



# *Resident Handbook*



3400 Laguna Street | 1530 -1538 Francisco Street | 3325A -3327 Octavia Street



# *Welcome to Heritage on the Marina*

**Thank you for being part of our Community!** This Resident Handbook provides important information regarding mutual expectations for living in community. These expectations are either set forth as part of your Contract, are regulatory requirements from the State of California as part of our license as a Residential Care Facility for the Elderly (RCFE), or are Heritage on the Marina policy.



## **Mission Statement**

The mission of the San Francisco Ladies' Protection and Relief Society is to be an innovative, charitable model for serving the needs of seniors and to utilize its resources and expertise to serve the San Francisco community.

### **San Francisco Ladies' Protection and Relief Society**

DBA as Heritage on the Marina, 3400 Laguna Street  
San Francisco, CA 94123 | 415.202.0300  
<https://heritageonthemarina.org>

**RCFE #380500295 COA#260**

Statement as to Non-Discrimination: San Francisco Ladies' Protection and Relief Society, dba Heritage on the Marina shall not limit residency to persons on the basis of gender, gender identity, age, marital status, sexual orientation, race, color, religion, national origin, disability or military status. We are committed to providing an inclusive and welcoming environment for all members of our residents, staff, volunteers, subcontractors, and vendors.

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# *Emergency Instructions*

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

## **Emergency Call System**

If you become ill or suffer an accident in your apartment, push the button at the end of the intercom extension cord in your living area, or pull the emergency cord in your bathroom. This will activate an alarm at the Henderson Clinic and a staff member will contact you.

## **Emergency Pendants**

Each Resident living in the Morgan and Perry buildings on Laguna Street is given an Emergency Pendant, on their first day of residency at Heritage on the Marina. You are strongly encouraged to wear the provided Emergency Pendant at all times. This is to ensure a quick response, regardless of your location in the building. If activated within the walls of the community, a Nursing Team Member will respond.

## **Emergency Training**

All employees receive training for emergency situations, such as fire, earthquakes, power failure and explosions. Many employees have received Red Cross First Aid Training and CPR Training.

CALL 911 If you have a life-threatening illness or accident

## **Manager on Duty**

Heritage on the Marina has, at all times, a Manager on Duty (MOD) available for emergencies after hours. While the MOD line can be called at any time, it is preferred that it is used when regular staff are not on duty and there is a true emergency.

The MOD carries a phone, and the name and number of the MOD is posted on TouchTown and channel 998.

## **Earthquakes**

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 the 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 your curtains/blinds to protect yourself from broken glass.
3. If you are in the Dining Room, or other areas of Heritage on the Marina, stay there and wait for instructions.
4. Team Members will assess each building and perform a thorough check to locate all Residents, evaluate injuries and damage to apartments.
5. If you are injured, Team Members will attend to you. If the building is severely damaged and unsuitable for occupation, Team Members will assist you in evacuating.
6. Heritage on the Marina is equipped with emergency supplies and is prepared to continue standard operations.

## Emergency Instructions Continued

### Earthquake Preparation

1. Request a Maintenance Team Member to anchor large pieces of furniture to the wall (any piece of furniture over 5 feet).
2. Do not hang glass or heavy pictures at the head of your bed.
3. Place an emergency container near or under your bed. This container should have at least one week's supply of medications, sturdy shoes, a jacket, an umbrella and a flashlight.

### Fires

When A Fire Alarm Is Sounded, 911

- 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.

### Fire Doors

Fire Doors (Laguna Street only) are to be kept closed at all times. Some doors use magnetic closing mechanisms, and will shut automatically in the event of a fire.

### Fire Extinguishers

Fire extinguishers are located at strategic points throughout the buildings. "In Case of Fire" instructions are posted next to each extinguisher and in each apartment.

SMOKE DETECTORS: There are smoke detectors in every Resident apartment and throughout the Community

### Emergency Drills

All Residents and Team Members are required to participate in fire, earthquake and other disaster drills.

### Elevators

In the event of a power outage, fire, earthquake or other emergency:

DO NOT use the elevators.

If you happen to be in an elevator when an emergency occurs, press the Emergency Button. Use the Emergency Flashlight if needed. Sit down on the bench and keep calm – assistance will be on the way.



## Emergency Instructions Continued

### Evacuation

Although an evacuation is a rare occurrence, if one is required, you will want to have a “GO BAG” prepared! Your Go Bag should contain the following:

- A complete change of clothes, including comfortable shoes
- Insurance policy numbers and agency contact information
- Copies of important paperwork
  - Driver's license
  - Social Security card
  - Birth Certificate
  - Marriage license
- One week's worth of prescription medication
- A record of medical conditions, allergies and current medications, stored in a waterproof container
- Eyeglasses
- Hearing aid batteries
- A small first aid kit
- Hand sanitizer and other hygiene items
- Cash
- If you have a pet, be sure to have a week's worth of food and medication

Prepare and store your Go Bag where it can be easily reached in an emergency

### Emergency Power System

Should we experience a power outage, an emergency power system will automatically activate and supply limited power to 3400 Laguna Street.

### Plumbing

If a plumbing disruption occurs in the Morgan and/or Perry buildings, hot and cold bypass water lines are automatically activated.

# *Security*

## **Security Guard**

A Security Guard is on duty 24 hours per day, seven days per week.

## **Apartment Security**

You are requested to lock your door when you are away from your apartment. No outside visitors are authorized to enter your apartment in your absence, unless you have submitted written, or in some cases, verbal permission to the Front Office. The only exception is during an emergency, when Medical, Maintenance or other Team Member members are authorized to make an emergency entrance.

## **Keys**

Each Resident is given an apartment key, a mailbox key, and a key and fob to the outside entrances. Do not give your keys to, or create duplicates for, any other persons. Do not put Heritage on the Marina's name and/or address on your keys.

If you forget the key to your apartment, you may borrow a key from the Front Office. After office hours, a Nursing or Security Team Member can assist you with entrance to your apartment.

If you forget your key to the outside doors, you can re-enter the building by ringing the doorbell at either 3400 Laguna Street or 1550 Francisco Street.

If you lose your key, you must request a replacement key from the Front Office. A charge will be made per the Fees for Optional Services, found in your Contract.

## **Building Entrances/Exits**

The primary entrances for Residents are the

main entrance at 3400 Laguna Street and the

parking lot door by the Cottage. **You may also enter the building through the 1550 Francisco Street entrance.**

**Please do not prop doors open.** Doors leading outside are to remain closed at all times.

**Do not allow any unknown person to follow you into the building.**

## **Front Office Hours**

The Front Office operates during the following times:

Monday – Friday: 8:00am to 4:30pm

Saturday and Sunday: 9:00am to 5:00pm

Holidays: 10:00am to 2:00pm

## **Visitors and Guests**

Visitors are welcome at Heritage on the Marina 24 hours a day, seven days a week. In the interest of safety, ALL visitors to Heritage on the Marina are required to sign in, using the kiosk located near the Front Office, before they are permitted beyond the Morgan Hall lobby. This includes, but is not limited to, relatives, friends, business agents, repair technicians, volunteers and delivery people. They must also sign out when they leave the premises, to maintain an accurate roster of persons currently in the building.

After Front Office business hours:

You will need to greet your guests at the Morgan building main entrance. All guests must sign in. For guests staying in the Guest Room, who plan to arrive after hours, make special arrangements with the Front Office in advance.

## Security Continued

**NOTE: The entrance at 1550 Francisco Street is the accessible entry to Heritage on the Marina.** Visitors with accessibility needs may enter here.

Authorizing another person to enter your apartment in your absence:

Unless as noted in cases of emergency or absence, the Front Office is not authorized to release a key to your apartment to any person without your written permission. Heritage on the Marina cannot allow family members, or friends, to stay in your apartment in your absence, without a signed authorization.

### Absence from Meals

To ensure your safety, Residents are required to communicate with Dining Services if they intend to miss lunch or dinner in the Heritage on the Marina dining room. Residents may communicate their absence by calling the Dining Services Reservation Line at (415) 202-0714. Please note, Heritage on the Marina does not offer credits/refunds for missed meals.

In the event that the phone is not answered, a Resident may leave a voicemail message. The messages will be checked throughout the day. Dining Services will maintain a log for those who are present during meals and for those who have given notice of their absence.

- Residents must call or speak to the host or a member of the Dining Services Management Team. Residents may not communicate their absence with the server at their table.
- Residents may not report for other Residents.
- Residents may not leave notes at the dining tables.

If you are not recorded as being present for a meal, and you have not notified the Reservation Line of your absence, a Nursing Team Member will contact you by telephone. If you are not reached by phone, further steps will be taken to locate you, which are detailed below.

### Overnight Absence

If you plan to be away overnight or longer, you are required to notify the Front Office at least one day in advance. Please use the Departure Notification Form provided at the reservation desk in the Morgan Hall lobby.

If you have not notified the Front Office that you will be away, and you do not come to the Dining Room for a meal, a Nursing Team Member will take the following actions to locate you:

- A Nursing Team Member will call your apartment.
- If there is no answer, a Team Member will perform a thorough check of your apartment.
- If you are not in your apartment, a note will be left for you. Your absence without prior notice will be considered an Emergency.
- If it is nighttime and a Nursing Team Member has not been informed of your return, they will perform regular checks by intercom to determine if you have returned to your apartment.
- After 8:00pm, the security guard will conduct regular hourly searches of the buildings, public areas, restrooms, closets, etc., as well as the parking lot, gardens and other outside areas.
- If Heritage on the Marina has not received an update on your whereabouts for 24 hours, additional measures will be taken to locate you. Your Emergency Contacts will be notified accordingly.



# *Living in a Community*

**As a Resident of Heritage on the Marina, you are living in a community which requires mutual respect, understanding and a certain degree of flexibility. All residents are required to behave appropriately and respectfully towards staff members and fellow residents at all times.** Disrespectful behavior will not be tolerated and may result in the termination of your Heritage on the Marina Contract. Residents who engage in activities that create a disturbance within Heritage on the Marina, or that are detrimental to the health, safety or peaceful lodging of others may also have their Contract terminated

We expect all Residents to show mutual respect, to accept personal differences and to treat one another, and staff, with kindness and consideration. Shaming others for their lifestyle, sexual orientation, religion or other personal choice is not acceptable. If you observe behaviors that you believe go against this principle, please report your concern to the Executive Team or (in the case of an employee) the Director of Human Resources.

As a senior living community, we also support differences in mobility or other changes due to the aging process. Please respect your fellow residents who may need more time or assistance.

## **Quiet Time**

The official quiet time at Heritage on the Marina is 10:00pm to 6:00am. During these hours, please respect your neighbors by being mindful of your noise level. Small things (such as shutting your door quietly, and refraining from using loud electronics) can make a big difference in the quality of community life at Heritage on the Marina. We thank you in advance for your cooperation

# *General Information*

## **Arts and Crafts Room**

This room is located on the lower level of the Perry Building and is available to all Residents. The Arts and Crafts Room is always open. We offer painting classes every Monday at 9:30 a.m.

## **Basement Storage**

Heritage on the Marina has limited storage space, in which Residents may store up to two trunks or suitcases. Stored items must be properly labeled with your name and apartment number.

If you need to retrieve something from the storage room, please submit a completed Maintenance / Housekeeping Request Form one day in advance, and arrangements will be made to deliver your item to you.

## **Chapel Services**

People of Faith from various denominations lead Sunday worship services. Roman Catholic services are held on the first Friday of the month and the third Sunday of the month, at 10:00 a.m. The Eucharist is distributed every Sunday at 10:00 a.m. in the McGinley Room.

Virtual Episcopal Services are available in the McGinley Room.

Chapel services are organized to accommodate the religious preferences of all Residents. If your religious affiliation is not included in the schedule of services, and you would like to have it included, you are encouraged to join the Chapel Committee so that you can assist with making the arrangements. The Chapel is open at all times for private prayer and meditation.

## **Common Area Kitchenettes**

The kitchenettes on each floor are equipped with a microwave, refrigerator, toaster and a Keurig coffee machine for your use. Please refrain from adding any additional appliances to the Common Area kitchenettes. Heritage on the Marina supplies: fresh fruit, milk, yogurt, juice, cereal, bread and other condiments.

**If you store food in the communal refrigerator, you must mark it with your name, apartment number, and the date. Please remember to dispose of old food. The refrigerators are cleaned weekly. Any unmarked food will be discarded periodically.**

## **Common Living Room Closets**

Each Common Living Room has a closet equipped with an ironing board and iron.

## **Beauty Salon/Barber Shop**

A beauty salon/barber shop is located on the lower level of the Perry Building. Typical beauty shop services are provided at standard rates by licensed operators. Residents make their own appointments with the operators and pay them directly for their services. Heritage on the Marina is not responsible for any schedule changes.

## **Friendship Hall**

Friendship Hall is located in the former Health Center and is the largest and main meeting space at Heritage on the Marina. Monthly Leadership and Residents' Council meetings are held there, as well as lectures, social events and presentations.

## General Information Continued

### Garden Conference Room

This room is located at the garden level of 1530 Francisco Street and is available by reservation to all Residents and Team Members. If you would like to reserve this room, you may do so through the Front Office.

### John Killeen Fitness Center

This room is located on the lower level of the Perry Building and is available to all Residents. Residents must have their physician's written permission to use equipment in the Center. The Fitness Center is available to residents at all times, except during regularly scheduled fitness classes, such as Chair Yoga or Tai Chi.

### Laundry Room

There are automatic washers and dryers for your use, located in the Laundry Room on the lower level of the Perry Building, the third floor of the Morgan Building, and the 4th floor of the Perry Building. Schedules are posted so that Residents may reserve the machines for a two-hour period of time.

Laundry Usage for Francisco Street  
and Octavia Street: 8:30am-8:30pm.

Please respect neighbors during quiet hours.

### Library

The Stucky Library, located near the front entrance to the Morgan Lobby, provides a large selection of books and DVDs for your use, including many books in large print. New books are acquired regularly by purchase and gift, and Heritage on the Marina receives a number of periodicals. You are asked to sign out and sign in any books you borrow from the Library.

In addition to the Stucky Library in the Morgan Building, there is a selection of paperback books in the Porter/ Pocket Library in the first floor Perry Building sitting room, near the Henderson Clinic. **The Porter/Pocket Library** also contains a variety of puzzles and games for your pleasure.

### McGinley Room

The McGinley Room is located on the 2nd Floor of the Morgan Building, near the crossover into the Perry Building. The room hosts various Resident activities. There is a "Workstation" with a computer, printer, shredder, etc. for Residents' use.

### Morgan and Perry Common Rooms

There are sitting rooms on each floor of the Morgan and Perry Buildings for you to enjoy. We ask that you please refrain from rearranging or adding to the existing furniture in the sitting rooms or hallways. Also, please avoid resting/ falling asleep in these areas.

**All of Heritage on the Marina's common areas are available for Residents to reserve for their own private use. There is no charge to reserve these spaces. For a fee, Dining Services can cater your event, but outside caterers are also welcome.**

### Porter Garden

The Porter Garden is a large garden off the eastern side of the Perry Building. It can be accessed through the Perry Building by the Porter Library or through an exterior gate from the parking lot on Bay Street, or the exterior gate on Francisco Street. Our adjacent properties on Francisco and Octavia Streets have access to this garden from their back entrances.



## General Information Continued

### Rose Fox Noll Garden

The Rose Fox Noll Garden is located at the corner of Laguna and Francisco Streets. It is accessible via the center courtyard by exiting the door next to the Dining Room, or the exterior gate located on the north side of the Morgan Building entrance.

### Parking Facilities

A private parking lot, for Residents who maintain their own cars, is provided **for a monthly fee** on the Bay Street side of the Morgan Building. Space is very limited, and assigned on a first come, first served basis. To be eligible for a parking space, proper proof of a current California driver's license, automobile registration, and insurance, as required by law, must be provided to Heritage on the Marina. **Residents must use their car at least once per month to be eligible for a parking space in the Heritage on the Marina parking lot.**

Limited garage space is available, on a first come, first served basis, for residents residing at Francisco and Octavia Streets, for a monthly fee.

Your guests and visitors **cannot park in the residents' parking lot under any circumstances.** For guests staying several days, a temporary parking permit may be obtained at the San Francisco Municipal Transportation Agency (SFMTA), for a small fee. The permit will allow your guests to park on the street all day (**except during street cleaning days/times**), avoiding the 2-hour limit. You will be asked to provide the license plate number of your guest's vehicle.

# *General Policies*

## **Adjustment Period**

All new Residents must complete an introductory Adjustment Period of 90 days before they are considered a permanent Resident. Please refer to your contract for complete details.

## **Emergency Information Form**

Upon entry to the Community, you are required to complete an "Emergency Information Form." It is your responsibility to keep the emergency information up to date. If you need to make changes or additions to your "Emergency Information Form," please submit revisions to the Front Office.

## **Gifts to Heritage on The Marina**

Thanks to the generosity of so many people over the years, Heritage on the Marina has been able to offer an exceptional standard of care for our Residents. The difference between Monthly Care Fees, paid by Residents, and the actual cost of care is supplemented by contributions and income generated by invested contributions. Just as yesterday's gifts have ensured a comfortable lifestyle for Residents, today's gifts and bequests will ensure that the same lifestyle may be enjoyed by Residents in years to come. Residents frequently designate Heritage on the Marina to receive gifts honoring special events such as birthdays and anniversaries, as well as memorial gifts from family and friends. Personal gifts of property, investment securities or cash can be made during your lifetime or through your will or trust.

Heritage on the Marina welcomes monetary

gifts and bequests. If you wish to make a monetary gift to Heritage on the Marina, or would like to make arrangements for honorary and memorial gifts, **please contact the Chief Executive Officer at (415) 202-0343**

## **Monthly Fees and Charges**

Heritage on the Marina can automatically deduct your Monthly Care Fee from your bank account each month. This must be set up in advance with the Accounting Office. Please obtain the necessary information from them. **This is the preferred and most convenient method of payment.**

If you choose not to pay automatically and electronically, you will receive an invoice for your Monthly Fee and any miscellaneous charges, such as guests' meals, etc. on the first day of each month. Payment of your Monthly Care Fee and any miscellaneous charges must be delivered to the Front Office.

## **Damage to Heritage on The Marina Property**

Residents responsible for damage to Heritage on the Marina property, through negligence or carelessness, will be charged for any repairs.

## **Personal Property Insurance**

**We highly recommend you obtain personal property insurance.**

## General Policies Continued

### Theft and Loss Policy

Employees and residents are all given a copy of our policy. The policy is explained to them. The policy is posted in our facility. Staff will receive orientation on our theft and loss policies within 90 days of employment and shall review this policy twice annually. This will include discussing our facility's efforts to control theft and loss, including the review of theft and loss documentation and how the Administrator investigates the incident and results of the investigation. We shall make a copy of our theft and loss program and the applicable section of the Health and Safety Code available to residents or their representatives, or other interested persons. We do not have a safe or other means of safely securing resident valuables. They are encouraged to use their own private banking institution to provide this service. We shall provide a lock for the resident's bedside drawer or cabinet upon request of and at the expense of the resident, the resident's family, or authorized representative. The facility Administrator shall have access to the locked area upon request.

The Administrator shall document each incident of theft or loss utilizing the LIC9060, and will include a description of the article, estimated value, date and time the theft or loss was discovered, the date and time of the theft or loss (if determinable), and action taken. We shall maintain a current inventory (LIC621) of all personal property brought into the facility by residents who share a room with an unrelated resident. (CA H&S Code 1569.153 exempts residential units in which there are no unrelated residents and where the unit can be secured by the resident or residents are exempt from the requirement to inventory all resident's personal property.)

For these residents, all personal items must be inventoried, in ink, and witnessed by facility staff and the resident or resident's representative, unless the resident refuses the inventory and the refusal is documented. The inventory can be written on the State form or equivalent, if desired. When the form is complete, copies will be distributed to and kept by the facility, the resident's family or responsible party, and the resident.

If the resident has any additions to their personal inventory, it is the facility's policy to update the list and to make sure that the responsible parties obtain the updated copies. Likewise, when the resident loses or removes any items from their personal inventory, they are to notify the facility immediately and the facility will document appropriately. When a resident leaves our facility permanently, the inventory list will be verified by facility staff and the personal items will be packed. When the items are returned to the resident or responsible party the list will be re-verified and signed in receipt of belongings. If the resident dies, inventory and surrender of personal effects and valuables will take place to the resident's authorized representative in exchange for a signed receipt. While waiting for the resident's belongings to be picked up, the belongings will be stored in a secure storage area in the facility or at an off-site secure storage.



## General Policies Continued

### Weapon-Free Policy

To ensure that Heritage on the Marina maintains a safe Community, free of violence for all residents, we prohibit the possession or use of dangerous weapons on our company property:

3400 Laguna Street, 1530 Francisco Street, 1536-1540 Francisco Street, 3325-3327 Octavia Street.

### Covered Individuals

All Heritage residents and workers are subject to this policy, including contract workers and temporary employees, as well as visitors and customers on company property. A license to carry a weapon does not supersede this policy. Anyone in violation of this policy will be subject to disciplinary action, up to and including termination.

### Definitions

“Company property” is defined as all company-owned buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company’s ownership or control. This policy applies to all company-owned or leased vehicles and all vehicles that come onto company property.

“Dangerous weapons” include firearms, explosives, knives, and other weapons that might be considered dangerous or that could cause harm. Residents are responsible for making sure that any item possessed by the resident is not prohibited by this policy.

### Searches of Personal Property

Heritage reserves the right at any time, and at its discretion, to search all company-owned or leased vehicles, personal vehicles, containers, briefcases, purses, packages and people entering the property, as well for the purpose of determining whether any weapon is being, or has been, brought onto the property or premises in violation of this policy. Residents who refuse to promptly permit a search under this policy, or who fail to abide by this policy will be subject to possible termination of their contract with Heritage on the Marina.

### Pets

#### **Residents are permitted to maintain pets in all buildings at Heritage on the Marina.**

A one-time, non-refundable Pet fee is required, as is completion of our Pet Policy. Visitors who bring a dog must always keep it on a leash and clean up after it. Pets are not allowed in the Dining Room, except for service animals.

**Authorized service animals and emotional support animals are considered working animals, not pets. If you have a service animal, please provide a letter from a certified clinician documenting the tasks of your service animal.**

There is no fee for service animals.

## General Policies Continued

### Private Employment of Heritage on The Marina Employees

The private employment of Heritage on the Marina employees by Residents is not permitted.

### Private Employment of Outside Caregivers

#### Private Duty Personnel Policy

Updated February 28, 2025

Residents may engage the services of private duty personnel (including nurses and other caregivers), provided that:

- They are approved in advance by Executive Director of Resident Health or designee
- You pay for their services
- They agree to comply, and do comply, with this Private Duty Personnel Policy at Heritage on the Marina.

#### Definitions

1. Private Duty Caregiver: either a nurse (RN, LVN) or a Certified Nursing Assistant (C.N.A.).
2. Companions or Friendly Visitors: these can be non-licensed, non-certified family members and/or friends who sit with and visit the resident but do not provide hands-on care.
  - a. Companions are exempt from the requirements of this policy but are still required to report any changes in condition to the nursing staff.

### Requirements before a private duty caregiver can provide services

1. Obtain Federal Background Check clearance
2. Obtain Tuberculosis clearance
3. Provide liability insurance coverage
4. Provide Worker's Compensation insurance coverage
5. Provide a resume and any licenses or certificates to be kept on file
6. Obtain required training, as per Department of Social Services (DSS)
  - a. CPR & First Aid Certification
  - b. 40 hours of initial caregiver training
  - c. 20 hours of annual caregiver training

### Requirements when providing services

1. Obtain shift report from the nurse on duty at the start of your shift
2. Document all care given via our EHR
3. Communicate any change in status or condition to the nurse on duty immediately.
4. Give change of shift report at the end of your shift to the nurse on duty.
5. If private duty personnel cancel their shift or do not show up to work, it is the responsibility of the resident to find replacement coverage.
  - a. Heritage on the Marina staff can provide care and services, however, fees addressed in the published Service Fee Schedule will be incurred.

Heritage on the Marina staff are still responsible for overseeing the care and services, and ensuring compliance with the service plan and regulations even when private duty personnel are in place.

## General Policies Continued

### Motorized Carts Policy and Procedure

#### Overview

Motorized carts, including motorized scooters, power wheelchairs, and similar mobility aids may be operated on the premises of the community within specific parameters and providing the following guidelines are met.

The purpose of the policy for the use of motorized carts is to provide a safe environment at the community and to promote safety for all residents while reasonably accommodating transportation needs of motorized cart users. Residents who fail to comply with the regulations governing safe operation of the motorized carts will be denied the use of such vehicles while on the grounds of the community.

#### Guidelines

##### Use of Motorized Carts

1. A motorized cart agreement on page 16 must be signed by the resident prior to operating the cart on the premises of the community. This agreement will be kept on file in the resident's record.
2. An annual community registration is required for each cart. In order to obtain or renew registration, the following will be required:
  - a. The cart will be inspected by staff to ensure that it is in safe operating condition.
  - b. Residents will not be permitted to use an unregistered cart on the premises of the community.
3. If there is a concern regarding a resident's ability to operate a motorized cart safely and appropriately, testing of the resident's knowledge of the basic rules of safety and/or review of the resident's operating capabilities and skills will be required.
4. If a resident demonstrates unsafe operation of their cart or causes an accident resulting in injury or damage, their registration may be revoked by the CEO at any time.
5. A list of all registered carts and their owners will be maintained in administration.

#### Indoor Use of Motorized Scooters and Power Wheelchairs

6. The community desires to accommodate all residents in order to allow them to be as mobile as possible. In some cases, this requires the indoor use of adaptive equipment such as a motorized scooter or power wheelchair. The dependence upon such a device by itself does not necessarily mean that the resident requires a move to a higher level of care.
7. Motorized scooters and power wheelchairs must be able to fit through common area doorways.
8. Residents who need a motorized scooter or power wheelchair are permitted to use their adaptive equipment in all community common areas including the dining room.
9. If a resident does not wish to use their adaptive equipment in the dining room and they require assistance ambulating or transferring to a standard chair, arrangements can be made with the dining services manager to accommodate their needs.



## General Policies Continued

### Conditions for Operation of Motorized Carts

10. Pedestrians shall always have the right of way over all motorized carts whether indoors or outdoors.
11. Motorized carts must be kept in an Independent Living or Assisted Living resident's apartment when not in use. To protect carpeting/flooring, motorized carts must be parked on a pad or other covering. Residents will be expected to pay material and labor charges to repair any damage to the carpeting, flooring or furniture caused by the cart. Any alterations to the terrain to modify access must be cleared by the director of facility services and will be at the resident's expense.
12. An Independent Living or Assisted Living resident will be responsible for charging their motorized cart. Any modifications to or additions of electrical outlets to accommodate charging must be cleared by the director of facility services and will be at the resident's expense.
13. Only dry cell battery operated motorized carts are allowed. It will be the responsibility of the residents to safely and properly dispose of spent batteries.
14. All motorized carts shall be equipped with suitable horn or bell and a rear view mirror. Any cart driven outside anytime other than during daylight hours must be equipped with headlights and tail lights.
15. Residents shall operate motorized carts in a conservative and safe manner, taking special precautions near doorways, in elevators, at corners, when approaching pedestrians, when backing up and in other situations that present an additional risk of injury or alarm to others in the vicinity. The resident shall not operate their vehicle in any way that creates a disturbance or threat of harm to the driver or others or damage to facility property. Outdoor motorized cart usage is limited to sidewalks and streets. They are not to be driven on the lawn.
16. When used in any indoor common area of the community, carts shall not be driven faster than the natural walking speed of any pedestrian in the vicinity and the speed is to be set at the lowest feasible setting.
17. Motorized carts cannot be left unattended in hallways or other public areas of the community. Carts shall be parked only in designated areas out of the way of pedestrian traffic. Carts shall not be operated or stopped in any place or position that creates a trip hazard to any person or blocks the ingress or egress of any person.
18. At high traffic times (e.g. during meals and entertainment events) extra precautions may be required by management for motorized carts entering or exiting the area(s) designated for the event. Motorized carts shall not be operated in crowded areas of the facility or at times when the presence or operation of a motorized cart presents a danger of injury to residents, visitors or staff.
19. The resident is responsible for any injury or damage caused to persons or property from their motorized cart.

## General Policies Continued

20. Residents requesting any reasonable accommodation to this policy shall submit a written request to the CEO.
21. Heritage on the Marina requires any resident desiring to use a motorized cart to have an initial and annual screening by the physical therapy department. Residents must be

deemed safe to manage the motorized scooter and must obtain an annual "driver's license" from physical therapy. A change in condition warrants a new assessment of the resident's ability to drive the motorized cart.

## Motorized Cart Agreement

This agreement is entered into this \_\_\_\_\_ day of \_\_\_\_\_ by and between \_\_\_\_\_ and \_\_\_\_\_ Resident,

in consideration of their mutual promises. The resident agrees as follows:

1. Resident desires and has received permission from \_\_\_\_\_ to operate a motorized cart (scooter, power wheelchair, golf cart, etc.) described as: \_\_\_\_\_
2. Resident has read and agrees to comply with the Motorized Cart Policy as defined in the community's Resident Handbook and/or as subsequently modified.
3. The Resident is responsible for any injury or damage caused to persons or property. Any damages caused by this vehicle during residency, must be paid by the Resident at the time of the damage. Any damages found after move-out will be added to the Resident's final billing statement.
4. \_\_\_\_\_ strongly recommends that the Resident secure and maintain adequate personal property insurance to provide appropriate coverage for the ownership and operation of the vehicle.

Resident Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Name & Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## General Policies Continued

### Sales and Fundraising

Any fundraising with Heritage on the Marina (such as bazaars, fairs, white elephant sales, etc.) shall be solely for the benefit of Heritage on the Marina and/or its programs, and not for personal gain. **Please contact the Senior Sales Manager at (415) 202- 0311 to discuss the use of Heritage on the Marina's name or logo, prior to making any arrangements.**

### Services and Fees

Heritage on the Marina reserves the right to modify or adjust services and fees at any time, with appropriate notice, as per your Contract.

### Smoking

Smoking is not permitted inside Heritage on the Marina. There are designated smoking areas outside of the building. These areas are:

- Resident parking area on Bay Street
- Bench outside of the 1550 Francisco Street entrance

**Please keep in mind that California state law prohibits smoking within 20 feet of entrances, exits or operable windows of public buildings**

### Internet Service

To access Residents' WiFi: heritage/residents.  
Password: redbricks1

### Telephone

You are required to have either a landline or mobile phone. Arrangements and charges for telephone services and equipment in your apartment are your responsibility. Heritage on the Marina must have your phone number to reach you in the event of an emergency. This applies to unlisted phone numbers as well. Your telephone number will not be given to people outside of Heritage on the Marina under any circumstances. If you prefer not to be listed

in the Residents' Telephone and Resource Directory, please notify the Front Office.

### Tips and Gifts to Employees

Residents are not permitted to give tips or any gratuity (tip, gift, or anything of value) to any employee of Heritage on the Marina. Any employee who accepts or asks for any gratuity is subject to immediate discharge.

Residents wishing to express their appreciation to employees/ Team Members, may do so by contributing to the Employees' Appreciation Fund. The Fund is distributed, on an equitable basis, to all non-management employees, in December at the annual employee appreciation luncheon. Gifts to the Employees' Appreciation Fund may be made at any time during the year and are tax-deductible. Envelopes for such gifts can be found at the Reservation Desk outside of the Stucky Library.

Residents of Heritage on the Marina may not sell or give articles of furniture, clothing or other personal possessions to Heritage employees.

### Visits by Public Officials:

Heritage on the Marina is a state licensed residential living facility.

Therefore, public officials have the right to inspect Heritage on the Marina, including Residents' apartments, at any time. The Administration will try to make an appointment with you before a state official enters your apartment, however, advance notice cannot be guaranteed. A Team Member will accompany any state official making an unannounced visit.

State Officials also have the right to review your medical records.



# *General Services*

## **Check Cashing Services**

If you are unable to access the bank, you may cash a check for up to \$100.00 at the Accounting Office from 1:00pm to 3:00pm, Monday through Thursday. The Accounting Office is located on the lower level of the Perry Building.

## **Dry-Cleaning/Laundry Services**

Agents from various laundry and dry-cleaning businesses make regular stops at Heritage on the Marina to pick up and deliver for Residents. Please inquire at the Front Office for a list of vendors currently providing this service.

## **Mail Delivery**

Mail is delivered to Heritage on the Marina daily, except Sunday and Federal holidays. Mail is deposited by the U.S. Postal Service in locked postal boxes on the lower level of the Perry Building. Mail for Assisted Living Residents, will be delivered to their apartment.

Registered mail, special deliveries, mail with postage due, and mail too large for postal boxes will be left at the Front Office. Additionally, if your box is too full, the postal carrier will leave your mail at the Front Office. You will be notified if such mail is being held for you.

## **Messages**

**We strongly recommend that you setup up a voicemail or purchase an answering machine system.** The Front Office cannot take messages for Residents, except in the event of an emergency.

## **Newspaper Subscriptions**

Residents wishing to subscribe to any newspaper may do so by contacting the newspaper directly. You will be billed directly by the newspaper. If you subscribe to a morning paper, it will be delivered to your apartment.

If you plan to be away for a length of time, please arrange to have newspaper delivery stopped for the duration of your absence. If you plan to be away for a short period and do not wish to stop delivery, please arrange for another Resident to collect your paper.

## **Notary Public**

Heritage on the Marina does not offer notary services. The Front Office has a list of nearby notary offices and/or online vendors.

## **Outgoing Mail**

There is a box for outgoing mail at the Front Office. The outgoing mail is picked up when the daily mail is delivered. The nearest post office is located on Buchanan Street, between Beach and Marina Streets (across from Safeway). There is also a post office on Lombard Street, between Webster and Fillmore.

## **Package Delivery**

Packages and other deliveries to Residents are normally left at the Front Office. If a delivery is too large or heavy to be carried easily, it will be delivered to your apartment by a Heritage on the Marina Team Member.

## General Services Continued

### Repair/Salespeople

If you have an appointment with a sales or repair person, please notify the Front Office so that the vendor may be readily identified and admitted to the building.

### Reservation Desk

A Reservation Desk is in the Morgan Hall lobby at the entrance to the Stucky Library. Here you will find Request Forms for Maintenance / Housekeeping, Van Transportation and Bag Lunches. Additionally, there are forms for notifying Heritage on the Marina when you will be away overnight (Departure Notification) and for making a Guest Room Reservation.

Completed forms may be submitted to the Front Office or deposited in the Request Form box after business hours.

Employees' Appreciation Fund and Accounting Office envelopes are also kept at this desk, for your convenience.

### Taxi/Ridesharing Service

When calling a taxicab or ride-share service, please inform the dispatcher where you wish to be picked up. The front entrance is 3400 Laguna Street; the side entrance is 1550 Francisco Street.

### Paratransit Services

San Francisco Paratransit ("SF Paratransit") is a van and taxi program for people unable to independently use or access public transit because of a disability or disabling health condition. **(415) 285-6945**

### Van Service

**Heritage on the Marina's van** is available, free of charge, to transport Residents to and from medical, dental and non-medical appointments Monday, Wednesday, Thursday and Friday, 8:30am - 12:00pm and 12:30pm - 4:30pm.

Please keep in mind that medical appointments take priority over non-medical appointments.

All non-medical transportation requests are granted on a first-come, first served basis.

Reservations are required for all appointments. Transportation Request Forms can be found at the reservation desk at the entrance to the Stucky Library.

To accommodate your request, please leave your completed Transportation Request form at the Front Office at least two working days prior to your non-medical appointments and 24 hours prior to your medical appointments. If you are turning in your request form after business hours, place it in the Request Box outside of the Front Office.

## General Services Continued

### Front Office Services

#### Fax

Faxing service is available at the Front Office

**Sending Faxes:** If you wish to send a fax, please bring your documents to the Front Office during normal business hours. The Front Office will send your fax for you. There is NO charge for sending domestic faxes.

**Receiving Faxes:** The fax number at Heritage on the Marina is (415) 292-7080.

If someone is sending you a fax, they must put your name on any incoming documents. When we receive a fax for you, the Front Office will call you to pick it up, just as we do for packages.

#### Lost and Found

You may report the loss of any personal item to the Front Office. If you find an item, please turn it into the Front Office. To minimize permanent loss of your property, please put your name in or on everything you carry with you in public areas of Heritage on the Marina, such as your purse, key chain, pillbox, eyeglasses, cane etc.

**CAUTION: Do not put Heritage on the Marina's name or address on your keys.**

#### Photocopying

Residents wishing to have documents photocopied may leave them at the Front Office with instructions as to the number of copies desired. A Front Office Team Member will copy the documents. **There is NO charge for copying up to 25 pages.** For 26+ copies, there is a charge of 10 cents per page for black and white, and 25 cents per page for color copies.

#### Postage Stamps

Stamps may be purchased at the Front Office. Up to 10 stamps may be purchased at a time. There is a small postage scale in the Front Office that may be used for weighing letters. If you require a large quantity of stamps, you should purchase at the post office or online at [www.usps.com](http://www.usps.com)

# *Guest Policy*

## **Guests**

Visitors and guests are welcome at Heritage on the Marina 24 hours a day, seven days a week. In the interest of safety, ALL visitors to Heritage on the Marina are required to sign in, using the kiosk located near the Front Office, before they are permitted beyond the Morgan Hall lobby. This includes, but is not limited to, relatives, friends, business agents, repair technicians, volunteers and delivery people. They must also sign out when they leave the premises, to maintain an accurate roster of persons currently in the building.

Guests may stay no longer than 5 days, unless approved by the Chief Executive Officer.

The 1550 Francisco Street entrance is the accessible entrance to Heritage on the Marina. Guests with accessibility needs may enter through this door and come to the Front Office to sign in and out.

## **Guest Meals**

People of all ages are welcome to dine as guests of Residents, provided there is space in the Dining Room. You are required to make reservations and accompany your guests in the Dining Room. To make a reservation, please call the Dining Services Reservation line at (415) 202-0714. Reservations for Sunday supper must be made by Saturday at noon.

Because the Dining Room has limited capacity, the number of guests a Resident may have at any one meal is generally limited:

- Single residents may have up to 5 guests per meal.
- Couples may have up to 4 guests per meal.
- During major holidays, singles and couples may have up to 3 guests per meal.

Of course, the amount of space available in the Dining Room will determine how many guests can be accommodated.

Guests' special menu requests, other than listed substitutions, cannot be accommodated, nor can private party service be provided.



## Guest Policy Continued

### Guest Rooms

Heritage on the Marina has one overnight Guest Room, which can accommodate two guests. The Guest Room must be reserved.

Reservations must be in writing using a Guest Room Reservation form, available at the Reservation Desk outside of Stucky Library, and submitted to the Front Office.

Each stay is limited to a maximum of five days. If no one else has reserved the room, and if approved by the Senior Sales Manager, or the CEO, guests may stay past the five-day limit on a day-to-day basis.

Guests may not stay at Heritage on the Marina unless the Resident is present. You are required to meet and stay with your guest(s) while they are on the premises, except when they are in the Guest Room.

**Guests in the Dining Room must be accompanied by their host.**

**If you reside in a one-bedroom or larger apartment, your guest(s) may stay with you in your apartment.**

### Rates for Guests

A schedule of current guest meal and room rates is available at the Front Office.

### Billing

You will be billed on the first of each month for any guest charges incurred during the previous month.

# *Dining Services*

**Eating together is a significant part of community living. We welcome your comments and suggestions to help us provide a great dining experience.**

## **Reservations**

We request that all Residents call the **Dining Services Reservation Line** at (415) 202-0714 to make meal reservations. For your safety, we also request that you call the Reservation Line if you do not plan on dining at Heritage on the Marina (See ABSENCE FROM MEALS in the SECURITY section on page 5).

## **Meal Hours**

The Dining Room is open daily from 7:30am to 7:30pm, with last seating at 7:00pm.

Meal hours are as follows:

### **BREAKFAST**

7:30-9:30 am

### **LUNCH**

11:00-2:00pm

### **DINNER**

5:00-7:00 pm

On Sundays and some holidays, such as Thanksgiving, the Mid-Day meal is served at 12:00pm. Supper is usually a light meal, served at 5:30pm.

An “Always Available Menu” is offered to those dining between meal hours.

If you are going to be away from Heritage on the Marina, you may request a bag lunch. Bag lunches must be requested one day in advance by filling out a **Bag Lunch Request** Form at the reservation desk outside of the Stucky Library and submitting it to the Front Office.

## **Dietitian**

An ADA Dietitian is available by appointment for Resident consultations concerning individual dietary needs. Dietary consultations can be arranged through the Henderson Clinic. Special diets can be provided but must be authorized by Heritage on the Marina’s Medical Director or your physician.

## **Menus**

The menu for the coming week is printed and distributed to Residents every Friday. Additionally, daily menus are displayed on the digital monitors on the first floor, and on the In-House Television Channel (998).

## **Dining Room Seating**

The Dining Room is open seating for all Residents.

## **Wine and Beer License**

Heritage on the Marina has a beverage license that allows us to serve wine and beer at meals, for an extra charge. Wine and beer may also be served at some of our community events. Please note that alcohol may interact with medications or may affect you more strongly as you age.

## **Dining Room Attire**

Residents are expected to dress comfortably and in good taste for meals. Bathrobes or slippers are not permitted in the Dining Room or other common areas of our community.

## **Dining Services Continued**

### **Table Decorations and Personal Items**

Fresh flowers are placed on Dining Room tables weekly. Personal condiments, vitamins, prescription medications, etc., may not be left on tables between meals and will be removed by Dining Services Team Members.

### **Dining Comments**

Residents are encouraged to give constructive feedback to the Director of Dining Services at the “Happy or Not” Kiosk outside the Dining Room next to the Hostess station. Comment Cards are also available and completed comment cards should be placed in the box next to the blank cards in the Dining Room.

### **Main Kitchen Restrictions**

**Residents may not enter the kitchen area at any time.**

### **Miscellaneous Restrictions**

Dishes, silverware, or other tableware is not to be taken from the Dining Room. Food servers and other Team Members are authorized to intervene if they notice tableware being removed. If you happen to accidentally remove tableware from the Dining Room, please immediately return it.

### **Meal Delivery**

Unless ordered by your physician or our medical staff, there is an \$8.00 charge for delivering a meal to your apartment.

# *Housekeeping Services*

## **Housekeeping Service**

A Housekeeping Team Member will clean your apartment once a week. They will change your bed linens and supply a clean set of towels, as well as a bathmat.

You are responsible for daily bed making and maintenance of your apartment.

A Team Member can make your bed for you temporarily, when recommended by Heritage on the Marina's Medical Director or your physician. Mattresses are turned upon written request.

You are responsible for dusting and maintaining personal possessions such as art objects, China, glass, photographs, etc. Housekeepers are instructed not to clean personal possessions.

A Housekeeping Team Member is not authorized to enter your apartment if you are not there. To authorize entry to your apartment in your absence, you must give written permission to the Front Office, on your completed "Departure Notification form." If you are away and Heritage on the Marina does not have your written authorization, your apartment will not be cleaned.

## **Housekeeping Request Form**

All requests for non-routine housekeeping services should be made in writing on the Maintenance / Housekeeping Request form, available at the reservation desk outside of the Stucky Library. All forms must be signed by the Resident making the request for services. You can also request services online, by logging into WORXHUB.

## **General Cleaning**

General cleaning is performed by a Housekeeping Team Member upon written request. You should remove all bric-a-brac and other objects from bureau tops, tables, etc., before a general cleaning.

You are responsible for the maintenance and cleaning of all personal furnishings. This includes the cleaning of upholstery, shampooing of rugs or carpeting not belonging to Heritage on the Marina, and the cleaning of items such as chandeliers, sconces, and other fixtures that are your personal possessions.

Heritage on the Marina carpets will be cleaned once a year and will be replaced every ten years.

## **Windows and Curtains**

Windows are washed twice a year and curtain cleaning is available upon written request using a Maintenance/ Housekeeping Request form, or online at WORXHUB.

## **Waste Disposal**

You are asked to empty your wastebaskets into containers located in one of the trash closets on your floor. Recycling boxes are also located in each closet, and on the lower level of the Perry Building.

## **Pest Control**

Our Pest Control vendor does monthly, OR as needed inspections/treatments. Please be sure to inform Maintenance staff if you see anything that should not be here and please help us by keeping your apartment clean and orderly. Store or dispose of food properly.



# *Maintenance Services*

## **Maintenance Requests**

All requests for maintenance service should be made in writing on a Maintenance/ Housekeeping Request form and submitted to the Front Office. Forms are available at the reservation desk outside of the Stucky Library. You may also request services online at WORXHUB.

Painting will be scheduled by maintenance as needed.

Residents are asked not to approach members of the Maintenance Team to request apartment repairs or other services, unless there is an emergency. Emergencies are situations that may cause damage to the facility if not immediately corrected, such as heavy leaks or flooding, or where there is threat of danger, such as fire, elevator malfunction, etc. Except in emergencies, Maintenance Team Members are not permitted to make any repairs or perform any services without an authorized work assignment from the Sr. Director of Facilities and Plant Operations.

## **Emergency Maintenance Services**

If there is a situation that requires immediate attention, notify the Front Office. If a maintenance emergency occurs after Front Office business hours, notify the Henderson Clinic or the Security Guard.

## **Plumbing**

Maintenance Team Members will resolve any plumbing problems that may occur. Any plumbing emergencies, such as leaks, blockages, or other serious problems that you notice, either in your apartment or elsewhere in the building, should be reported immediately.

## **Light Bulbs**

A Maintenance Team Member will install light bulbs for Residents, by written request, and will supply bulbs for the permanent fixtures that belong to Heritage on the Marina. Residents are expected to furnish light bulbs for lamps and any other fixtures that are their own personal property.

## **Electrical Appliances and Wiring**

The Sr. Director of Facilities and Plant Operations will make periodic inspections of electrical appliances, cords, plugs, and wiring in Residents' apartments, and may require the correction, repair or removal of equipment that is potentially hazardous.

**Hot plates, toasters, electric coffee pots, electric irons and other heating devices are not permitted in the Morgan and Perry Building apartments.**

The only exception is a microwave oven, which Residents may purchase independently. The microwave must be smaller than .7 cubic feet, and use 700 watts or less when operating. The Director of Environmental Services must approve the type and installation of all microwave ovens. Microwave ovens may be removed from apartments if they are being misused or have repeatedly triggered the smoke alarms.

## **Maintenance Services Continued**

### **Temperature Control**

If you have an appointment with a sales or repair person, please notify the Front Office so that the vendor may be readily identified and admitted to the building.

Each apartment is equipped with a heating unit. The valve controls the flow of warm air into the apartment. Questions pertaining to heating unit operation may be directed to a Maintenance Team Member.

### **Refrigerators**

Refrigerators may not be operated inside closets.

### **Maintenance of Your Personal Property**

As mentioned above, you are responsible for maintaining your personal property, including, but not limited to: furniture, lamps, video recorders, televisions, and remote controls.

### **Picture Hanging**

By written request, a Maintenance Team Member can hang pictures or mirrors for Residents. These articles will be hung only if the Resident is present. Pictures, large mirrors, bookcases, and tall pieces of furniture may be potential earthquake hazards. A Maintenance Team Member can assist you with advice and adaptive safety devices.

# *Resident Apartment Transfer Policy*

(Independent Living Only)

Residents who wish to transfer to an upgraded or larger apartment must contact the Senior Sales Manager in writing to be added to the waiting list for Resident Apartment Transfers. A submitted request **does not** guarantee that the request will be granted.

Residents on the waiting list will be contacted when a vacancy occurs.

Residents must communicate in writing whether they wish to move to the apartment and Heritage on the Marina will confirm the Resident's decision.

The following procedure applies to a current Resident desiring to relocate from their apartment to a different apartment:

- Only **one** transfer is permitted per the Resident's Contract.
- A financial recertification will be required to determine eligibility for the transfer.
- The Resident must pay the difference between the original Entrance Fee paid by the Resident and the current Entrance Fee for the new apartment.
- The Resident must pay the current market rate Monthly Fee for the new apartment.
- Residents must pay their moving and cleaning costs and the cost of restoring their old apartment to its original condition.

**This policy supersedes all previous Resident Apartment Transfer policies. This policy is subject to review at the discretion of Heritage on the Marina.**

## Apartment Transfer policy Continued

### Move Out Protocol

Your apartment is paid for at the beginning of the month, for the entire month. Any days of the month that the apartment is FULLY VACATED will be credited back to you or your estate.

Heritage on the Marina does not accept donations.

Heritage on the Marina does not donate your unwanted items for you.

You can call 1-800- GOT-JUNK or Bigfoot Hauling & Junk Removal to get assistance with removing unwanted items.

- 1-800-GOT-JUNK: 1-800-468-5865
- Bigfoot: 415-530-1595

If you do choose to leave unwanted items in the apartment, we will have them removed, and we will charge this on the final invoice. The apartment will not be considered vacated until all items are removed from the apartment.

I have read the above and I agree.

Resident Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# *Resident Communications Policy*

## **Purpose**

**Purpose:** It is our intention as an organization to communicate clearly and openly with all parties. We respect all members of our community and strive for collaboration and compassion in everyday conduct. Furthermore, we want to be widely known as a trusted organization, by having strong, proactive, forthright and transparent communication.

## **Roles and Responsibilities**

### **Residents' Association and Council**

Our Community is an Association of residents, with elected leadership that forms a Residents' Council. These residents serve as representatives who provide feedback to the management team, and work with the CEO to promote resident satisfaction and quality of life.

### **Residents' Representative**

**Residents' Representative:** The Residents' Council President serves as residents' representative to the Board of Directors. They attend, but do not vote at the BOD meetings. The Residents' Representative is charged with assessing, representing, and voicing the resident perspective to community management and to the Board of Directors. They are also charged with the responsibility of conveying and representing actions of the Board in a fair manner to the residents of the community. The Residents' Representative works closely with the CEO to provide information and to solicit feedback.

## **Voting Resident Member on the Board of Directors**

Residents of the community nominate qualified resident(s) as candidates to serve as a Resident Director. After nomination by a majority of the Residents' Association, the Board of Directors elects the Resident(s) to serve as voting member(s) of the Board, subject to the same duties, obligations, and terms of office as all other directors.

### **Board of Directors**

Legally responsible for the governance of the organization. The members serve without compensation, are responsible for governance overall, which includes the duties to set policy, provide oversight and determine strategic direction.

### **Management**

Includes community Executive Team (Chief Executive Officer, Chief Financial Officer, Executive Director of Resident Health Services, and Executive Director of Human Resources) and Department Directors responsible for executing Board policy, pursuing the established strategic direction and providing management and oversight of routine operations.

## Communications Policy Continued

### Protocol

The CEO serves as the critical link for all communications with residents. The CEO is responsible for the overall management and operations of the community and is available to exchange information with residents and listen to their perspectives. The CEO is responsible for fostering a healthy community environment which embraces transparency and upholds our values.

All communication between residents and the Board of Directors begins with, and includes the CEO. (If there is a concern with the performance or behavior of the CEO, the communications would be directed to the Board Chair.)

Community-related issues (not specific resident confidential financial or health related concerns) can and should be addressed by the CEO with the Residents' Council, either through established Residents' Council committees or with the Council officers or the Residents' Association as a whole.

### Communication Standards

1. All inquiries/concerns/correspondence will normally be addressed no later than two business days after receipt. This will not always mean that a complete answer or response will be provided, but receipt of the communication will be acknowledged and a date for follow up will be established.
2. The preferred method of follow up is face to face communication with the resident. If email correspondence is initiated and preferred by the resident, email follow-up is allowed.

3. The CEO is the central person to whom questions are directed and who will be informed of any communication initiated directly by the residents in the community. In the absence of the CEO, any member of the Executive Team may be contacted.
4. When issues arise from Residents' Council meetings, the Council President will inform the CEO in writing following the meeting. The CEO will normally respond to the concern within 20 working days. Generally, this will take place at the Leadership Update Monthly meetings. The written response to the concern will be noted in the Leadership Updates minutes.
  - a. Residents' Council meetings generally take place on the last Friday of the month.
  - b. Leadership Update meetings generally take place on the second Wednesday of the month following the Council meeting.

### Methods of and Opportunities for Communication

1. **Semi-Annual Meetings:** Held with the residents and hosted by Heritage Administration, with Board representatives present. This meeting is held the second Tuesday of February and August and is a Board/Administrative Financial Review meeting. Residents are encouraged to attend these meetings.

## Communications Policy Continued

2. **Leadership Update Meetings:** Hosted by Heritage Administration and attended by the Residents' Association.
3. **Residents' Representative to the Board of Directors:** This is usually the Residents' Council President, or appointee, a non-voting member of the Board.
4. **Resident Member(s) of the Board of Directors:** These are Director(s) nominated by the Residents' Association and elected by the Board of Directors. They are voting member(s) of the Board.
5. **Residents' Council Meetings:** held by Residents' Council Officers and attended by the Residents' Association. Concerns brought up will be addressed in writing to the CEO. Council Officers may elect to invite one or more members of Heritage Administration to address specific issues; they are invited to attend only a short part of the meeting. This is to allow residents to discuss issues or concerns freely.
6. **Financial Study Group:** This is a committee of the Residents' Council that meets quarterly with the CEO and CFO to review Heritage's quarterly financial reports and variances. This committee gets resident input for annual budget preparation and has discussion/input with the CEO and CFO about the final budget prior to the full Board approval of the budget.
7. **Various Resident Committees:**
  - a. **Ambiance Committee:** Works with administration regarding re-decorating paint colors, fabric selection, etc. and represents the Resident Association in doing so.
  - b. **Food Committee:** Provides feedback from residents to Administration regarding any food related concerns.
  - c. **Assisted Living Committee:** Advocates for and with Assisted Living residents to help ensure quality of life and resident satisfaction to more frail residents who may not have capacity to advocate for themselves.
  - d. **Other Committees as designated by Council Officers**
8. **Care Conferences:** These meetings can be initiated by the care team or by the family/responsible party. These meetings address the care needs of the resident and how the nursing team will meet residents' personal individual needs in a person centered way and in the least restrictive environment.
9. **Memos and emails to residents, families, and responsible parties:** As needs arise, the executive team and directors will communicate with all parties mentioned above via email memo and copied paper memos printed and placed in the resident mail boxes.
10. **Touch Town:** This service provides daily and monthly updates to residents and staff throughout the community.
11. **Heritage on the Marina public website.**
12. **Heritage on the Marina Facebook and LinkedIn social media platforms.**
13. **Heritage Happenings** monthly newsletter.

# *Healthcare Services*

**As a Continuing Care Retirement Community (CCRC) and a Residential Care Facility for the Elderly (RCFE), Heritage on the Marina is strictly regulated by the California Department of Social Services, the California Department of Public Health, and the San Francisco Department of Public Health. Therefore, we must follow the guidelines and procedures prescribed by all of these agencies.**

## **HIPAA; Powers of Attorney**

The Health Insurance Portability and Accountability Act (HIPAA) protects your personal health information (PHI). Our employees follow strict rules to protect your privacy. This requires us generally to have your permission before we can share your health information with others – including close family members.

Be sure to keep your health care proxy and Durable Power of Attorney (DPOA) information up to date in our records so we can share this information with the appropriate people.

## **Resident Advocate**

You can also choose to have a Resident Advocate with whom we can share your medical status. A Resident Advocate is not an agent and does not have legal capacity to make care decisions for you. All healthcare decisions are to be made by the Residents' agent under a Durable Power of Attorney or designated responsible parties.

## **Symptoms of Illness**

**When you feel ill, please notify the Henderson Clinic immediately.** This includes but is not limited to: fever, "common cold," flu, GI distress (i.e. diarrhea and/or vomiting). Do not come to the Dining Room for a meal or join in other group activities until the nursing staff has cleared you to do so.

Some symptoms, such as GI distress, may constitute an emergency, when one or more Residents become ill. These symptoms, which are associated with Norovirus, may be reportable to the Department of Health.

When we become aware of one or more cases of Norovirus, the following steps must be taken:

1. The Executive Director of Resident Health Services and the Department of Health are immediately notified.
2. Group activities are eliminated until the last Resident presenting symptoms is completely well for 72 hours.
  - a. Meals are served directly to Residents' apartments.
  - b. In-house/community activities are canceled.

## **Remember:**

1. **Wash your hands frequently to stay well.**
2. **Report symptoms of illness to the Henderson Clinic immediately.**

## **Medical Coverage**

Your Heritage on the Marina Contract describes the medical care that is provided, either at Heritage on the Marina or an outside skilled nursing facility.



## **Healthcare Services Continued**

### **Emergency Medical Care**

A licensed nurse is on duty twenty-four hours a day to attend to any medical emergencies. A physician, retained by Heritage on the Marina, or an associate is always on call. If you have a medical emergency, please call 911.

### **Medical Director**

Heritage on the Marina's Medical Director assists to help ensure that policies and Procedures are current and safe, attends the bi-monthly Continuum of Care (COC) meetings, and is a resource to the nursing staff.

### **Wound Specialist**

Heritage on the Marina has a contracted wound specialist on site weekly or as needed.

### **Podiatrist**

Our contracted podiatrist is on site monthly or as needed.

### **Dental Hygienist**

If you would like to use the Dental Hygienist who comes onsite, please see Henderson Clinic staff to arrange an appointment.

### **Continuing Health Supervision**

Heritage on the Marina provides general health supervision for all Residents.

A Nursing Team Member is available to discuss any health problems or concerns you may have. You are strongly advised to notify the Henderson Clinic of any injuries, illnesses, or unusual symptoms that you experience.

### **Medical Records**

A medical chart is maintained at the Henderson Clinic for each resident. Current information about your health care must be given to a Nursing Team Member to be included in your chart. It is your responsibility to keep the Nursing team updated on any changes that may arise.

### **Injections**

Injections prescribed by a physician can be administered by a licensed nurse in the Henderson Clinic. You must notify the nurse if you have ever experienced any allergic reactions to previous injections.

Flu vaccinations prescribed by a physician are administered annually to those who wish to receive them. If you are eligible to receive a flu vaccination elsewhere, you will not be given a vaccination at Heritage on the Marina. COVID vaccinations are also available as needed.

### **Treatments**

Many treatments that your physician prescribes can be provided by a Nursing Team Member, when necessary, at a prearranged time in the Henderson Clinic. There is a fee associated with this for Continuing Care (Type C) contract holders.

## Healthcare Services Continued

### Medications

Each Resident is responsible for following his or her physician's orders concerning medication. For your own protection, it is your responsibility to inform the Henderson Clinic staff of any medications and/or drugs you take regularly. This information will be listed in your medical record to ensure that you receive proper care. If you maintain your own medications in your apartment, it is imperative that medications and toxic substances, such as cleaning supplies, be kept where they are inaccessible to other residents.

If it has been determined that you cannot handle/maintain your own medications or over the counter drugs in your apartment, the Henderson Clinic staff will maintain and dispense your medications.

### Meal Trays to Residents' Apartments

Meal trays are provided, free of charge, only for medical reasons, as recommended by the physician and authorized by the Executive Director of Resident Health. If you do not have a physician's order but feel too ill to go to the Dining Room, notify the Henderson Clinic. A nurse will evaluate your condition and if needed, authorize trays to be sent to your apartment until you can be seen by the physician.

**\*\*NOTE:** The Front Office and Dining Services Team Members cannot order meal trays.

### Bills for Hospital and Medical Services

Residents must maintain Parts A and B of Medicare. After Medicare, or your Medicare HMO, and secondary insurance have paid their portions of outside medical expenses, Heritage on the Marina may pay balances due, if the services are covered under your **Life Care Contract**.

These bills for medical and hospital care should be submitted to the Accounting Office for payment. The Nursing Department reviews, and either approves or denies payment, based on an individual's applicable contract exclusions.

**The above does not apply to Residents Covered by a Continuing Care Contract**

### Referrals for Outside Medical Care

For outside medical care expenses to be covered by Heritage on the Marina, residents must obtain a referral from the Executive Director of Resident Health Services.

Referral forms for this purpose are at the Henderson Clinic. These forms are used to authorize Heritage on the Marina to make co-payments for outside medical services which are payable under the conditions stated in your **Life Care Contract**. The forms are also used to track medical tests and treatments received.

**The above does not apply to Residents covered by a Continuing Care Contract.**

### Medical Marijuana

If approved by your physician, you may use marijuana for medical purposes; however it may not be smoked or vaped on premises or within 25 feet of entrances.

## Healthcare Services Continued

### Skilled Nursing Agreements

Heritage on the Marina has transfer arrangements with two nearby Skilled Nursing Facilities (the “Contracting Nursing Facilities”): The Sequoias and San Francisco Towers. You will be entitled to receive nursing care in a Contracting Nursing Facility when the Chief Executive Officer or designee, in consultation with the Medical Director or designee, and you and your family, your guardian, your physician or surgeon, and an appropriate specialist or licensing official, determines that such care is appropriate and available. The services you receive, and certain additional rights and obligations will be as set forth in the skilled nursing facility admission agreement provided by the Contracting Nursing Facility. When you receive care in the Contracting Nursing Facility, you will continue to pay your regular Monthly Fee (if you retain your apartment) and the fees and charges for any excluded items or services you receive. You will be responsible to pay your regular Monthly Fee to the Contracting Nursing Facility. The Society will pay any difference directly to the Contracting Nursing Facility.

### Healthcare Decisions

All Residents are strongly encouraged to execute an Advance Health Care Directive, and a Pre-Hospital Do Not Resuscitate Form, if applicable. After you are settled in, arrange an appointment with the Executive **Director of Resident Health Services** to discuss these documents.

### End-of Life Issues

Heritage on the Marina supports Residents’ dignity and self-determination and will honor the decision of a qualified Resident with a terminal illness to end their life by taking aid-in-dying drugs, in accordance with the California End of Life Option Act. However, Heritage on the Marina will not participate under the Act, and does not allow its employees, volunteers, or independent contractors to participate under the Act at Heritage on the Marina. For more information about the End-of Life Option Act and Heritage on the Marina’s policy, please contact the Executive Director of Resident Health Services.

### Funeral Arrangements

Per your Contract, Heritage on the Marina requires proof of paid funeral arrangements within six months of taking residency.

# *Activities / Committees*

A monthly calendar of activities is distributed to all Residents prior to the beginning of each month. Additionally, activity offerings will be displayed on the digital monitors on the first floor, and on the In-House Television Channel (998).

The activities are organized by the Assistant Director of Life Enrichment.

## **Current Committees**

- Activities
- Ambiance
- Basement Board Maintenance
- Birthday
- Chapel
- Financial Study Group
- Food
- Garden
- Greeting Cards
- Library
- Movie
- Out and About
- Visual arts

Occasionally, special committees are appointed to handle various in-house activities, such as bus trips, picnic excursions, etc. There is an active in-house volunteer program which helps with planned activities.

### **Activities Committee**

This Committee is responsible for providing Residents with a variety of programs. The Committee arranges interesting musical acts, guests, film presentations, parties and other such activities.

## **Ambiance Committee**

The Ambiance Committee observes the building and grounds and makes suggestions for improvements. The Ambiance Committee works with the CEO and Facilities Director to decide placement of pictures, furniture, etc. and to ensure that Residents have a voice in these decisions.

### **Basement Board Maintenance**

Updates information on the Resident Communication Board in the basement across from the Resident mailboxes.

### **Birthday Committee**

Decorates the table for the monthly birthday celebrations.

### **Greeting Card Committee**

Purchases, circulates, delivers/sends birthday cards, get well cards to ill residents and staff, sympathy cards to deceased residents/staff families, etc.

### **Chapel Committee**

The Chapel Committee is responsible for arranging clergy, organists and singers for Chapel services.



## Activities / committees Continued

### Financial Study Group (FSG)

A group of Residents who meet quarterly with Administration to review the previous quarter's financial statements and to understand the financial variances to budget. This group also does an informal annual survey to help ensure that Resident requests for capital spending are brought to the attention of the Administration.

### Food Committee

The Food Committee meets regularly with the Director of Dining Services and the Executive Director of Resident Health Services to discuss dietary comments and suggestions by Residents.

### Garden Committee

Plants and cares for potted plants in the Porter and Rose Fox Noll Gardens, and the 2nd floor Morgan balcony.

### Library Committee

The Library Committee oversees the maintenance and acquisition of books for the Stucky Library. If there is a particular book or periodical you would like to suggest to Heritage on the Marina, speak to someone on the Library Committee.

### Movie Committee

Works with the Life Enrichment (Activities) department to arrange for movies to be shown in the McGinley Room.

### Out and About Committee

Arranges the weekly Tuesday excursions and puts out sign-up sheets.

### Visual Arts Committee

Updates art exhibits in the Tony Lawrence Art Gallery and arranges receptions in the McGinley Room.

# *Residents' Council*

All Residents are members of the Residents' Association. The Residents' Council consists of four Resident-elected officers (President, Vice President, Secretary, and Treasurer) and meets monthly with the Residents' Association to share ideas, suggest activities, and discuss matters of general interest or concern to Residents.

Officers of the Residents' Council are elected annually in December, at the Annual Meeting of the Councils. The Officers make up the Executive Committee, and are responsible for overseeing the Residents' Association. The Residents' Council and Residents' Association meet without any administrative staff present, unless they are invited by Council to attend.

The Residents' Council President serves as the Resident Representative to the Board of Directors and is a liaison between Residents and the Board.

## **CHARTER OF HERITAGE ON THE MARINA RESIDENTS' COUNCIL**

**Ratified at the Annual Meeting:  
December 2014**

### **Purpose**

All Residents are members of The Residents' Council. The Council provides an avenue for expressing views on matters that affect some or all residents, and for making recommendations to the Administration.

### **Structure**

1. The Residents' Council shall elect a four-member Executive Committee consisting of President, Vice-President, Secretary, and Treasurer. These officers will serve for one-year terms with a maximum of two consecutive terms in any one office. Elections shall be held each year at the annual meeting in December.
2. The President may appoint a Resident to serve in the event of a mid-term vacancy with the approval of the Executive Committee.

### **Officers' Responsibilities**

1. The President shall prepare the agenda for and preside at all regular and special meetings of The Residents' Council and at the Annual Meeting.
2. The Vice-President shall work with the President in matters requiring planning, communication and engagement of Residents in the affairs of The Residents' Council and will assume the duties of the President when necessary.
3. The Secretary shall keep action minutes of all formal meetings of The Residents' Council and ensure that they are available for all residents in a timely fashion.
4. The Treasurer shall collect and disburse all monies approved by The Residents' Council, maintaining proper books, and reporting at each monthly meeting.

## Residents' Council Continued

### Nominations

1. Every year, the Executive Committee will appoint a nominating committee to prepare a slate of two Residents who have consented to be elected to the Executive Committee. Year one, the elective offices will be for President and Secretary. Year two, the elective offices will be for Vice-President and Treasurer.
2. The Nominating Committee will post the names of the nominees at least ten days prior to the Residents' Council Annual Meeting.

### Meetings

The Residents' Council will hold monthly meetings to hear reports from the Administration, ask questions, discuss relevant issues and make necessary decisions.

### Ratification

Any clarifications, changes or amendments to this charter, after prior notification, must be ratified by a two-thirds (2/3) majority vote of the Residents attending the Annual Meeting.

### Decision by Consensus

It is agreed that most issues to come before the Residents' Council can be decided by consensus after thorough examination and discussion. Should an issue arise, that cannot be resolved by common agreement, voting may proceed with a two-thirds (2/3) majority required to pass the motion.

## BYLAWS OF HERITAGE ON THE MARINA RESIDENTS' COUNCIL

### ARTICLE I Name

The organization shall be known as Heritage on the Marina Residents' Council.

### ARTICLE II Purpose

The purpose of the Residents' Council is to enhance the quality of life by providing an avenue for expressing views on matters that affect some or all residents and for making recommendations to Management and to the Board of Directors. The Residents' Council also affords Management an opportunity to communicate necessary information and to work with residents on matters of mutual concern.

### ARTICLE III Membership and Dues

All residents, who have signed a contract with Heritage on the Marina, are members of the Residents' Council. There are no dues.

### ARTICLE IV Residents' Council Meetings

The Residents' Council shall meet on the last Friday of every month. The annual meeting shall be held on the last Friday of November. Special meetings may be called by the Executive Committee or by a written request from a group of at least five residents. Meeting requests shall specify the matters to be discussed.

Notification of and agendas for all meetings shall be by email, Touch town, and a paper copy posted on the Residents' Communication Board located in the basement of the Perry Building.

## Residents' Council Continued

Meeting notifications and agendas shall be available at least forty-eight(48) hours in advance of each meeting.

The presence, in person, of at least thirty-five percent (35%) of the independent living and assisted living members of the Residents' Council shall constitute a quorum for the conduct of business at any meeting.

### **ARTICLE V Executive Committee**

The Executive Committee (Officers) shall act in an advisory and advocacy capacity to Management and the Board of Directors with respect to residents' needs, questions and recommendations.

The Officers shall consist of a President, Vice-President, Secretary and Treasurer. The Residents' Council's elected member to the Board of Directors shall serve on the Executive Committee in an ex officio capacity.

The Officers shall be elected to two-year terms, and may serve for two terms. One full year shall elapse before an Officer shall be nominated for re-election after an expired second term.

An Officer may resign at any time by giving written notice to the Secretary of the Residents' Council.

It is recognized that an Officer might become unable to fulfill his or her duties for health or other reasons. In such an event, a two-thirds (2/3) vote of the Executive Committee shall be required for a removal.

Any vacancy occurring on the Executive Committee shall be filled by an appointment by the President with the approval of a majority of the other members. If the vacancy occurs within three (3) months of the end of the term the President may decide to leave the position vacant.

### **ARTICLE VI Executive Committee Elections**

Executive Committee elections shall be held biennially at the Annual Meeting in November.

In September of the election year, the Executive Committee will appoint a Nominating Committee from members of the Residents' Council.

The Nominating Committee shall interview and obtain consent of the nominees for the new Executive Committee. The Nominating Committee shall post the names of the nominees at least ten (10) days prior to the Annual Meeting. Additional nominations shall be accepted from the floor.

Elections shall be by secret ballot and new Officers will be announced after the votes have been tabulated. If there is only one candidate for an office, the election for that office shall be by voice vote.

The President shall introduce the newly elected officers at the December Residents' Council meeting.



## Residents' Council Continued

### ARTICLE VII Member Communications

The President shall prepare the agenda and preside over all the regular, annual and special meetings of the Residents' Council. The President shall attend the Board of Directors meetings as a non-voting member.

The Vice-President shall perform the duties of the President in the President's absence and shall work with the President in matters of planning, and communication with members of the Residents' Council. The Vice-President shall coordinate all Resident Committees and shall work with members to achieve their goals.

The Secretary shall be responsible for the minutes of all meetings, correspondence and the historical record.

The Treasurer shall receive and disburse all monies generated by the Residents' Council. The Treasurer shall prepare monthly and annual Financial Reports. The Treasurer shall submit expenses in more than two hundred and fifty dollars (\$250) to the Executive Committee for approval.

The Executive Council shall approve or disapprove all fund-raising proposals from members.

### ARTICLE VIII Member Communications

All members are encouraged to communicate with the Executive Committee, not only for the redress of grievances, but for all matters relating to the enhancement of community life and well-being. Members may communicate orally or by written form. The Officers shall ensure that all written communications are answered in writing.

### ARTICLE IX Amendments

The bylaws may be amended or revised by an affirmative vote. A written notice, together with the full text of the proposed amendment(s), shall be provided to all members of the Residents' Council at least 14 days before a vote.

Voting on amendments to the bylaws shall be by secret ballot, with at least thirty-five (35%) of all independent living and assisted living members participating. Amendments shall be approved when at least two thirds (2/3) of the votes are in the affirmative.

Adopted July 29, 2022

# *Conclusion*

Once again, we would like to thank you for being part of our Heritage on the Marina Community. If there is anything we can do to make you feel more at home, please do not hesitate to ask. We're so glad you're here!

Please attend our monthly Leadership Meetings so you can hear what our team is doing to enhance your life at Heritage on the Marina.

## *Staff and Services Directory*

### **Executive Administration**

Chief Executive Officer	(415) 202-0343
Chief Financial Officer	(415) 202-0308
Executive Director of Human Resources	(415) 655-9793
Executive Director of Resident Health Services	(415) 202-0135

### **Front Office**

Reception	(415) 202-0300
Fax Number	(415) 292-7080

### **Emergency Numbers**

Nursing Cell	(415) 351-9055
Security	(925) 834-8521
Manager On Duty	(628) 789-2218
*Dedicated Non-Emergency Line	(415) 792-6499
Your message will be addressed the following morning.	

### **Health Care Services**

Henderson Clinic	(415) 792-6477
Assistant Director of Resident Health Services	(415) 202-0140

### **Dining Services**

Dining Services Director	(415) 202-0310
Executive Chef	(415) 792-6481
Host Station for Reservations	(415) 202-0714

## **Staff and Services Continued**

### **Environmental Services**

Sr. Director of Facilities and Plant Operations	(925) 506-1852
Director of Environmental Services & Transportation	(415) 202-0340
Housekeeping & Laundry Lead	(415) 792-6479

### **Finance**

Assistant Controller	(415) 202-0309
Accounts Receivable	(415) 690-0405
Accounts Payable	(415) 202-0711

### **Life Enrichment**

Assistant Director	(415) 792-6462
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### **Marketing and Sales**

Sr. Sales Manager	(415) 202-0311
Sr. Sales Counselor	(415) 202-0103

<b>Therapy and Wellness Center</b>	(415) 921-1316
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<b>Salon/Barber Services</b>	(415) 792-6464
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<b>VAN Cell</b>	(415) 305-4186
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<b>Non-Emergency San Francisco Police Department</b>	(415) 553-0123
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# *Emergency Contact Numbers*

## **HENDERSON CLINIC**

(415) 792-6477

This also simultaneously rings the Nurse Cell Phone, below

## **NURSE CELL PHONE**

(415) 351-9055

(Available 24 hours daily)

## **SECURITY GUARD**

(925) 834-8521

(After hours: 4:30 pm - 8:30 am. Mon - Fri; until 9 am. Sat-Sun)

(If you can't reach Security for any reason, contact the Henderson Clinic or MOD)

## **MANAGER ON DUTY (MOD)**

(628) 789-2218

(Available 24 hours daily)

# *Non-Emergency Contact Numbers*

## **FRONT OFFICE**

(415) 202-0300

(Available 24 hours daily, after hours calls forward to the Henderson Clinic)

## **Dedicated Non-Emergency Voicemail Line**

(415) 792-6499

(These messages will be addressed the following morning)

# *Community Resources*

**Department of Social Services Community Care Licensing Office** (650) 266-8800  
851 Traeger Ave., Suite 360, MS 29-16, San Bruno, CA 9406

**If you wish to report known or suspected elder abuse, you may contact**

- a. The licensee's Chief Executive Officer or any supervisor; and/or
- b. The statewide Ombudsman Toll Free 24-hour CRISIS line at 1-800-231-4024  
and/or the local Ombudsman's Office at telephone number: 415-751-9788

**Institute on Aging (IOA)** (415)750-4111  
3575 Geary Blvd., 94118

**San Francisco Senior Center: Aquatic Park** (415) 775-1866  
890 Beach Street, 94109

**Health Care Facilities** (415) 776-0500  
San Francisco Towers,  
1661 Pine Street, 94109

The Sequoias San Francisco (415) 922-9700  
1400 Geary Blvd., 94109

## **NEARBY PLACES OF WORSHIP**

**St. Vincent de Paul Catholic Church** (415) 922-1010  
2320 Green Street, 94123

**St. Mary the Virgin Episcopal Church** (415) 921-3665  
2325 Union Street, 94123

**Calvary Presbyterian Church** (415)346-3832  
2515 Fillmore Street, 94115

**St. Paulus Lutheran Church** (415)673-8099  
2325 Polk Street, 94109

**Congregation Sherith Israel** (415) 346-1720  
2266 California Street, 94115

**The Church of Jesus Christ of Latter-Day Saints** (510)703-9488  
1900 Pacific Avenue, 94109



# *Basement*



3400 Laguna Street | 1530 -1538 Francisco Street | 3325A -3327 Octavia Street

CFE #380500295, Certificate of Authority #260, Equal Housing Opportunity.

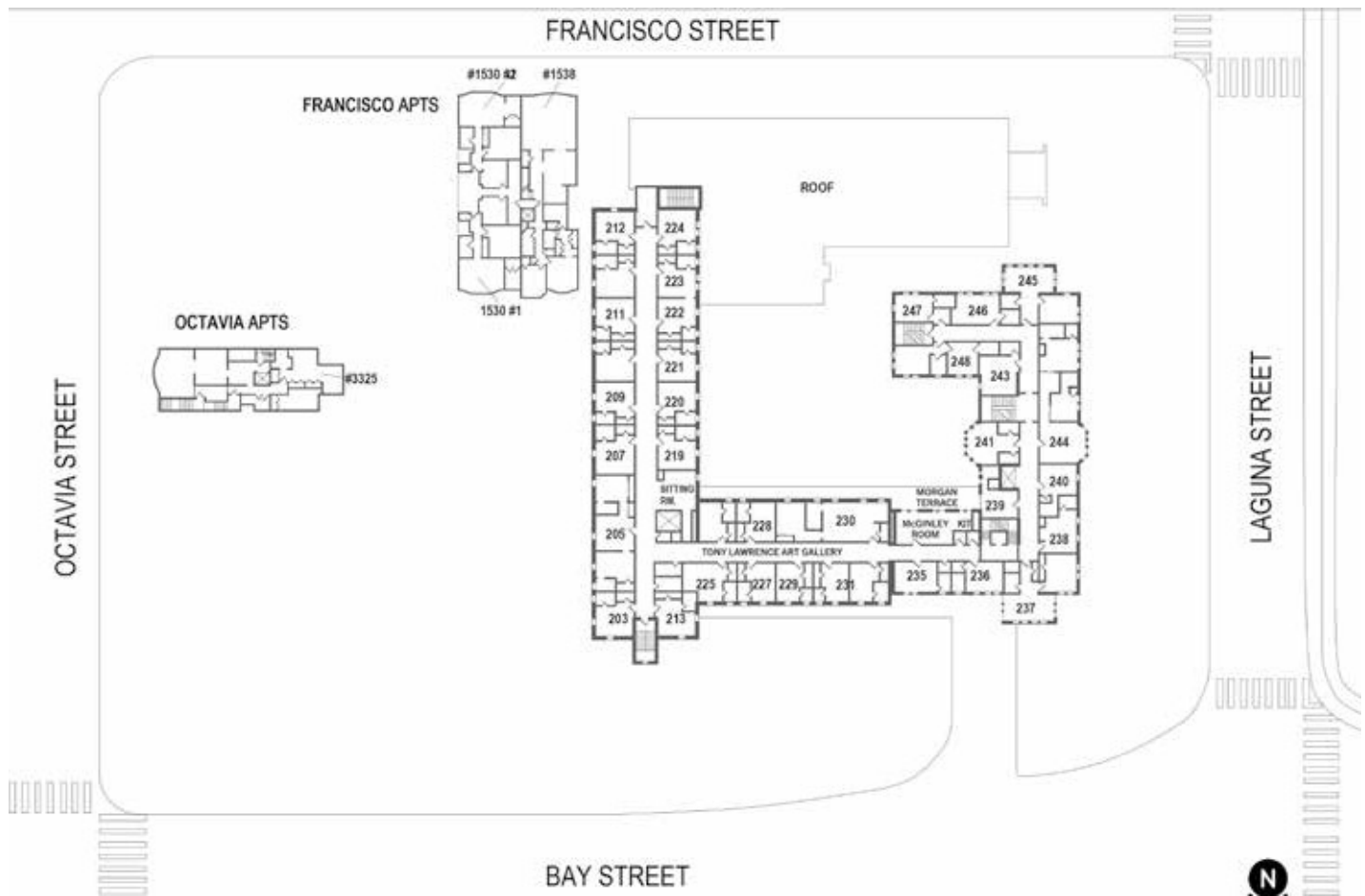
The floor plan illustrates the layout of the Francis and Maryum Center for the Arts. The main building features a central Dining Room and Kitchen, a Porter Library, and a Friendship Hall. It also includes several exam rooms, a nurse's station, and a clinic. The plan also shows the location of the Memory Day Cottage, Octavia Apts, and various outdoor spaces like the Porter Garden and Rose Fox Knoll Garden. The center is situated between Francisco Street and Bay Street, with Octavia Street and Laguna Street also shown.



3400 Laguna Street | 1530 -1538 Francisco Street | 3325A -3327 Octavia Street

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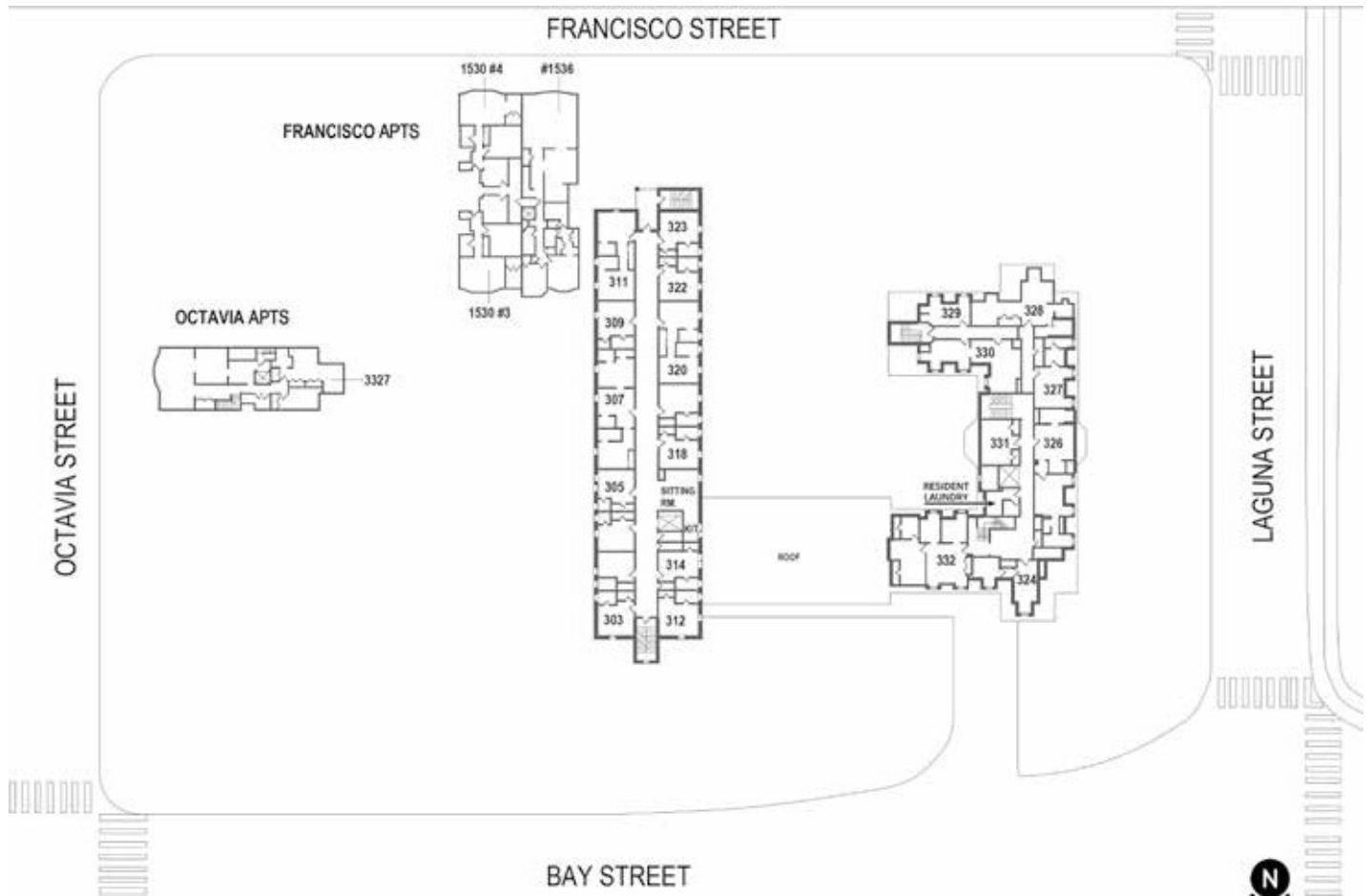
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3400 Laguna Street | 1530 -1538 Francisco Street | 3325A -3327 Octavia Street

CFE #380500295, Certificate of Authority #260, Equal Housing Opportunity.

# 3



3400 Laguna Street | 1530 -1538 Francisco Street | 3325A -3327 Octavia Street

CFE #380500295, Certificate of Authority #260, Equal Housing Opportunity.

# 4



3400 Laguna Street | 1530 -1538 Francisco Street | 3325A -3327 Octavia Street

CFE #380500295, Certificate of Authority #260, Equal Housing Opportunity.





3400 Laguna Street | 1530 -1538 Francisco Street | 3325A -3327 Octavia Street