

## DINING ROOM HOURS

**Breakfast:** 7:30 a.m. - 9:30 a.m.  
**Lunch:** 11:30 a.m. - 2:00 p.m.  
**Dinner:** 5:00 p.m. - 7:30 p.m.

*The last seating is at 7:00 pm*

An "Always Available" menu is offered during off-meal hours.

**Beer/Wine available daily for purchase: \$6.00/\$7.00**

---

## GUEST CHARGES

### MEALS

Breakfast	\$10.00
Lunch	\$15.00
Dinner	\$30.00
Holiday Dinner	\$40.00
Child's Holiday Dinner	\$15.00

\*Children under 10 years, meals are 50% less than listed, except Holiday Dinner

## GUEST ROOM

🕒 **CHECK IN 3:00 P.M.**      **CHECK OUT 12:00 NOON** 🕒

**Guest Room** \$135.00 Per night  
**Cot (only available in 1 or 2-bedroom apartments)** \$ 20.00 Per night

### SUPPLIES Available at Front Office

Apartment or Mailbox Key	\$ 10.00
Electronic Key Card	\$100.00
Emergency Pendant	\$100.00
Outside Door Key	\$ 30.00
Photo copies, per page	No Charge 1-25
	Copies / 26+ .10
White envelope	.25
Manila envelope	.50
Faxing: per page (Domestic only)	No Charge
Sheet of paper	No Charge
Heritage on the Marina Note Cards	4/\$5.00

## Front Office Hours

**Monday - Friday** 8:00 a.m. - 4:30 p.m.  
**Weekends** 9:00 a.m. - 5:00 p.m.  
**Holidays** 10:00 a.m. - 2:00 p.m.

All Visitors must  Sign In & Out   
at a Kiosk and wear a visitor sticker

**Wheelchair Accessible Entrance:**  
**1550 Francisco Street**

## Important In-House Numbers

<b>Front Office</b>	<b>202-0300</b>
<b>Health Center Direct</b>	<b>202-0305</b>
<b>Dining Room</b>	
<b>Reservation Line</b>	<b>202-0714*</b>

*\*Use this number to make a meal reservation  
or to report absence from lunch or dinner*

<b>Van Cell Phone</b>	<b>305-4186</b>
<b>Front Office Fax</b>	<b>292-7080</b>
<b>Health Center Fax</b>	<b>292-3545</b>

## IMPORTANT INFORMATION

**Unless otherwise indicated, all phone numbers in this Directory are area code 415.**

**In an EMERGENCY, use the  
EMERGENCY CALL BUTTON  
in your apartment or your  
EMERGENCY PENDANT**

**You are encouraged to wear your  
Emergency Pendant at all times.**

### **APARTMENT LOCATION GUIDE:**

**M = Morgan Building**

**P = Perry Building**

**C = Corridor Connecting Morgan & Perry Buildings**

**HC = Health Center**

**Wireless Network: Heritage-Resident**

**Wireless Password: redbricks1**

**In-House Television Channel: 998**

## DIRECTORS

## PHONE #

Mel Matsumoto, Interim CEO E-mail: <a href="mailto:mmatsumoto@heritagesf.org">mmatsumoto@heritagesf.org</a>	202-0343
Ken Donnelly, Chief of Strategy E-mail: <a href="mailto:kdonnelly@heritagesf.org">kdonnelly@heritagesf.org</a>	202-0343
Joe Conroy, Controller E-mail: <a href="mailto:jconroy@heritagesf.org">jconroy@heritagesf.org</a>	202-0308
Janet Howell, Director of Marketing & Admissions E-mail: <a href="mailto:jhowell@heritagesf.org">jhowell@heritagesf.org</a>	202-0307
Hanh Ta, NHA/Operations Director/ Compliance Officer E-mail: <a href="mailto:hta@heritagesf.org">hta@heritagesf.org</a>	202-0306
Cindy Chen, Assistant Director of Nursing/ Resident Care Coordinator E-mail: <a href="mailto:CChen@heritagesf.org">CChen@heritagesf.org</a>	202-0316
Oleg Korsunsky, Director of Maintenance E-mail: <a href="mailto:okorsunsky@heritagesf.org">okorsunsky@heritagesf.org</a>	202-0340
Sandra Peret, Director of Staff Development and Infection Prevention Nurse E-mail: <a href="mailto:SPeret@heritagesf.org">SPeret@heritagesf.org</a>	202-0316
Erin Prosser, Director of Dining Services E-mail: <a href="mailto:ErinProsser@IamMorrison.com">ErinProsser@IamMorrison.com</a>	202-0310
Karina Tapia, Director of Social Services/ Wellness and Community Life E-mail: <a href="mailto:KTapia@heritagesf.org">KTapia@heritagesf.org</a>	202-0135

## EARTHQUAKE INSTRUCTIONS

### FIRE ALARM INSTRUCTIONS

**When A Fire Alarm Sounds Stay Calm!  
Listen to the instructions provided by the  
Fire Alarm System, Incident Commander  
and/or the Fire Department**

- **Touch the door knob of your apartment**
- **If it is hot, KEEP THE DOOR CLOSED!**
- **Place a wet towel at the base of the door**
- **Stay in your apartment, go to your window and wait for help**

**DO NOT EXIT THE BUILDING, unless  
instructed to do so by the Incident Commander  
or the Fire Department.**

**IF NECESSARY TO EVACUATE,  
DO NOT USE ELEVATORS!**

- **Cautiously proceed to the designated meeting area(s) and remain there until instructed by the Incident Commander**

**When a quake begins take the following actions:**

1. **Duck, Cover, Hold.** Use a corner, doorway, or inside wall if you cannot get under something. Cover your head. Do not come out until shaking stops.
2. If you are indoors stay there. If outdoors, try to move to an open area.
3. Stay away from windows and overhead wires.

**When the quake stops:**

1. If you are in your apartment, stay there.
2. Close all curtains to protect yourself from broken glass.
3. Staff will assess the building and go apartment to apartment to find all residents, check for injuries and damage to units.
4. If you are injured, staff will assist you.
5. Heritage on the Marina has emergency supplies and is prepared to continue service.
6. If the building is severely damaged and unsuitable for occupation, staff will assist you in evacuation.
7. If you are in the Dining Room, or another area of Heritage on the Marina, stay there and wait for instructions.

<u>NAME</u>	<u>APT/ROOM #</u>	<u>PHONE #</u>
Anderson, Barbara	422 P	244-4882
E-mail: anderson_barb@earthlink.net		
Arburua, Carmelita	203 P	440-4989
E-mail: sfcarm@gmail.com		
Armour, Theo	227 C	828-0000
E-mail: tarmour@gmail.com		
Beatty, Martha Nell	1530 Francisco St. #1	921-1415
E-mail: marthanellbeatty@hotmail.com		
Benedict, Yvonne	318 P	652-3163
E-mail: yvonne.benedict@sbcglobal.net		
Bertacchi, Emma	HC-06	346-5095
Bissell, Eleanor	309 P	(628) 223-3558
E-mail: eabissellsf@gmail.com		
Bixby, Patricia	HC-13	441-4305
Bolles, Jan	406 P	447-6162
E-mail: jlpbolles@gmail.com		
Brown, Zoe	222 P	775-4740
E-mail: znorwood84@gmail.com		
Brymner, Jane	311 P (119P 10/02)	409-1220
Burke, Bernie & Eleanor	244 M	
E-mail: bernieburke@comcast.net		425-0082
eleanorgeorgeburke@gmail.com		200-7359
Canepa, Antoinette	107 P	673-1525

<u>NAME</u>	<u>APT/ROOM #</u>	<u>PHONE #</u>
Clevenger, Barbara	411 P	(510) 334-2140
E-mail: clevengerbl@aol.com		
Conley, Katherine	421 P	652-9512
E-mail: Conley1932@gmail.com		
Copeland, Harry	236 M	673-2884
Coughlan, Erika	228 C	563-8343
E-mail: cougey42@aol.com		
Der, Henry	HC-09	
DeWath, Edward	219 P	345-9796
Dowell, Betty	120 P	921-8877
Dugliss, Rod and Lucia	3325A Octavia St.	
E-mail: lucia398@yahoo.com		596-9505
rdugliss@gmail.com		596-9504
Dy, Betty	410 P	265-7798
E-mail: bettyroydy@gmail.com		
Ertola, Shirley	209 P	359-9339
Fletcher, Isabel	103 P	474-7240
Forman, Marcia	1530 Francisco St. #3	391-3177
E-mail: marcia.forman@yahoo.com		
Fowler, Jean	241 M	775-4846
E-mail: jean5128sf@gmail.com		

<u>NAME</u>	<u>APT/ROOM #</u>	<u>PHONE #</u>
Frankenberg, Joyce E-mail: jfofrh@aol.com	230 C	775-6619
Fraps, June E-mail: jmfraps@gmail.com	221 P	902-3389
Gardner, Marlice	HC-02	940-9566
George, Elmer E-mail: elmermar@aol.com	HC-12	359-0236
Graham, Gene E-mail: grahamgene@sbcglobal.net	211 P	801-5975
Hanley, Tony & Linda E-mail: thanley640@comcast.net	332 M	345-1297 Cell:(510) 701-1716
Harris, Mary Liz E-mail: 2phoenixsf06@comcast.net	108 P	801-5306
Haskell, Gardner E-mail: gardnerh2005@yahoo.com	245 M	(917) 618-3389
Hoff, Aggie E-mail: agathahoff@gmail.com	213 P	292-4942
Howard, Dr. Doris E-mail: dlh1927sf@gmail.com	229 C	567-5609
Hulting, Patsy E-mail: pathulting@aol.com	1530 Francisco St. #2	221-3848

<u>NAME</u>	<u>APT/ROOM #</u>	<u>PHONE #</u>
Jacobs, Margaret E-mail: mej1928@gmail.com	235 M	351-2452
Jones, Mattie	HC-05	
Jonsen, Dr. Albert (Al) & Mary Liz	412 P HC-08	931-2558
Jordan, Elizabeth E-mail: ejordan94112@gmail.com	330 M	441-1521
Kaufman, Monique E-mail: moniquekaufman6@gmail.com	1536 Francisco St.	490-7345
Kirkpatrick, Kathryn E-mail: kkirkpatrick1346@gmail.com	225C	509-4445
Learned, Gloria E-mail: gblearned@gmail.com	423 P	292-6547
Lee, Ivy	104 P	928-4592
Leff, Enid E-mail: ileff3@gmail.com	HC-14	931-6455
Leichum, Karl & Lillemor E-mail: leichum@earthlink.net	3325 Octavia St.	385-4301 385-1601
Leong, Mollie	HC-15	474-1561
Lindlow, Gail E-mail: mglindlow@gmail.com	327 M	510-9594

<u>NAME</u>	<u>APT/ROOM #</u>	<u>PHONE #</u>
Lloyd, Gisela	305 P	654-3120
E-mail: giselalloyd@gmail.com		
Loo, Katie	248 M	664-1288
E-mail: lookuotsing@gmail.com		
Luopajarvi, Sisko "Sisi"	326 M	606-7703
E-mail: sisluo@gmail.com		
Maglio, Mary	HC-10	298-0101
Mansouri, Midge	231 C	757-0522
E-mail: marjmam@sbcglobal.net		
Mattson, Marie	HC-08	1 (866) 399-9050 then dial 1 (415) 885-5064#
McCarthy, Ellie	HC-14	292-6466
McEvoy, Rita	331 M	902-1525
Moore, Sheila	247 M	474-8746
E-mail: samoore007@comcast.net		
Morris, Anne	324 M	269-4971
E-mail: bummiemorris@gmail.com		
		525-3857
Moughan, Terry	322 P	730-6185
Narron, Kay	418 P	(530) 401-8491
E-mail: kay.narron@gmail.com		

<u>NAME</u>	<u>APT/ROOM #</u>	<u>PHONE #</u>
Nelson, Joann	HC-03	
Ormasa, Dorothy	220 P	202-0715
Orsi, Joan	HC-04	
Peckham, Elwyn	HC-01	
Peirce, Mary	HC-03	447-3930
Peirce, Vivian	207 P	345-8292
Petersen, Marianne	419 P	567-7217
Pieck, Marianna	105 P	409-2247
Raymondos, Martha	1540 Francisco St.	353-0218
Roper, Mary Charlotte	113 P	922-3432
E-mail: mcaroper@gmail.com		
Rush, Patrick	3327 Octavia St.	(805) 234-3850
E-mail: prush@sbcglobal.net		
Sabini, Ernie	223 P	409-6040
Segrin, Robert	121 P	673-1333
Sharp, Linda	312 P	776-0494
E-mail: Sharpie.L1780@yahoo.com		
Skootsky, Gary & Kristine	1530 Francisco St. #4	409-6630
E-mail: garyskootsky@comcast.net		
	kristineskootsky@mac.com	(650) 787-1575
		(650) 787-1576

<u>NAME</u>	<u>APT/ROOM #</u>	<u>PHONE #</u>	<u>NOTES &amp; ADDITIONS</u>
Standing, Jane E-mail: jane@standing.com	237M	928-4096	
Stent, Nancy C. E-mail: stentsf@gmail.com	303 P	921-7543	
Swietlicki, Steve	246 M	921-4391	
Torres, Martha E-mail: marthatorres@sbcglobal.net	3327 Octavia St.	(805) 235-1298	
Van Den Berg, Mercedes E-mail: mercedesvandenber@gmail.com	323 P	567-1835	
Voyles, Stela	239 M	440-0455	
Wake, Marion E-mail: mlwake@mindspring.com	109 P	567-9020	
Way, Lucretia E-mail: lucretia221@gmail.com	HC-07	673-3518	
Wentker, Fred & Jo Ann E-mail: fww@wentker.com joann@wentker.com	320 P	829-7877 623-4385	
Wesson, Dr. Richard & Marlene E-mail: rawesson@sbcglobal.net marlene_wesson@email.msn.com	1538 Francisco St.	771-2444	
Zagorites, Flora	238 M	710-2771	