- For less than 30 days, you may fill out an **Authorization to Hold Mail** form (available at the front desk) and the Post Office will hold your mail and deliver it to you upon your arrival back to La Posada.
- For over 30 days, you can complete a **Forwarding Change of Address Order** (available at the front desk) and your mail will be forwarded to you.

If you do not want either of the above and want your mail to continue to go to your mailbox at La Posada, then we ask that you complete a **Permission to Enter** form so La Posada can place your mail in your home. When your mailbox is full, the mailman will give it to the Front Desk. Since we do not have a secure place to keep all the mail at the Front Desk, it is important that we are able to place your excess mail in your home for safety purposes.

SECURITY

Resident security and safety are high priorities at La Posada. As such La Posada provides Security Patrols both on foot and by vehicle 24 hours a day, 7 days a week. At various times or as requested, these guards lock and unlock doors, check cars coming and going, provide assistance to residents and visitors, and patrol the perimeter of the campus as well as monitor all buildings. If our staff does not recognize someone, a staff member may ask if they can provide assistance to the unfamiliar person. Residents are encouraged to have guests and anyone doing work for them or making deliveries to check in at either the La Vista or La Perla Front Desk.

All exterior doors in La Perla and La Vista are automatically timer locked at 9:00 p.m. and unlocked at 4:00 a.m. A smart card or fob will unlock them. If you don't have a smart card or fob with you, a telephone is located outside to the right of the main lobby doors (as you enter the building) at La Vista, La Perla, La Joya, La hacienda and La Via. If you have forgotten your keys or simply arrive home late and would like an escort to accompany you home, simply dial 90+ for the Service Center and a security guard will be dispatched to assist you.

If you are planning to return home to La Posada after dark and you'd like to have a Security staff member escort you from your car to your entry door, you may call the Service Center by simply dial 90+ from your home phone (648-8122 from a cell phone) in advance and let Security know the time you expect to be home and they will watch for you and meet you.

EMERGENCY/ INFO CHANNEL 98 & PHONE 2222

To keep up with all the current issues or emergencies, tune into **channel 98 or digital 22**. This is where you can find information on internet outages, water shut-downs for repairs, or any other emergencies happening on campus. If the televisions or cable are out, we have created a phone number to mirror this channel. Just **dial 2222** on campus and you will get a recorded message stating the same information that is on channel 98. This gives you two ways to find needed information and the phone number will still work in the event of a power outage. Remember in a power outage, cordless telephones will not work as the base needs electrical power. The bathroom phones that La Posada provides are hard wired and will work in the event of a power outage. By checking these sources first in an emergency, we can keep the lines to the service center open so they can get needed information distributed and take care of the problem.

EVACUATION AND DISASTER PROCEDURES

La Posada apartments are equipped with smoke alarms, sprinklers, firewalls, and automatic fire doors. Garden Homes and Park Centre Homes have smoke detectors strategically located throughout. As part of our commitment to your safety, La Posada has emergency procedures and a fire and disaster plan in place should there be a need. A copy of our Fire Safety and Procedures is included in this Resident Binder (behind Emergency Information red tab). We are also part of a community-wide disaster plan that is monitored by the Green Valley Sheriff's Department.

Tests are conducted periodically to check the systems and refine evacuation procedures. Residents may, but not always be notified ahead of time when any drills will be taking place. Please take the time to review your options for evacuation. Do not ignore any alarm that you might hear, but respond accordingly.

Evacuation maps with additional information to show you how to evacuate the apartment buildings in case of a fire are included in this Resident Manual (see building maps behind Emergency Information tab). Elevators will be inoperable during a fire alarm, always use the stairs. If you cannot safely exit down the stairs, remain in your apartment, monitor emergency communication, and if needed and possible, help will come to you. In an area experiencing an alarm, fire department personnel will begin checking apartments nearest the fire and work their way out. Anyone in this area who cannot safely exit their apartment or negotiate down stairs will be evacuated by the Fire Department should the need arise.

For your convenience and safety, a Fire Safety video is available in our On Demand+video library. The title number is 1248.

**YOUR SAFETY IN THE EVENT OF AN EMERGENCY IS
ALWAYS OUR FIRST CONCERN!**

FIREARMS

Even though keeping a gun in your La Posada home is a choice, we strongly request that you not keep one in your apartment or house unless there is a business reason to do so (Sheriff's Reserve, DPS, etc.). If you have a gun, we would like for you to consider whether you really need it here at La Posada.

Please consider the following scenario: There is an accidental off-hook emergency call; security arrives to check on the resident, but the resident does not hear the knock on the door. Security enters, and an armed resident, startled awake, shoots one of our staff.

No matter what you decide, we ask that you register your firearm with our **Director of Security at Ext. 4218**

GATE CLOSING TO NORTH

The closing schedule of our north gate by La Perla is as follows: From October through April, the gate will be closed from 6:00 p.m. to 4:00 a.m. From May through September, the gate will be closed from 7:00 p.m. to 4:00 a.m. Gate will additionally be closed on School days from 7:40 a.m. to 8:15 a.m. to prevent transient traffic through our campus. Since our Security Officers open and close the gates, actual times may vary depending on their availability if involved with other campus duties.

IDENTITY THEFT

For help dealing with identity theft, go to www.IRS.gov. For additional help, call the IRS Identity Protection Specialized Unit toll-free at 1-800-908-4490.

LOCKED DOORS

All exterior doors in La Perla and La Vista are automatically timer locked at 9:00 p.m. and unlocked at 4:00 a.m. A smart card or fob will unlock them. If you don't have a smart card or fob with you, a telephone is located outside to the right of the main lobby doors (as you enter the building) at both La Vista and La Perla. If you have forgotten your keys or simply arrive home late and would like an escort to accompany you home, simply dial 90+ for the Service Center from the speaker phone outside the main lobby door (648-8122 from a cell phone) and a security guard will be dispatched to assist you.

ENTRY TO INDEPENDENT HOMES

For certain purposes and conditions, per your Resident Agreement, La Posada has the right to enter your home. Circumstances when La Posada staff may enter your home may include, but are not limited to, the following:

EMERGENCY ACCESS

La Posada prohibits residents from installing deadbolts, chains or other locks that would prohibit entry by our or emergency personnel. Security or emergency personnel will take whatever action necessary, including damage to personal property, to gain entry to a residence in an emergency situation. Should this occur when a resident has installed their own security device, the resident will be held responsible for any damage incurred where normal entry could not be achieved.

NECESSARY SERVICES

Staff of La Posada or others contracted by La Posada may enter your home for certain necessary services. These may include smoke detector checks, air filter replacement, water softener service and emergency security checks.

OPTIONAL SERVICES

For certain services such as housekeeping, resident requested maintenance, etc., residents should complete a ~~Per~~Permission to Enter+form indicating a preference whether or not La Posada staff can enter your home to provide such services in your absence.

When La Posada staff or contract service provider has been in your home in your absence, a door hanger will be left to indicate such service has been provided. For more information about La Posada staff entry policies and procedures, contact the **Service Center at “0”**.

LA POSADA
PERMISSION TO ENTER

To: All Residents

Please complete the questionnaire below by checking the appropriate blank and return as soon as possible to the front desk of your building.

Thank you,

_____ **Housekeeping HAS** my/our permission to enter my/our residence during my/our absence for cleaning.

_____ **Housekeeping does NOT** have my/our permission to enter my/our residence during my/our absence for cleaning.

_____ **Maintenance HAS** my/our permission to enter my/our residence during my/our absence for repairs.

_____ **Maintenance does NOT** have my/our permission to enter my/our residence during my/our absence for repairs.

_____ **IT (Internet/computer/TV/Phone) HAS** my/our permission to enter my/our residence during my/our absence for repairs.

_____ **IT (Internet/computer/TV/Phone) does NOT** have my/our permission to enter my/our residence during my/our absence for repairs.

_____ **La Posada HAS** my/our permission to enter my/our residence during my/our absence to place surplus mail or Newspaper in my/our home.

_____ **La Posada does NOT** have my/our permission to enter my/our residence during my/our absence to place surplus mail or Newspaper in my/our home.

Signed _____

Date _____ Apt./GH # _____ Extension # _____

PHONES IN ELEVATORS

For your safety, we have phones in every elevator (per state & national code). At La Vista they are in a small door that is labeled %Emergency Phone+(right under the buttons), and at La Perla there is a button with the picture of a phone that you push and it speed dials the Service Center. When the Service Center is called from these phones, the caller ID tells the Service Center (or Security) which elevator you are in.

RESIDENCE CHECKS

If Security is present at the time of a 911 call and you are transported to the hospital, they will secure your residence before leaving. If you are transported to the hospital from your doctor's office or urgent care it is your responsibility to notify La Posada Service Center (648-8122) and make arrangements to have your residence secured.

If you will be away from your residence overnight you are requested to fill out a Status Change Form at the Front Desk. If you are going to be away for an extended period of time you may request that Security do a periodic perimeter check of your residence. If Security notices a garage open for any extended period or odd hour they will investigate.

If you do not let the front desk know that you are away we are unable to notify Security of your absence.

SECURITY DEVICES

La Posada discourages residents from installing or using deadbolt locks or chains that will not allow emergency personnel access to your home. Emergency personnel will take whatever action necessary, including damage to personal property, to gain access to a residence. The resident will be held responsible for any damage incurred in an emergency situation if normal entry was not possible because of a resident-installed security device.

Should you be considering a security door, please call **Ext. 7860** to obtain the deadbolt for your door and have it key coded correctly. This will facilitate La Posada personnel accessing your home in the event of an emergency.

SCAMS

Older adults can sometimes be the targets for scam artists. A good rule of thumb is to NEVER give out any sensitive information such as credit card account numbers, social security numbers, bank account numbers, etc. to anyone, unless you initiated the action. Sometimes the scam can be a call from a person claiming you have won a lottery, trip, or even from a child needing money. Always ask for a phone number where you can call the caller back. If it is a scam, the caller will most likely hang up. If you believe you are the target of a scam, please call the **Service Center at "0"** or Security at **Ext. 4215**.

SOLICITATION POLICY

Solicitation is not permitted on the La Posada campus. If you notice solicitation activities, contact Security or the Service Center immediately. Unfortunately, La Posada cannot prevent telephone solicitation. Residents should use extreme caution when talking with salespeople and inviting them into their home. It is suggested that you never give out your address that would include your apartment or house number.

SPEED LIMITS

Speed limits are posted around campus. They are **25-Miles Per Hour around the general campus** and **15-Miles Per Hour around the Garden Homes and Park Centre Homes**. Please adhere to these speed limits at all times and remember, **STOP** means **STOP!** We need everyone's help to make our campus safe!

SERVICE CENTER

The **La Posada Service Center** is the hub for all incoming resident requests and can be accessed by simply dialing "0".

The La Posada Service Center is open 24 hours a day.

The following is a list of the types of requests and information available through the La Posada Service Center:

- Emergency requests
- Maintenance requests
- Scheduling of transportation
- Buddy System check-in
- Guest Apartment reservations
- Wellness Clinic appointments
- Special housekeeping requests
- General information about La Posada events and activities

If you feel you have a medical issue in the middle of the night, you can call "0" to reach our 24-hour Service Center. If it is a serious emergency, please call "911" or "9-911" from your home phone. If you use a cell phone to call 911+please then call 90+so we can assist the emergency personnel in getting to you as quickly as possible. This is especially important for La Perla and La Vista Apartments since those buildings are locked later in the evening. You can also use our off-hook alarm system by simply taking your phone off the hook and a staff person will quickly respond (see Emergency Call System information).

BUDDY SYSTEM CHECK-IN

The "Buddy System" is a daily safety check-in system designed specifically for those living alone. To activate this no-charge program, simply call the **Service Center at "0"** and tell them you want to sign up for the "buddy system". Each morning between 7:00 a.m. and 10:00 a.m., you simply call the **Service Center at "0"**. If they do not hear from you by 10:00 a.m., they will call you. If you do not answer your telephone, they will send someone to your home to check on you and make sure you are okay. If you do not respond when they call, they will go into your home to investigate.

GUEST FACILITIES

La Posada has three apartments at La Vista and three hotel style rooms at La Perla available for your guests. These furnished apartments may be reserved by

calling the La Posada **Service Center at "0."** (Please see +Extra Service Charges+list for current rates.)

Each guest room has a telephone, VCR and cable TV. The La Vista guest apartments are one bedroom apartments fully furnished. Check with the Service Center for specific accommodations. Two of the La Perla guest rooms have two queen beds and the other has a king-size bed.

Breakfast is provided from 7:30 a.m. to 9:00 a.m. in one of the La Vista and La Perla dining rooms. At check-in you will be provided a coupon to be presented in the dining rooms for this purpose. No other meals are included; however, the La Vista guest apartments have a full kitchen and are furnished with some cooking utensils and dishes. La Perla guest rooms have a wet bar, small refrigerator and microwave.

The Housekeeping Department provides a daily %courtesy call+to all occupied guest apartments. For any additional Housekeeping services or special Housekeeping requests, please call the **Service Center at "0"**, or you may leave a message on the Housekeeping Supervisor's phone at **Ext. 8128**.

Our guest facilities are for the use of our resident family and guests only. The demand for guest facilities can be very high at certain times of the year. Please make your reservations as soon as you are aware that a guest room will be needed to increase the likelihood that a room will be available.

Checkout time for the guest apartments is noon and check-in is at 2:00 p.m. In an effort to provide a clean and pleasant environment for your guests, we ask that you observe the check-in and checkout times. If your guest will be arriving after La Posada's normal front desk hours, you may pick up the keys at the front desk after 2:00 p.m. on the arrival date. Arrangements for "late night arrivals" may be made with our Security team.

Rollaway beds are available with advance notice. You may request one by calling the **Service Center at "0"**.

Pets are allowed in 1st floor guest apartments only.

All charges for the guest facilities are billed to the resident reserving the room and will appear on the next monthly resident service bill.

NOTARY PUBLIC

If you should need something notarized, arrangements can be made for a notary public by simply dialing 904. There is no extra charge for this service.

SETTLING-IN SERVICES

Should the time come when you either elect to move to another location within our independent living homes, or you find the need for additional services elsewhere in the continuum, it can be comforting to know that there are services available to help you through the entire move. We understand that any type of move can be one of the most stressful things one might need to do; therefore, we have Settling-In Services designed to assist with as much help as needed.

Our Move-In Coordinator will meet with you about your move, provide a list of moving companies and coordinate for a team to unpack your belongings and settle you into your new home, including making your bed(s), and having all furniture and decorator items in place.

INTERNAL MOVES

Residents considering a move within the La Posada independent homes or to Assisted Living should contact our Move-In Coordinator at **Ext. 4084**, who can help you choose among available homes. The "Settling-In Team" is available to assist with as much help as needed. They can help you decide what to take to your new home, assist in arranging for the movers and be with you, taking care of every little detail, from start to finish. For more information and to learn about additional charges for this service, call **Ext. 4084 or Ext. 8118**.

VACATING YOUR HOME

La Posada realizes that vacating your home can be very stressful and can often come at an emotional time. For more information in making the process at least a little easier, call our Move-In Coordinator at **Ext. 4084 or Ext. 8118**. We can provide as much help as needed. Depending on the type of services needed, there may be an additional charge for this service.

If you desire, once you have removed all items that you want from your home, you can walk out, turn in all your keys to the appropriate front desk and La Posada will handle the rest. There will be additional charges for clearing out the items in your home, but there is no additional charge for arranging for boxed and ready to be transported items left to be picked up and moved to the Vensel Treasure Shoppe, Employee Thrift Store, White Elephant, or Animal League (The Attic). When you

turn in your keys, you will be asked to sign a form stating how you want the remaining items in your home to be handled by La Posada, including any specific instructions.

If you furnish us with a list of the items being donated to La Posada we will provide you with a letter to be used for tax purposes. Please note that La Posada does not set a valuation on your donation.

In the event of a transfer within our campus or a death, the monthly fee for that specific home stops when the home is vacated and the keys are turned in at the appropriate front desk. In other circumstances, the monthly fee continues through the required time of notice in accordance with the resident agreement.

THE SHOPPES AT LA POSADA

La Posada's commercial activity site, The Shoppes, is designed as our outreach to the public to get to know La Posada and its people, to provide fun volunteer opportunities and social interaction for our residents, and to help dispel stereotypes related to older people. The Shoppes include Posada Java, Posada View, the Barber Shoppe, and the Vensel Treasure Shoppe. Future expansion may include more shops for the enjoyment of the residents and visitors.

BARBERSHOP

La Posada's barbershop, located in the Shoppes, offers residents a traditional men's barbershop. The shop is open at 8:00 a.m. Tuesday through Saturday. Appointments are suggested and can be made by calling **Ext. 7850**. Our no tipping policy applies to the barbershop. This barbershop is open to the public as well.

POSADA JAVA / POSADA VIEW

Posada Java and Posada View are not-to-be-missed attractions at The Shoppes at La Posada. These combined spaces offer a coffee/pastry shop with resident and community volunteers serving as baristas, and an art gallery and exhibit space for residents to share, with the public, their talents, interests, and collections. The anchor exhibit in Posada View was donated by a past resident couple, Edwin and Mary Scheier who were renowned for their pottery. Their works are in museum exhibits all over the world. This area is a buzzing social spot and a quick option for meeting friends or just taking a moment to relax. Resident volunteers are always welcome! Call The Shoppes manager at **Ext. 7870**.

When driving over to the Shoppes, from elsewhere on the campus, we ask that you avoid making a U-turn to enter, and rather use the asphalt path that provides a safer and more direct entry to the Shoppes. This path is not just for golf carts. Feel free to drive your car down this path to get to Posada Java, the Treasure Shoppe, or the Barber Shoppe. Do remember, though, **the path is one-way – entrance only!**

VENSEL TREASURE SHOPPE

The *Vensel Treasure Shoppe* sells quality, pre-owned furniture, collectibles, prints, accessories and other items that have been donated or consigned to the La Posada Foundation. It is located in The Shoppes at La Posada at the entrance of La Posada off of Continental Road.

DONATIONS

- Donations to the Treasure Shoppe are tax deductible
- All items other than clothing, bedding or books are accepted
- Pick-up and delivery service available for La Posada residents

CONSIGNMENTS

- Three month consignment agreement
- You receive 60% of sale price
- Each item's retail price must be at least \$75.00
- Experienced volunteers provide valuable advice for pricing items

Net revenue from the Treasure Shoppe is to support the Employee Scholarship fund and the Good Neighbor fund for residents who need financial assistance.

A large number of resident and community volunteers plus a few paid staff manage the Treasure Shoppe. New volunteer opportunities exist for both men and women to help in selection, research, pricing, preparation, clerking and cashier.

For the Treasure Shoppe, call **Ext. 4082** or you may contact the Foundation at **Ext. 7910**.

TRANSPORTATION

La Posada provides daily transportation in and around Green Valley and transportation to Tucson on a scheduled basis. Special event transportation and airport shuttle service are also available at an additional charge.

GREEN VALLEY TRANSPORTATION

THE LA POSADA GREEN VALLEY DAILY ROUTE BUS

The shuttle/bus leaves the La Vista front lobby Monday . Friday at 8:00 a.m., 9:30 a.m., 11:00 a.m., 1:00 p.m. and 2:30 p.m. The bus leaves La Joya and La Perla a few minutes later. You are asked to be in the lobby area five minutes before departure time. Saturday shuttle service is available at 8:00 a.m., 9:30 a.m., and 11:00 a.m. The shuttle will drop you off anywhere in Green Valley between Continental Rd and Duval Mine Rd and arrange to pick you up at your drop off point or at another specified location on the next hour. The service is designed specifically for residents who need no assistance getting on or off the van. It is not necessary to schedule an appointment for shuttle service.

Please be sure you are watching for the shuttle. The driver is on a tight schedule **and will not be able to circle back once he or she has left the building.**

UNSCHEDULED TRANSPORTATION

If you need assistance or need local transportation that cannot be met by the shuttle, you may schedule transportation through the **Service Center at "0"**. Unscheduled local transportation is available Monday through Friday from 8:00 a.m. to 4:00 p.m. (see schedule of ~~%~~Extra Service Charges+).

CHURCH TRANSPORTATION

La Posada provides transportation to local churches on Sunday mornings. As the church schedules change from time to time, please call the Service Center to inquire about the current schedule.

SPECIAL EVENTS TRANSPORTATION

La Posada will provide transportation for special events in Green Valley or the surrounding areas. Please refer to the monthly activity calendar/newsletter, which lists all special events that include transportation arrangements. There may be additional costs for some of these events.

COMMUNITY EVENT BUS

This bus is available for any Green Valley Community or Church/Temple sponsored event that is not on the Lifestyles Calendar and start or end after the route bus hours (Monday . Friday after 4:00 p.m., Saturday after 12:00 noon and any time on Sunday). You will need to make advance reservations to take advantage of this service. To make a reservation, please call the **Service Center at "0"**. The driver's schedule is completed Thursday for the following week Sunday . Saturday. All reservations must be made prior to the schedule completion.

TUCSON TRANSPORTATION

MEDICAL APPOINTMENTS

La Posada provides transportation to Tucson for medical/dental appointments Monday and Tuesday mornings and Thursday afternoons. We ask that you schedule your appointment start time between 9:00 a.m. and 11:00 a.m. for the Monday and Tuesday morning trip and between 12:00 p.m. and 3:00 p.m. for the Thursday afternoon trip. A transportation driver will take you to and from any physician or dentist in Tucson. There is no charge for this service provided your appointment starts during those timeframes and you are ready to return home by 12:00 p.m. for morning appointments and 4:00 p.m. for afternoon appointments, if you will be longer we may need to bring everyone else home and return for you, this may result in a charge. Please call the **Service Center at "0"** to schedule your transportation service. For surgery or procedures please see **Hired Transportation** below.

HIRED TRANSPORTATION

If you have an appointment that does not fit into the regular Tucson van schedule or are having surgery or a procedure, you will need to hire a private driver. This service fee is listed in the **Extra Service Charges**. Please call the Service Center to check on availability and make an appointment.

AIRPORT SHUTTLE

Transportation to and from Tucson International Airport can be arranged through the **Service Center at "0"**. A minimum advance notice of 48 hours is required. You will be asked to provide the Service Center with a copy of your travel itinerary so the driver can call the airline to verify your return arrival time in case there is a

change. There is an additional charge for this service. (see Extra Service Charges)

SHOPPING

Once a month, the La Posada van provides transportation to one of the shopping malls in Tucson. Consult your activity calendar to find out the date and destination. There is no additional charge for this activity.

CAMPUS TRANSPORTATION

CAMPUS TRAM SERVICE (DIAL-A-RIDE)

The Tram provides transportation continuously throughout the day and evening dinner hour around the entire La Posada campus. The Tram Hours are Monday . Friday (7:00 a.m. to 7:30 p.m.), Saturday (8:00 a.m.-7:30 p.m.) and Sunday (8:00 a.m. to 6:30 p.m.) To utilize this no-charge service, merely call **Ext. 8726** or **T R A M** from any La Posada phone or 904-0605 from a mobile phone and tell the driver where you wish to be picked up.

If for some reason you do not get through, please wait a minute or two and call again. This will give the driver an opportunity to complete the call they are on and be ready for your call.

Because of the limited parking on our campus, we ask that you consider utilizing this service at all times when traveling around the La Posada campus. You may find that it is much more convenient than walking to your car, driving and looking for a parking place and then walking to your destination. The Tram will pick you up at the most convenient location for you and then take you to the front door of your destination.

WELLNESS PROGRAMS

CAMPUS CARE MANAGEMENT

La Posada staff is available to provide residents with assistance as their needs change. Included in your MRSF, La Posada's Care Management team plays an important role by assisting residents in accessing the services they need, when they need them. Our RN Care Managers are responsible for annual health assessments, arranging for Home Care support services, Outpatient services and Adult Day Services. They provide follow-up visits to La Perla and La Vista Apartments, Garden Homes or Park Centre Homes when indicated, and assist with the coordination of on-campus moves.

If you require hospitalization, our Care Managers will follow-up with you. They may also check with hospital staff on your progress and discuss with you the services you may need to further your recovery, whether that is Physical Therapy, Assisted Living or Home Care. If you have a planned surgery or hospitalization, it is always helpful to advise our Care Managers in advance so they can follow up with you. To inquire about our Care Management services, please call **La Vista at 8106** or **La Perla at 6520**.

SOCIAL WORKER/COUNSELOR

A Social Worker/Counselor is also part of the Campus Care Management staff. This individual works collaboratively with the Campus Care Managers to assess resident needs and coordinate care. Confidential counseling is available on a short-term basis to support residents with issues such as coping with grief and loss, life-transition, family or relationship concerns, adjustment to health issues or mobility changes, depression, or crisis intervention. If appropriate, the Social Worker/Counselor is also available to meet with residents to discuss concerns about Social Security and Medicare, Veterans' Resources, advance directives, community referrals, and end of life care planning. To request social work or counseling services, call **Ext. 6795**.

POSADA LIFE AT HOME (HOME CARE)

Additional services are available through our Posada Life at Home program, a fee-for-service licensed home care program, to enable residents to receive extra care

while maintaining independence in their own home. The following services are available (see schedule of ~~Extra Service Charges~~):

For Medical and Non Medical In-Home Services, 1 hour minimum is required. Services are available weekend and holidays, special rates may apply (see price sheet)

- **Supportive Care Package (no hands on care)**
Assurance checks, mail service, trash service, escorts, bed making, light meal preparation and shopping. **Maximum 20 minutes per day**
- **Home Care Package (hands on care) Includes Supportive Care Package**
Plus the following: Vital signs one time per day, bathing assistance, dressing assistance, blood sugar checks, simple wound care, medication reminders
Maximum 30 minutes per day
- **Home Care Package Plus Medication Box Includes Home Care Package**
Plus the following: Weekly RN visits for clinical assessment and medication assistance

Additional/Hourly Services

- **RN Visits**
 - For wound management, clinical assessment and education, medication management
- **Certified Caregiver/CNA**
 - For Bathing, Dressing, Vital Signs, Medication reminders
- **Companion Services**
 - For Visits/Assurance, Shopping, Accompanying on errands/trips, Light Housekeeping, Light meal Prep, Trash assistance
- **Transportation**
 - For Tucson and Green Valley, Private staffed transportation available

Arrangements for any of these services can be made by calling **Ext. 8106**

ADVANCE DIRECTIVES

Planning for future events and making your wishes known before an emergency, can lessen the stress and frustration that follows a crisis. It is important that all residents provide La Posada with up-to-date information of their personal choices in the event of a serious illness or death. This information assists La Posada in following your wishes. The information is maintained in your main file as well as a

copy at the front desk. Forms can be obtained from the front desk, Care Manager or Social Worker/Counselor offices. Our Campus Care Managers can assist you in establishing Pre Directives and advance planning documents.

EXPLANATION OF DIRECTIVES

EMERGENCY FORMS

This form lists all emergency information and contacts including your medical and financial power of attorney. To be legal, specific forms must be completed and signed by all parties. Also listed is the designated executor to your estate who takes over in the event of your death. The back page of this form lists all medications, which should be updated as your medications change as well as your doctor's name and number. A copy of this form will be sent with you to the hospital in the event La Posada staff is aware that 911 has been called and you need to be taken by ambulance.

Also on the form is information on next of kin or responsible party to contact in the event of being sent to the hospital or death as well as information on individual funeral arrangements, etc. It is your responsibility to update your form when any of this information changes.

DURABLE FINANCIAL POA

This document names a person or persons designated by you to handle or assist with your financial affairs with you specifying the effective timing such power would take place (Not effective after death). It is recommended that you designate an alternate POA in case your primary agent is not available or is unable or unwilling to act as your agent.

DURABLE HEALTH CARE POA

This document names a person or persons designated by you who can make decisions regarding medical treatment, when it is deemed that you are no longer able to make such decisions for yourself (Not effective after death). It is recommended that you designate an alternate POA in case your primary agent is not available or is unable or unwilling to act as your agent.

LIVING WILL

A written statement about health care, you do or do not want, that is followed if you cannot make your own health care decisions.

PRE-HOSPITAL MEDICAL CARE DIRECTIVE

This document is a directive refusing certain life saving emergency care given outside the hospital. To create one you must complete a special Orange Form. The ORANGE form must be signed by a licensed Health Care Provider, be witnessed and be posted in the resident's home in a visible location (recommended to keep on the refrigerator) as well as a copy for the La Vista or La Perla front desks.

If you have questions regarding the Orange Form, a Living Will or other healthcare directives, please make an appointment with one of the La Posada Care Managers or the campus Social Worker/Counselor.

IN THE EVENT OF DEATH

La Posada views itself as a resident advocate and protector. Even after a resident dies, we will endeavor to follow a resident's wishes. With this in mind, we want you to know that we have a process we follow in the event of the death of a sole occupant.

Our process is to place a special lock on your door at the time we are notified of death, so that no one unauthorized can enter. We then wait for instructions from the executor of your will. Entering your home after your death is controlled by the executor of your estate/will, which is why we ask you for executor information on the Emergency Form. Once death occurs, the Power of Attorney designees are no longer empowered, which can cause confusion and conflict among family.

This can be an issue when a family member is staying as a guest in your home at the time of your death. They already have access and it would be more difficult to displace them. It is very important that each resident provide La Posada with written authorization as to the person(s) authorized to have access to his or her home in the event of an emergency or serious illness. This is a part of the Emergency Form and should always be up-to-date.

A LIFE ALERT SYSTEM

Life is unpredictable and an unexpected fall or medical emergency could threaten your future health if help is delayed. At La Posada you can take your phone off the hook to summon assistance. Unfortunately, if you fall and cannot reach the phone, access to calling assistance may be limited. A Life Alert System is an easy to use personal response system that can get you assistance whenever it is needed.

When you need help, you just press the button on your pendant or wristband, which will then activate the system and call the Monitoring Center which establishes two-way communication and summons the help you need.

If you are interested in more information on Life Alert Systems please contact the Social Worker or Care Managers.

FLU RISK

In an effort to help you reduce your risk of getting the flu, especially during the flu season, here are some key things that you can do:

1. Make sure to get a flu shot (La Posada provides flu shots during flu season).
2. Stay healthy: Eat a balanced diet, exercise regularly, and get adequate sleep.
3. Avoid others who are sick.
4. Avoid common social greeting practices such as shaking hands, hugging, or kissing.
5. Wash your hands frequently with soap and water. When away from your home, use an alcohol-based hand sanitizer, normally available at our Front Desks, to prevent infection.
6. Use proper respiratory hygiene: Cover your mouth and nose with your elbow or a tissue when you cough or sneeze and discard tissues immediately. Avoid touching the inside of your nose.
7. If you become sick, stay at home so that you don't infect others. Drink plenty of liquids, take acetaminophen or ibuprofen to control your fever, rest in bed, and let our care managers know that you are ill by calling them at **Ext. 8106 for La Vista or Ext 6520 for La Perla**.
8. If you need help getting to your doctor, our care manager can help you.

TB TESTING

All residents are required to have a TB test upon move-in and again annually. This is important for several reasons: Tuberculosis is more prevalent in this area of the country, and is often found in older people since their immune systems are not as strong as when they were young. Also, the Department of Health Services requires documentation of a current TB test prior to allowing anyone to be admitted to Assisted Living. You need to have a skin test or chest x-ray within the past 90 days prior to admission to Assisted Living. Admission may be postponed

until after a clear TB test is received. This occurs either by receiving a negative chest x-ray or negative skin test.

WELLNESS CLINICS

La Posada Campus Care Managers provide Wellness Clinics weekly for residents of Garden Homes, Park Centre Homes, La Perla and La Vista Apartments. Please refer to the current activity calendar for the location of each Wellness Clinic and the designated days and times.

These clinics provide an excellent opportunity for residents to visit with nursing staff who can provide the following wellness services:

- Nutrition information
- Medication information
- Blood pressure checks
- Blood sugar checks
- Toenail trimming
- Assessment and treatment of minor skin tears
- Ear Irrigation
- B-12 shots***

***** This procedure requires a physician's order.**

An appointment needs to be made for toenail trimming, B-12 shots and ear irrigation. Please schedule an appointment through the **Service Center at "0"** for these procedures. Other procedures can be handled by just walking in. Please soak your feet prior to toenail trimming and use ear drops for at least three days prior to ear irrigations.

Care Managers also facilitate separate flu shot and TB skin test clinics.

Care Managers are available daily to meet with residents to discuss any health related concerns. Their offices are located behind the front desks of both La Vista and La Perla. While an appointment is not necessary to see them, it is suggested that residents call first to ensure that the Care Manager is in the office. (Care Managers spend much of their time out and about on campus).

HOSPITAL RIDE HOME

Should you find yourself in need of a ride home from the hospital anytime, day or night, you may call our **24-hour Service Center at 648-8122** to arrange for one of the La Posada drivers to pick you up if you prefer not to use a taxi service. This service was created to help increase your sense of security, (See %Extra Service Charges+for cost from different hospitals).

HOSPITAL STAYS

It is important that you inform the La Posada Front Desk or the Care Managers when you are in the hospital overnight. A report is initiated that advises appropriate individuals that you are in the hospital and enables them to provide appropriate services while you are away.

Also, be aware that if you dial 911 and then ask the ambulance driver to take you to a specific hospital, they will follow your request unless; 1) you are physically unstable and they need to take you to the nearest hospital 2) you need trauma services, they may take you to UMC and 3) the hospital you request is on %divert+ due to inadequate staffing to meet demand. In this event, they will take you to another hospital.

MEDICATION DISPOSAL

A %drop box+for expired prescriptions is open at the Sherriff's Department at 601 N La Canada Drive, from 8-5 Monday through Friday. You may also drop off your medications at the Care Managers office. No liquids, tubes or sharps, please.

OUTSIDE CAREGIVING SERVICES

In the event a resident requires outside temporary caregiver assistance, not provided by La Posada, (i.e. visiting nurse, etc.), La Posada requests that the Care Management Department be notified. This is for security purposes so we know who is in the building in the event of an emergency.

La Posada reserves the right to give final approval of any and all caregivers working on the La Posada campus.

La Posada works with several advocacy groups. Please contact Care Management for details.

Care Management can be reached at either **Ext. 8106** or **Ext. 6520**.

TRANSFER TO ANOTHER LEVEL OF CARE

Should a resident have a change in their physical or mental/cognitive condition, but desire to stay in independent living, La Posada can provide information about programs and services that may allow the resident to remain as independent as possible. La Posada is not qualified to provide treatment or care for serious mental health/behavior issues other than dementia and may refer you to an outside organization for such problems.

When the resident no longer meets the requirements of occupancy in independent living, La Posada will work with the resident and family members, if requested or necessary, and may initiate action to move the resident to a more appropriate level of care. A resident transferring to another level of care within La Posada will have to meet the admission criteria for that area. We have a transfer policy for your information available upon request.

Residents or family members (with written permission from resident) may call one of our Care Managers at **Ext. 8106** or **Ext.6520** should they have concerns about a resident's health and/or their ability to live independently.

The Settling-In Team is available if needed to assist with a move. There is an additional charge for this service. You may reach them by calling **Ext. 8118** or **Ext. 4084** if these services are needed.

WHEELCHAIRS AND MEDICAL EQUIPMENT FOR LOAN

Should you need to borrow a wheelchair or other medical equipment from La Posada, please contact the Care Managers who will assist you in getting the piece of equipment needed. Please remember, that these are on loan for a temporary time of no more than a few days. La Posada may not always have the specific piece of equipment needed, but will work with you to secure it. If you need a piece of equipment for a longer period of time, we will help you borrow one from Friends in Deed or other sources. You can call one of our **Care Managers at Ext. 8106** or **Ext. 6520** or the **Service Center at "0."**

SUPPORT/HEALTH CARE SERVICES

La Posada's community outreach programs are available to all residents either as participants, or as volunteer opportunities. Community Services are located both on and off campus. Several of our services are located in the Posada Life Community Services (formerly Casa) building.

ADULT DAY SERVICES

Adult Day Services, offered in the Posada Life Community Services (formerly Casa) Community Center on campus, offers participants a congenial and stimulating environment, while offering respite to their caregivers. If you are caring for someone with physical disability, impaired memory or emotional needs, this program may be your answer to helping you take care of yourself while you strive to keep your loved one at home. **Campus residents receive discounted daily rates for all Adult Day Services**

Activity

Our state-licensed program is staffed with health aides, activity specialists and licensed nurses. Participants enjoy a variety of individual and group activities, including, exercise, entertainment, monthly theme parties, and field trips.

Medication Administration

The nursing staff administers medications and provides consultations, and a health aide assists with personal care. Physical and occupational therapy appointments can be woven into the day with the professional staff at La Posada in the Outpatient Clinic.

The program is open from 9 a.m. to 4 p.m. Monday through Friday. Participants can choose the number of days or partial days to fit their schedules. Contact information; call 520-393-6835 or 625-2273 for information

COMMUNITY CENTER

Posada Life Community Services (formerly Casa) Community Center is an activity center for the entire Green Valley community. The Center offers classes, educational programming, trips and outings for the Green Valley community. The center also provides the Senior Lunch Program, a program sponsored by the Area

Agency on Aging for Southern Arizona. This program provides much needed meals at little to no cost for area seniors in need. A \$3 donation is requested for the lunch, which is served Monday - Friday. Call 625-2273 for information

COMMUNITY CONNECT

(LOCATED IN THE SAFEWAY PLAZA)

Located in the Continental Shopping Plaza next to CVS Pharmacy, Connect can be used as a resource for all residents. Connect offers educational programming and classes that are in addition to the many health and wellness classes offered on campus. All residents are welcome to use Connect and attend any of the classes or functions at no cost.

Class schedules can be found on line at our Posadalife.org web site, under Community Services, or by calling 520-393-6700

LOS NIÑOS DEL VALLE PRESCHOOL & CHILD CARE

Los Niños del Valle Preschool & Child Care is an accredited, licensed program for children ages 2-5. Children enjoy shaded play areas, walking paths and colorful, comfortable classrooms within our supervised buildings. Call 625-2273 for information

OUTPATIENT THERAPIES

Physical, Occupational and Speech Therapy are available on an outpatient basis in the La Hacienda building. La Posada offers a wide range of therapy treatments, including Aquatic/Pool Therapy and Ultrasound therapy. La Posada therapists are rehabilitation specialists with many years of experience in treating a multitude of conditions, which include (not limited to) general weakness, stroke, Parkinson's treatment, head injury, shoulder and rotator cuff injury, back injury, hip fractures, knee surgery and hand surgery.

PAYMENT AND COVERAGE

Most Outpatient Therapy services are covered under Medicare Part B or other insurance plans. A physician's order is needed to begin any Therapy program. La Posada has contracts with various HMOs and accepts Medicare and private pay patients for therapies. If your physician orders therapy, you may suggest that he or

she allow you to use La Posada Outpatient therapies, as they are conveniently located on the La Posada campus.

PRIORITY ACCESS

La Posada extends Priority Access to residents in need of Outpatient Therapy. Please inform the receptionist that you are a campus resident when you call to schedule an appointment. The staff will work with you to establish a priority appointment. While we will attempt to schedule you as quickly as possible, the nature of your visit, your specific therapy needs and the availability of the therapists may impact scheduling.

CANCELLATIONS

Clients who establish a therapy appointment and who do not attend the appointment, without providing a 24-hour notice, may be charged for the missed appointment.

If you have any questions about therapies at La Posada, you may call the office at **Ext. 2200**. Please call to verify that La Posada is currently contracted with your insurance company before making arrangements to attend therapy.

POSADA HEALTH

Posada Health is a **primary medical care service** located within The Pavilion on the La Posada Campus. Posada Health is open to all campus residents and has been designed to provide primary and preventive healthcare services, by complimenting and integrating into our existing campus philosophy of wellness.

Posada Health offers easy-to access care for non-emergency illnesses or injuries, as well as, offering primary medical care for residents who would prefer the convenience of these services on campus.

Posada Health rents office space to Providers Direct of Tucson to operate this service on campus. Providers Direct is a primary healthcare provider that has been working in Tucson since 2007.

Posada Health offers full service primary medical care, featuring preventative health services, geriatric and adult services, woman's health and other ancillary services such as:

- Medication Assessments

- Diabetic care
- Management of chronic conditions
- Wellness Check-ups
- Respiratory issues
- Allergies
- Lab Services
- Immunizations
- Ear aches, coughs and colds

Contact the Posada Health office, directly at Ext 8900 or ask one of our Care Managers for assistance

All of our Community Services can be found on our web site, Posadalife.org.

VOLUNTEER PROGRAM

Volunteering provides individuals an opportunity to get involved, learn new skills, make new friends and become better acquainted with La Posada and Posada Life Community Services (formerly Casa).

La Posada has many volunteer opportunities available, including time with older adults across our campus, with children at Los Ninos del Valle Preschool, or within the programs of Posada Life Community Services (formerly Casa). We offer flexible scheduling and a variety of volunteer options to meet your interests and needs. We will accommodate you in whatever way we can so that volunteering at La Posada and Posada Life Community Services (formerly Casa) will not interfere with your other commitments in the community.

Your experience at La Posada may be regularly scheduled volunteer positions, or a short-term, drop-in volunteer opportunity as a Posada Life Community Services (formerly Casa) Victory Volunteer. Call to find out how you can give your time and talents in service to others. Remember, when you give of yourself, you receive!

Residents in the La Perla and La Vista Apartments, Garden and Park Centre Homes that participate in volunteer activities supporting their buildings do not need to complete the application and screening process that is required of volunteers in our state licensed areas (La Hacienda, La Via, La Joya, Los Niños del Valle and Posada Life Community Services (formerly Casa) Adult Day Services).

You Can Make a difference in someone else's life just by sharing your friendship and a little bit of time. All volunteers are considered valuable assets to the La Posada campus. For more information call our Volunteer Manager at **Ext. 7999**.

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