



Resident Handbook

1130 North Westfield Street • Oshkosh WI 54902
www.EvergreenOshkosh.com

Welcome

On behalf of the staff at Evergreen, I would like to welcome you. Evergreen is a Life Plan Community for adults age 55 and over. Evergreen service and living options vary from community-based options to independent living, assisted living, short-term rehab and skilled nursing.

Evergreen was founded on Christian values which are demonstrated through our mission: "Guided by Christian ideals, we strive to provide exceptional living environments, services and experiences for people 55 and older". Evergreen is proud of the services it has provided to the community since 1967.

We pride ourselves on being in service and continually look for ways to improve experiences for residents, families, and guests. We hope you will take advantage of the many opportunities for you, as a resident, to be involved. This could include the expansive grounds and multiple opportunities for mind, body, and spirit

This Residency Handbook provides an overview of the different living options, services, programs, and opportunities that are offered at Evergreen. If you have questions about this handbook or about a topic not covered in it, please ask a staff member who will assist you.

We hope your experience at Evergreen is a positive one, and that you find that it truly is a community where possibilities await!

Sincerely,



Ken Arneson
President and CEO
Evergreen

Evergreen Resident Handbook

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Residency Handbook

Mission

Guided by Christian ideals, we strive to provide exceptional living environments, services and experiences for people 55 and older.

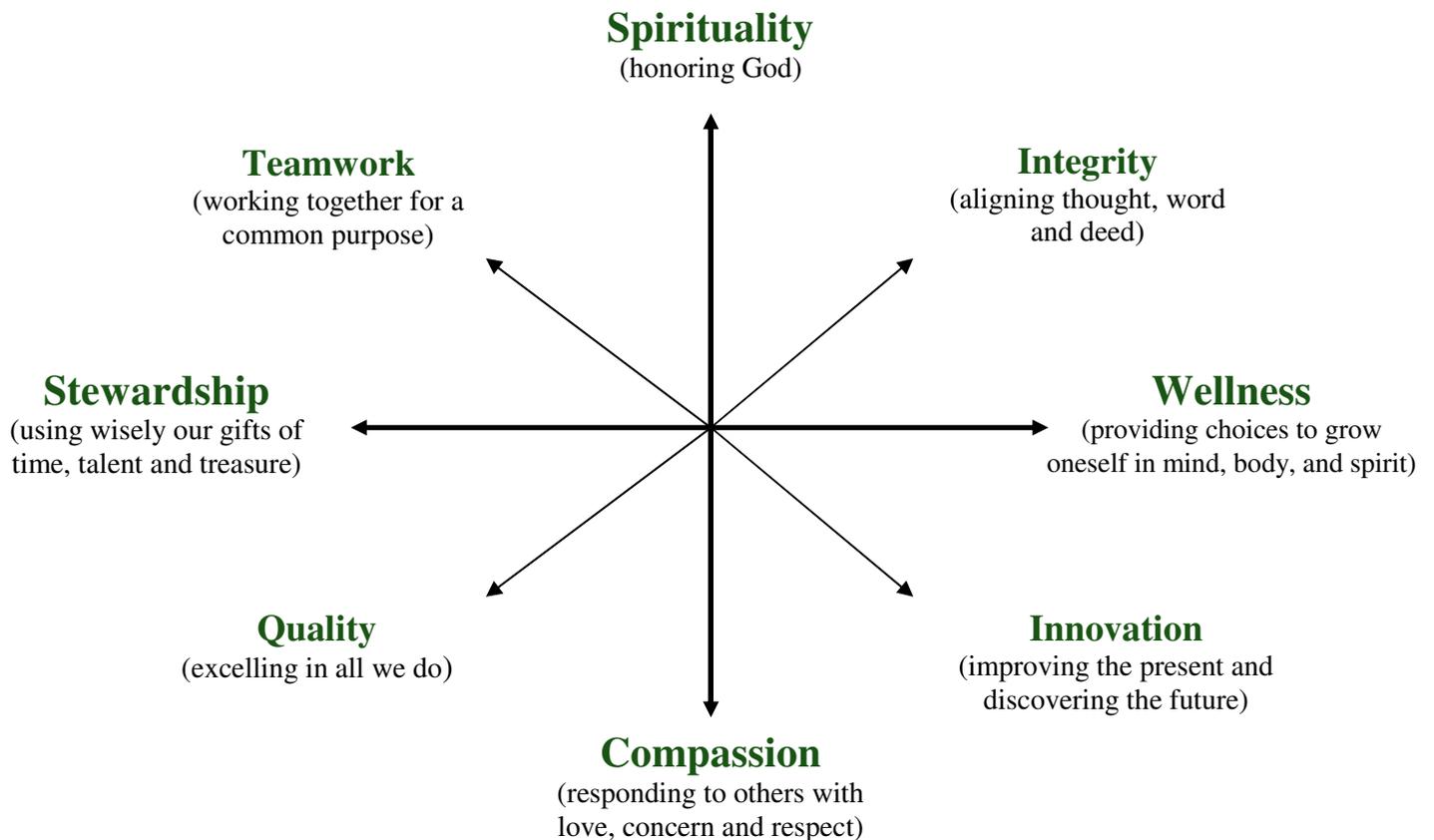
Vision

A vibrant community that offers rich life experiences and choices in programs, services, and environments for those we serve.

Values

Outside Points: Our moral compass points.

Inside Points: The way we work to get things done.



Organization

Evergreen Retirement Community, Inc. ("Evergreen"), the parent corporation, is guided by an elected 18-member volunteer Board of Directors ("Board") comprised of 15 business, professional, and church leaders from the service area and 3 Evergreen residents. As stewards of the beliefs and values of the originating individuals and groups, they share their time, knowledge, and resources to oversee, guide, and perpetuate this ministry of service to older adults.

Assisting the Board are three standing committees made up of Board members, Evergreen residents, and other community volunteers: the Organization Performance Committee, the Board Management and Development Committee, and the Finance Committee. All three committees join together for ERC Board meetings at least once per calendar quarter.

Two corporations related to Evergreen are Evergreen Foundation, Inc. and Evergreen Village, Inc. (collectively, "Evergreen"). Articles of Incorporation, By-laws, and membership lists for the Boards and committees are available by contacting the Executive Assistant.

Evergreen, provides staff for all three corporations. The related corporations pay fees for services to the parent corporation. Under this arrangement, the President/CEO of Evergreen functions as the President of all three corporations and is assisted by an executive team of four, which provides guidance to the full- and part-time employees.

Evergreen Living Options

Independent Living

Evergreen Village

Evergreen Village offers independent residential living in 44 one- and two-bedroom condo-style homes connected by enclosed verandas.

Evergreen Homes

Evergreen Homes offers independent living in 11 individual two-bedroom ranch-style houses clustered in neighborhoods around the Evergreen campus.

Evergreen Apartments

Evergreen Apartments offer independent living in 101 studio, one- and two-bedroom independent apartments.

Assisted Living

Garden Place/Garden Terrace

Garden Place/Garden Terrace is a state-registered Residential Care Apartment Complex (RCAC) with 20 studio and one-bedroom apartments for those who need scheduled daily assistance.

Garden Heights/Manor View

Garden Heights/Manor View is a licensed Community-Based Residential Facility (CBRF) staffed 24 hours per day with 40 private accommodations for those who require on-going assistance with activities of daily living.

ShareHaven

ShareHaven is a licensed Community-Based Residential Facility (CBRF) with 24-hour staffing in two ten-person households designed for those experiencing symptoms of Alzheimer's disease and other dementia.

Skilled Nursing

Creekview North/Creekview South

Creekview North/Creekview South provides licensed, long-term skilled nursing and is comprised of six households with private and semi-private accommodations for nine or 11 residents each.

Creekview Rehabilitation Center at Evergreen

Creekview Rehabilitation Center includes two households of private accommodations for 11 residents each and offering short-term rehabilitative care.

Temporary or ongoing health services

Village, Homes, Apartments

Campus Health Services and Evergreen At Home (EAH) may provide services to residents. The Campus Health Services office is located in Garden Place, while EAH is located directly across the street from the Manor Building at 1125 North Westfield Street. These services may be either temporary or on-going, depending upon the living option and Resident's unique medical situation. Refer to the Fee Schedule for a list of services and charges.

Resident and Guest Services

Clerical services

Personal clerical services are available for an additional charge. These include use of the copy machine and fax machine. Contact Resident and Guest Services for additional information.

Resident Fund Accounts

Keeping large amounts of cash in Resident's accommodation is discouraged. Resident may deposit funds into a Resident Fund Account at Resident and Guest Services desk. A Resident Fund Delegation Form must be completed before deposits may be accepted. Contact Resident and Guest Services to make arrangements. There is no charge for this service.

Funds may be withdrawn at Resident and Guest Services desk during regular business hours. For withdrawals over \$50, advance written notice is requested. Quarterly statements are provided.

Resident Fund Accounts with an average daily balance greater than \$50 in a given month will receive interest thereon. The interest is posted monthly.

Personal Check Cashing

Resident and Guest Services will cash personal checks up to \$50. For cashing personal checks over \$50, advance written notice is requested. Personal checks should be made out to "Cash." Two-party checks are not accepted.

Transportation Scheduling (for Independent Living Residents only)

Resident and Guest Services will assist residents in independent living options with scheduling of Evergreen Transportation to and from medical appointments and for personal errands. To schedule transportation, contact Resident and Guest Services to make arrangements.

Guest Room Reservations

A guest room is available to all guests of Evergreen residents for a nightly fee. Contact Resident and Guest Services for additional information or to make reservations.

Culinary Services

The Culinary Services Department provides meals and food services to Resident and guests. A Registered Dietitian is available to assist Resident with nutritional needs.

Dining Options

The GardenSide Restaurant

Residents and their guests are welcome to enjoy indoor/outdoor restaurant-style dining in The GardenSide Restaurant located in the Manor Building. The GardenSide Restaurant is open seven days per week.

The GardenSide Restaurant also offers a private dining space in The Trellis for resident parties and special gatherings. Reservations are required. For reservations, call the Diet and Nutrition Coordinator at (920) 237-2146 or Culinary Staff at (920) 303-8406.

Pub67

Casual dining with a pub style atmosphere, offering a variety of menu items and full bar.

Creekview Café

Creekview Café offers a casual menu for a late breakfast, lunch or early supper. Open weekdays, enjoy indoor dining, outdoor dining in the courtyard, or take-out meals to go. Reservations are not required.

Dining Rooms

Garden Heights/Manor View, ShareHaven, Creekview North/Creekview South, Creekview Rehabilitation Center

Evergreen residents and their guests in these assisted living and skilled nursing areas are served meals in the individual living options.

Guests

Residents are encouraged to invite guests for meals. The cost of guest meals may be charged to Resident's account or paid for immediately following the meal.

Purchase of food items

Grocery items may be purchased at The GardenSide Restaurant. Resident may purchase or charge items to their account.

Meal delivery

Village, Homes, Apartments

Residents who request to have a meal delivered to their accommodation will be charged a delivery fee. This fee will be charged to Resident's account.

Catering services

Catering services are available at an additional cost. Contact the Culinary Services Office at (920) 237-2145 to make arrangements.

Environmental Services

The Environmental Services Department is responsible for Facilities and Grounds Services. Facilities and Grounds Staff are on the campus or on-call 24 hours per day, seven days per week for emergencies and snow removal.

Work requests

Assistance from Facilities staff may be requested by Resident or family member.

Emergency services

Monday through Friday (except holidays) 8:00 a.m. to 4:30 p.m., Saturdays 9:00 a.m. to 3:00 p.m., and Sundays 10:00 a.m. to 4:00 p.m.—call Resident and Guest Services. Resident and Guest Services staff will contact Facilities staff.

Evenings, nights, and holidays—call the Campus Charge Nurse. The Charge Nurse will call Facilities staff.

Non-emergency services

- Submit your work requests via the work order voicemail box at (920) 237-2158.
- Submit via the Internet. Go to www.evergreenoshkosh.com Click on the link "**Residents & Families,**" "**Submit a Work Order**" and then "**Worx Hub.**" This will take you to the Login Page. Your user ID and Password can be obtained from Resident and Guest Services.
- Contact Resident and Guest Services to submit your request.

Personal property repairs

Minor repair to Resident's personal property is available at an additional charge. This includes installing, cleaning, checking, and repairing Resident-owned appliances, fans, humidifiers, air conditioners, etc. These repairs will be charged based on the time and materials involved. Residents are encouraged to have electrical items inspected by Facilities staff for appropriate wiring.

Maintenance and repairs

Village Renters, Homes, Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

Maintenance, repair, or replacement of heating and air conditioning systems, other building systems, and all appliances that are the property of Evergreen is included in the Daily/Monthly Service Fee.

Waste disposal

Village, Homes

Facilities staff picks up garbage and recyclables weekly. Separate containers are provided for recyclable items.

Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

Garbage is removed daily from the utility rooms located in each of these areas. Resident should place garbage in the containers provided. Separate containers are provided for recyclable items.

Snow removal

All emergency exits and walkways are cleared first. The employee parking areas are cleared next to allow staff access to the main buildings. Campus driveways are cleared on a rotating schedule.

Grounds services

The Evergreen campus includes approximately 35 acres of natural woodlands, lawns, and garden areas. The Grounds staff is responsible for the care and maintenance of all grounds year-round.

Residents who wish to plant trees, shrubs, or other personal plantings must first obtain approval from Grounds staff. This is necessary to maintain a unified campus appearance and to ensure that the species and size of plant are appropriate for the intended location.

Village, Homes

Shrubs and perennials, excluding personal plantings, around Village buildings and Homes are maintained by Grounds staff as part of the Monthly Service Fee.

Apartments, Garden Place

Resident may request the Grounds staff to prepare areas under Resident's accommodation's windows as annual planting beds without additional charge. Resident may also request Grounds staff to purchase and plant annual flowers at an additional charge.

Housekeeping services

Village, Homes

Cleaning of the verandas, entries and utility rooms in the Village is included in the Monthly Service Fee. Village and Homes residents may purchase housekeeping services through Evergreen At Home.

Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View

Weekly housekeeping services including dusting, vacuuming and mopping are provided as part of the Monthly Service Fee. Bed linens are changed on the regularly scheduled cleaning day. Special cleaning requests will be scheduled according to the availability of Housekeeping staff and may result in an additional cost as indicated on the Fee Schedule. Contact the Housing Coordinator or Assisted Living Manager with any requests, questions, or concerns.

Health Center, ShareHaven

Housekeeping staff clean Resident rooms weekly and bathrooms daily.

Laundry services

Village, Homes

Village and Homes residents may purchase laundry services through Evergreen At Home.

Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

Personal laundry service is provided as part of the Monthly Service Fee.

Dry cleaning

A local commercial dry cleaner provides pickup and delivery of clothing at the Resident and Guest Services desk. Resident and Guest Services staff calls the dry cleaner directly for items to be picked up. The telephone number can be obtained from Resident and Guest Services. Garments should be marked with Resident's name. The cost of dry cleaning is Resident's responsibility.

Health and Wellness Services

Health and wellness services are available in all living options to meet Resident's needs and desires. In each living option, the person responsible for coordinating the delivery of individualized health services and wellness to each resident is the Living Option Manager or Housing Coordinator. The specific services available in each living option are identified on the Fee Schedule for each respective living option.

Emergency and non-emergency health services

Village, Homes, Apartments

In case of an emergency, Resident should call 911, if possible. Otherwise, Resident should activate Resident's CarePoint necklace or wristband.

For non-emergency medical assistance, Resident should call Campus Health Services at (920) 237-6260.

Residents utilizing Evergreen At Home (Home Health) services should contact the Home Health nurse for non-emergency services.

Garden Place/Garden Terrace

In case of an emergency, Resident should activate Resident's CarePoint necklace or wristband.

For non-emergency medical assistance, Resident should call Campus Health Services at (920) 237-6260.

Manor View/Garden Heights

Resident has direct access to staff through activating Resident's CarePoint necklace or wristband. In case of emergency, assistance will be called as needed, which may include local medical emergency personnel (911).

ShareHaven

Residents of this living option are under the supervision of staff. In case of an emergency, staff will call for the appropriate professional assistance, which may include Campus Health Services or local medical emergency personnel (911).

Health Center

Each resident room and bathroom has a call light that allows residents to place a call to the unit staff. In case of an emergency, staff will call for the appropriate professional assistance, which may include local medical emergency personnel (911).

Advance Directives Information

An Advance Directive is a written instruction that states Resident's desired health decisions. The Advance Directive will guide Resident's health care professionals and family. If Resident has questions, Resident should see the Social Service Specialist or the Living Option Manager or Housing Coordinator.

Do Not Resuscitate Information

Do-not-resuscitate orders are written orders issued by physicians under chapter 154 of the Wisconsin statutes to direct emergency medical technicians, first responders, and emergency health care facilities personnel not attempt cardiopulmonary resuscitation (CPR) on a person for whom the order is issued if that person suffers cardiac or respiratory arrest. Standardized DNR bracelets identify a person with a valid DNR order. Specifications for DNR bracelets and the procedures for emergency medical technicians, first responders and emergency health care facilities personnel to use in following the DNR order are described in Administrative Code DHS 125 and Wisconsin Statutes Chapter 154, Subchapter III.

Residents wanting to have their Do Not Resuscitate directives followed by emergency medical technicians and health facility personnel must obtain and wear a Do Not Resuscitate bracelet. Contact the Social Service Specialist, Living Option Manager or Housing Coordinator for more information.

Physician and health services

Resident must have a personal physician. Federal and state regulations specify the frequency of required physician visits for residents living in Garden Heights, Manor View, ShareHaven, and the Health Center.

For Resident convenience, the following services are available on campus: therapy (Physical Therapy, Occupational Therapy, Speech Therapy, Respiratory Therapy), dental, podiatry, optometry, audiology, lab and X-ray. These services are billed by the provider and not by Evergreen.

Medications

Resident pays for his or her own prescription and over the counter medications and supplements unless provided through a third-party payer. Resident may purchase medications from a pharmacy of his or her choice. Packaging and administration of medications will follow state and federal regulations and Evergreen policies appropriate to each living option. If Resident's pharmacy is unable to meet the criteria, Resident will use Evergreen's contract pharmacy, which will directly bill Resident for medications.

Village, Homes, Apartments

Medications are purchased and administered by Resident. For an additional charge, staff may assist Resident in ordering and administering medications prescribed by physicians.

Garden Place/Garden Terrace

Medications must be prescribed by a physician and may be ordered and administered by staff or Resident in accord with the Resident Service Agreement.

Garden Heights/Manor View, ShareHaven, Health Center

Medications must be prescribed by a physician and are usually ordered and administered by staff. Resident may self-administer medications with staff recommendation and with a physician's order.

Durable medical equipment

Village, Homes, Apartments

Resident may rent standard wheelchairs, walkers, and canes from Evergreen for an additional charge. Rental fees are listed on the Fee Schedule.

Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

Resident may obtain standard wheelchairs, walkers, and canes at no additional charge. Specialty medical equipment must be rented or purchased by Resident.

Life enrichment services

The Evergreen staff has developed a wide variety of on- and off-campus programs designed to enrich Resident's life. These programs encourage Resident to live out the seven dimensions of Wellness: Emotional, Environmental, Intellectual, Physical, Social, Spiritual, and Vocational. Examples of Wellness programs include: special dinners, entertainment, swimming and exercise classes, planned outings, worship services, volunteer activities, choirs, computer classes, the Ageless Art Center, the Lester Bettin Woodshop, a lapidary, and intergenerational activities.

Resident may obtain information on programs and opportunities through written publications, EVTv (the internal television channel), and bulletin boards.

Social services

Adaptation to a new living situation, decline in health status, change in relationships, end of life, and other challenges of a social and emotional nature are a part of life. Social Services Specialists, the Housing Coordinator, and Living Option Managers assist Resident and Resident's family with making decisions, solving problems, making transitions, and other social and emotional challenges.

Spiritual

To continue and further develop the spiritual dimension of life, many volunteers from a variety of denominations and churches assist Evergreen's Chaplain to provide a variety of spiritual opportunities.

Fitness opportunities

Various resources and opportunities are offered to fit the different living options and Resident's capabilities. Participation is voluntary and at Resident's own risk.

Corridors of the Apartments, verandas of the Village buildings, the campus and neighborhood sidewalks, and paths through the adjacent woodland all provide a variety of walking opportunities.

Evergreen Fitness Centers offer a variety of fitness equipment, which are open continuously for use by Resident after completing instructions on how to use the equipment. For safety, the room is equipped with a staff call system.

The Aquatic Center offers two pools for exercise, therapy, and open swim. See the Aquatic Center for hours. A staff member is available for safety purposes, but a certified lifeguard may not be present at all times.

The Aerobics Studio offers a variety of classes to improve cardiovascular health, balance, and strength. Staff members offer regular group exercise programs geared toward several levels of physical capability and needs.

Personal trainer services are available to all residents. Contact the Fitness Center Manager for more information.

Educational opportunities

The University of Wisconsin-Oshkosh Learning in Retirement and Fox Valley Technical College, each located within one mile of Evergreen, provide a variety of classes and programs that may be of interest to Resident.

Volunteer opportunities

Benefits of volunteering include the sharing of talents and skills, developing new interests, having new experiences, helping others, and contributing to the quality of life at Evergreen.

Volunteers assist with activities, participate in community service projects, visit other residents, help transport residents to and from in-house activities, clerk in Manor Mart, read or write letters, give tours to visitors, do personal mending for residents, etc. Contact the Volunteer Resources Coordinator if interested in volunteering or to request assistance from a volunteer.

Residents' Council

The Evergreen Residents' Council is a communications link between residents and staff.

The Residents' Council has committees that focus on different aspects of life at Evergreen. It meets the second Monday of every month to receive committee reports, discuss plans and opportunities, and conduct other business. Resident is encouraged to contact Residents' Council representatives with questions or concerns, and to attend the meetings. A list of the Residents' Council officers and a copy of the Residents' Council by-laws are available at Resident and Guest Services.

General Services

Uniquely You Beauty and Barber Services

Beauty, barber, massage, pedicure, and manicure services are available at an additional cost. Contact Uniquely You to schedule an appointment at (920) 237-2170.

Guests in Resident's Accommodation

A guest of Resident may reside in Resident's accommodation for up to 30 days per calendar year. Any guest that wishes to reside in Resident's accommodation for more than 30 days within a calendar year must obtain advance written permission from Evergreen. All requests to have a guest stay more than 30 days within a calendar year must be submitted to Evergreen in writing, on the required form (provided to Resident upon request), and signed by Resident. At all times the guest is on the premises, Resident assumes all responsibility therefore, and guests are not allowed to use any amenities, such as the pool, fitness center, programs, or emergency response. . In the event any guest requires emergency services from Evergreen, Evergreen reserves the right to assess Resident a reasonable fee therefore. Resident agrees to indemnify, defend, and hold Evergreen harmless from and against any and all claims and damages of any nature whatsoever (including, but not limited to, all court costs and attorneys' fees) arising against Evergreen resulting from the use of the Evergreen premises by guests or invitees of Resident and any damages thereto caused by Resident's guests.

Paid and Unpaid Caregivers of Residents

Residents may hire outside, independent caregivers or service providers ("Outside Providers"); however, Resident shall comply with all Evergreen policies and procedures governing Outside Providers as contained in the Residency and Services Agreement and as may be amended from time to time in Evergreen's sole discretion. The 30-day per calendar year limitation on guest overnight stays also applies to Outside Providers.

Mail

Village, Homes

Mail is delivered directly by the U.S. Postal Service to the Accommodation. It is the Resident's responsibility to contact the Post Office to have mail held or forwarded, if desired. Evergreen is not responsible for mail delivered by the Post Office.

Apartments, Garden Place/Garden Terrace

A locked mailbox is provided for Resident near Resident and Guest Services. Mail is placed in the box by staff Monday through Saturday. If Resident will be absent for a period of time and would like mail held or have someone else pick up Resident's mail, call Resident and Guest Services at (920) 233-2340.

Garden Heights/Manor View, ShareHaven, Health Center

Mail is distributed to Resident by staff.

Mail Forwarding

Because Resident's mailing address is the same as Evergreen's business address, the Post Office cannot forward mail from Evergreen to elsewhere. In the event Resident no longer resides at

Evergreen, or business mail has been designated to be forwarded to Resident's Legal Representative, Resident and Guest Services staff will forward mail to the address on file or hold it for a maximum of three months for someone to pick up. At the expiration of the three-month period, the mail will be returned to sender. Further, only First Class mail can be forwarded. It is the responsibility of Resident or Resident's Legal Representative to contact family, friends, businesses, etc. to permanently change Resident's U.S. Mail address.

Newspaper delivery

Newspaper subscriptions must be arranged and paid for by Resident.

The Oshkosh Northwestern can be delivered directly to Resident's accommodation daily. All other newspapers are delivered to Resident and Guest Services for Evergreen to distribute to Resident. It is Resident's responsibility to arrange for all newspaper deliveries, as well as if they wish someone else to pick up newspapers delivered to Resident and Guest Services. Newspapers should be cancelled or picked up by others when Resident is absent from Evergreen for longer than one week.

Telephone service

Villages, Homes, Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

If a landline is desired, Resident or Resident's Legal Representative must make arrangements to have a telephone installed in Resident's accommodation. Evergreen phones are available for Resident use without charge for local calls only. Resident and Guest Services does not accept telephone calls for Resident. However, private telephones and telephone service are provided for residents in Creekview Rehabilitation Center.

Manor Mart

Manor Mart is a resale shop operated by the Evergreen Residents Council. Staffed by community and resident volunteers, it is open every Wednesday from 9:00 am to 4:00 p.m., except holidays. Donations of clothing, shoes, furniture, household items, and miscellaneous items are encouraged. A donation receipt will be provided upon request. All proceeds are used for Residents Council projects and activities.

Resident meetings or events

There are a variety of spaces available for meetings, parties, and private family get-togethers. Reservations can be made through Resident and Guest Services.

Storage

Manor Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, Health Center

Storage lockers (for a rental fee, and based on availability) are located on the Lower Level of South Manor. As a safety precaution, paint, flammable liquids, chemicals, aerosols, firearms, medication, or food cannot be stored in a storage locker. To make arrangements for a storage locker, contact Resident and Guest Services.

Library services

Library resources include a permanent collection of books in the Thomas E. Netta Library. In addition, the Oshkosh Public Library delivers books each month to the Fireside Lounge. The Oshkosh Public Library also, upon request, delivers books directly to Resident's accommodation. An Oshkosh Public Library book drop is located at the Thomas E. Netta Library and at the exit of the Westfield Street parking lot.

Voting

Assistance with registering to vote or obtaining an absentee ballot can be obtained from the Social Service Specialist, the Assisted Living Manager, Housing Coordinator or the Oshkosh City Clerk. Additional information can be found on the City of Oshkosh Website at <http://www.ci.oshkosh.wi.us/index.asp>.

Organization Information

State survey results are available on Garden Heights, Manor View, the Health Center, and ShareHaven. Residents may also request audited financial statements and a 5-year summary of changes in Evergreen's Accommodation Fee and other charges.

Technology Services

Evergreen offers free Wi-Fi to all residents. To begin utilization of this service, contact Resident and Guest Services at (920) 233-2340.

Residents needing help with computer set-up, Wi-Fi hookup, and general computer troubleshooting should submit a request for such help to Resident and Guest Services at (920) 233-2340. The charges for such services are based on an hourly fee, and the costs of any materials (Wi-Fi cards, cables, programs, etc.) will also be charged to Resident.

Evergreen will not be held liable for any misuse of Wi-Fi and cannot guarantee the safety or security of the network nor be held responsible for any damages resulting to Resident's computer or any information thereon while using the network. It is recommended that Resident install and update as necessary antivirus and malware software to prevent any unforeseen damages inherent in accessing the internet. Resident shall not use the Wi-Fi network for any illegal purpose.

Notary Services

Notary services are available through Evergreen. Resident should contact Resident and Guest Services', accommodation manager or the Social Services Specialist for a notary public.

Security

Building Access

Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, Health Center

Visitation is available 7 days per week, 24 hours per day, to all living options. The building entrances for Creekview Center, Manor Building, Courtyard Apartments, and Garden Building are open 6:00 a.m. to 9:00 p.m. Resident may be issued a key fob that will allow access to these doors after 9:00 p.m. Guests can contact staff via phones located at each entrance.

Video monitoring

Apartments, Garden Place, Health Center

For security and safety purposes, 24-hour video monitoring is installed in hallways, common areas, underground garages, entrances/exits and external areas.

Disaster alert system

Winnebago County has a system to alert citizens in the event of a tornado, severe storm, or natural or man-made disaster. The system includes outdoor sirens and special radio receivers.

Village, Homes, Apartments

Resident receives a weather alert radio and lantern for emergency use. In the case of severe weather, Resident should go to an inner space such as a bathroom or crawl space.

Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

Evergreen staff will monitor radio receivers and notify residents of changing weather conditions.

Transportation

Evergreen Transportation Service

Evergreen offers personal transportation for Resident's appointments and errands (charges apply). Transportation from Evergreen's campus is the responsibility of Resident, Resident's family, or Resident's Legal Representative. If further assistance is required, contact Resident and Guest Services or a Unit Clerk. Evergreen offers complimentary transportation for scheduled group outings, such as weekly grocery shopping and other special events.

Taxi service

A discounted taxi service called Dial-a-Ride is available to residents over the age of 60 for trips within the Oshkosh city limits 7 days per week, 24 hours per day. To obtain the reduced fare, a Dial-a-Ride pass must be purchased at the Oshkosh Senior Center. Dial-a-Ride's telephone number is (920)235-7000.

Oshkosh Transit System

The Oshkosh Transit System provides city bus service to Evergreen. Senior citizen rates are available. Buses do not operate on Sundays or holidays. A map of city bus routes is available at the Resident and Guest Services desk. The pickup for the bus is at the exit of the Westfield Street parking lot.

Cabulance Service

Cabulance is a van with a wheelchair lift available at a discount for persons over the age of 60 who have been certified by a health care professional as needing specialized transportation. A ticket is not needed; however, a special identification card is required for the discounted rate. Cabulance does not transport motorized wheelchairs or wheelchairs without footrests. Contact the Unit Clerk for information on obtaining the special identification card. Cabulance's telephone number is (920)426-3900.

Parking

Parking is available in the parking lots located on Westfield and Eagle Streets.

Village, Homes, Courtyard Apartments

Parking is included in the Service Fee.

Manor Apartments, Garden Place/Garden Terrace

Heated parking spaces are located in the garage of the Manor Building for an additional monthly fee. Contact the Facilities Manager regarding the availability of heated garage parking.

Miscellaneous Policies

The policies contained herein are samples and may not include all details included in policies adopted by Evergreen. For complete policies, Resident should contact the Business Office.

Nondiscrimination

Residency at Evergreen is limited to people 55 years of age or older who otherwise qualify for their level of care. Evergreen does not discriminate on the basis of age, race, religion, color, national origin, sex, disability, marital status, sexual preference, source of payment, or on any other unlawful basis.

Benevolent Need Program

Evergreen understands that residents may potentially exhaust their assets available to pay for their care at no fault of their own. As long as Evergreen determines that a resident requesting such assistance has not intentionally transferred assets in an effort to avoid paying for their housing, care and treatment (as outlined in the Residency Agreement), Evergreen's policy is to allow such a resident to remain at Evergreen. Evergreen's Benevolent Need program is supplementary to and does not replace Resident's other government or private insurance programs and benefit plans.

Pets

Resident may maintain one pet in his or her living accommodation (the "Accommodation") with the prior written approval of Evergreen and in accordance with Evergreen's complete pet policy. Resident must pay a pet deposit and maintain any pet in accordance with this policy, the terms of this agreement, and the terms of the Residency and Services Agreement between Resident and Evergreen. Evergreen is required to consider the concerns of other residents. Resident must promptly remove all pets from his or her Accommodation and from Evergreen's property, if Evergreen determines, in its sole discretion, that the concerns of other residents regarding the pet cannot be managed or that Resident has violated this policy or the terms of the Residency and Services Agreement.

1. Maintenance. Resident shall maintain all pets in a clean and sanitary manner and immediately and thoroughly clean up after the pet both inside and outside the Accommodation. If Resident does not properly clean up after his/her pet(s), Evergreen reserves the right to require that the pet(s) be removed from Evergreen.

2. Liability. Resident shall accept full responsibility for any damage, injury or action arising from or caused by his or her pet(s), and shall immediately pay Evergreen for any such damages, injuries, or actions.

3. Disturbance. Resident shall ensure that his or her pet does not disturb other residents. Resident will be required to promptly remove a pet from his or her Accommodation and from Evergreen's property, if Evergreen determines, in its sole discretion, that the concerns of other residents regarding the pet cannot be managed while Resident's pet(s) is/are on Evergreen property. Examples of disturbances include, but are not limited to, barking, jumping, nipping, and biting.

4. Handling and Common Areas. Resident shall handle his or her pet(s) in a manner that protects the well-being of both the pet(s) and other residents. When taking any pet outside of the Accommodation, Resident must transport the pet(s) in a cage, in another type of secure container, or on a leash. Resident may not allow the pet(s) to run free on any part of Evergreen's property, including, without limitation, the parking areas and sidewalks.

5. Current Vaccinations and Illnesses. Prior to any pet's arrival at Evergreen, Resident shall have his or her pet(s) vaccinated against all diseases for which there are vaccinations available. Resident shall provide Evergreen with proof of such vaccinations.

6. Treatment of Illnesses. If any pet is suspected of being ill or infested, a Resident shall remove the pet from the Accommodation and Evergreen property and seek immediate treatment for the pet.

7. Pet Information. Resident shall fully and accurately complete a Pet Information Sheet.

8. Indemnification. Resident agrees to indemnify, hold harmless, and defend Evergreen and all of Evergreen's, directors, officers, agents and employees against all damages, suits, demands, losses, fines, liabilities, judgments, expenses (including attorneys' fees and other costs and expenses incidental thereto), and claims by third parties for any injury to any person or damage to property of any kind whatsoever caused by Resident's pet(s).

9. Pet Deposit. Prior to bringing a pet approved by Evergreen into the Accommodation, Resident shall pay to Evergreen a deposit. A greater fee may be assessed based upon additional maintenance required.

10. Alternative Care. Prior to bringing the pet to Evergreen, Resident shall ensure that alternative care arrangements have been made for the pet if Resident is unable to care for the pet in the discretion of Evergreen or if Evergreen requires that Resident remove the pet from the Evergreen. Any person designated to care for the pet under this section, shall be able to remove the pet from Evergreen within four to six hours of being contacted by Evergreen. If Evergreen is unable to contact the designated individual(s), or if such individuals are unavailable to collect and care for the pet, Evergreen will make arrangements for the care of any pet at Resident's sole expense.

Tobacco Use

As Evergreen is a tobacco-free campus, use of tobacco or e-cigarettes is not allowed anywhere on Evergreen grounds or in common areas.

Homes

Resident and guests are permitted to use tobacco products in Resident's living accommodation. A tobacco user's fee is required for all residents who use tobacco.

Village, Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

Use of tobacco or e-cigarettes is not permitted in these living accommodations, common areas or anywhere on Evergreen grounds.

Motorized wheelchairs, scooters and other mobility aids

It is the policy of Evergreen to offer all residents a safe and accessible living environment. Evergreen residents who use mobility aids due to disability will be free from discrimination or harassment.

1. Resident must use and maintain Resident's "Mobility Aids" (*i.e.*, a device used for assistance with walking, including canes, crutches, walkers, non-motorized wheelchairs, motorized wheelchairs, and motorized scooters) in a safe manner that does not harm the property of Evergreen or others, and does not threaten the health, safety, or welfare of others.

2. Resident is not required to prove Resident's need to use a Mobility Aid. However, Resident shall promptly inform Evergreen of Resident's use of a Mobility Aid and, if Resident is receiving health care services from Evergreen, coordinate such use of a Mobility Aid with Evergreen's assessment and care planning process.

3. Resident may use a "Motorized Mobility Aid" (*i.e.*, a single chair or seat mounted on a motorized apparatus with three or more wheels designed for use by persons with mobility disabilities) in Evergreen if Resident's ability to walk is substantially limited due to disability.

4. Evergreen may restrict Resident's ability to use a Motorized Mobility Aid if Evergreen determines, in its sole discretion, that Resident's use of the Motorized Mobility Aid threatens the health, safety, or welfare of Resident or others or could cause substantial damage to property. In such circumstances, Resident shall cooperate with Evergreen in establishing and implementing individualized safety interventions including, but not limited to, participating in a professional assessment. Restrictions may continue until Resident demonstrates Resident's use of a Motorized Mobility Aid no longer poses a threat to the health, safety, or welfare of Resident or others or to property.

5. Resident must promptly notify Evergreen of any circumstance that could impair Resident's ability to comply with this policy, including Resident's ability to safely operate a Motorized Mobility Aid.

6. Evergreen may develop reasonable traffic and parking rules from time to time to help ensure the safe operation of Motorized Mobility Aids. Resident must follow such traffic and parking rules at all times. Current traffic and parking rules include the following:

- Resident must maintain and use Motorized Mobility Aids in accordance with the manufacturer's guidelines at all times.
- Only one (1) person may operate a Motorized Mobility Aid at one time. Resident may not tow, push or pull other objects with their Motorized Mobility Aid.

- Resident must maintain control of Resident's own Motorized Mobility Aid at all times.
- When operating a Motorized Mobility Aid, Resident must maintain a safe speed, which means going no faster than the walking speed of Evergreen residents.
- Resident must appropriately yield to pedestrians and other conveyances when operating and parking a Motorized Mobility Aid.
- Resident must avoid direct contact with fixed and movable objects at all times.
- Resident may not maintain the Motorized Mobility Aid in a manner that obstructs a means of ingress or egress to any area.

7. Resident shall reimburse Evergreen for any loss of or damage to Evergreen property caused by Resident's use of a Mobility Aid, excluding normal wear and tear. Resident shall indemnify and hold Evergreen harmless from all claims, damages, liabilities, and expenses resulting from injury to any person(s) or damage to any property caused by or in any way connected with Resident's use of a Mobility Aid.

8. Evergreen employees will not discriminate against or harass any resident because he or she uses a Mobility Aid. Evergreen employees will treat all residents who use Mobility Aids, or that have, or are perceived to have, a mobility disability, with the same respect and courtesy as residents who do not use Mobility Aids or do not have, or are not perceived to have, a mobility disability. Further, the terms or conditions or privileges related to the use of a living unit or related to the provision of services or facilities in connection with the use of a living unit will not be altered in any way because of a resident's mobility disability or perceived mobility disability.

No tipping policy

Evergreen employees are compensated for the services they provide to Residents. As a personnel policy, employees are not permitted to accept any money or items of more than nominal value from Resident or Resident's family. However, gratitude for employee efforts may be shown in other ways.

- 1) Donations may be made to the Employee Appreciation Fund administered by the Residents Council through the Evergreen Foundation. The Residents Council uses the funds to provide gifts for all employees at Christmas.
- 2) Donations may be made directly to the Evergreen Foundation for employee appreciation; these funds are administered by Evergreen.
- 3) Thank you cards are provided in various locations around the campus for use by Resident and Resident's family in recognizing an employee's extraordinary efforts. Donations to the Evergreen Foundation, Inc. may be made in honor of an employee.

Communications

Evergreen publications

Green Leaves is a publication for residents, families, friends of Evergreen, and long-term care industry professionals; its purpose is to keep these people informed of Evergreen's activities.

Family members are automatically added to the *Green Leaves* mailing list. To add someone to the mailing list, please call Resident and Guest Services.

EVTV

EVTV, an internal television channel, announces activities, shares information, and presents programs of interest.

- If Resident has a digital set top box from Time Warner Cable, EVTV is available on channel 955.
- If Resident has a fully compatible Digital TV, EVTV is available on channel 126.955.

Media Coverage

As part of Resident's participation in Evergreen activities and through normal use of common areas, Resident's image may be included in photographs or videotaped events that may be used for Evergreen video and/or slide presentations, pictorial displays, programming on EVTV, and other in-house events. Evergreen may reproduce and distribute these photos upon request.

Evergreen cannot and does not assume control for the use of Resident's name, photograph, or videotaped image if such is secured by the media, outside organizations, and/or individuals on the Evergreen campus or at Evergreen events.

Social Media

Social media defines various activities that integrate technology and social interaction. Examples of social media include, but are not limited to, Twitter, Facebook, LinkedIn, as well as blogs, forums and other social networking sites. Resident, Resident's family, or Resident's guests are not to take pictures or videos of other residents without informing Evergreen and obtaining consent from any residents to be photographed. Any comments and/or pictures shown on the above-cited websites are the responsibility of the commenter, not Evergreen. Evergreen cannot and does not assume control for the use of Resident's name, photograph, videotaped image, or personal information if such is posted to social networking sites by the media, outside organizations, and/or individuals on the Evergreen campus or at Evergreen events. Comments are strictly those of the commenter and in no way represent Evergreen.

Charitable Giving Opportunities through the Evergreen Foundation

Charitable Giving Helps Safeguard the Dreams of All

The Evergreen Foundation's mission is to secure and use resources in support of the Evergreen mission: "*Guided by Christian values, we are an industry leader in providing a continuum of possibilities for individuals 55 years and older.*" Charitable giving to the Evergreen Foundation helps provide many opportunities for our residents. It also offers many benefits for donors.

- Donors receive the satisfaction of helping others and knowing their support helps Evergreen meet the needs of all residents, including those who have outlived their financial resources.
- Donors can memorialize or honor individuals while designating their gifts for special projects or interests or for unrestricted purposes. The use of unrestricted gifts is determined by the Evergreen Foundation's Board of Directors.
- Donors can make gifts of any kind and amount and may realize charitable deductions, tax savings, and/or income for life through various estate planning tools. Federal and many state tax laws make it possible to reduce or eliminate gift, estate, capital gains, and income taxes on funds given to charity.
- Donors can make gifts of cash, stocks, negotiable securities, and in-kind value.
- Donors can leave a lasting legacy through wills, life insurance policies, retirement accounts, annuities, charitable remainder trusts, and other estate planning arrangements.
- Donors make an impact on current as well as future residents.

The *Evergreen Family of Friends* is comprised of all donors to the Evergreen Foundation. The *Leave a Legacy Guild* is comprised of all who have left a bequest to Evergreen as well as those who have informed Evergreen that Evergreen is a beneficiary in their estate plan.

Unless they request to remain anonymous, donors are recognized in many different ways. *Evergreen Family of Friends* donors of all kinds and amounts are recognized in each winter issue of *Green Leaves* for their gifts, bequests, and planned gifts made during the preceding calendar year. *Leave a Legacy Guild* members are recognized in relevant Evergreen Foundation materials for their planned gifts and bequests. The Founders Grove Recognition Wall in the Evergreen Manor Building lobby pays special tribute to members of the *Leave a Legacy Guild* on specially identified plaques and to major benefactors who are recognized with individually inscribed plates placed among the pine boughs and on the granite boulders below the Evergreen trees.

Evergreen is affiliated with Leave a Legacy Wisconsin and Leave a Legacy Oshkosh. Requests for information about making a gift to the Evergreen Foundation or for opting out of receiving the Evergreen Foundation fund-raising materials may be directed to the Vice President of Foundation Advancement at (920) 237-2120.

