

## **Resident & Guest Services Service Offerings**

### **Clerical services**

- Photos Copies – Black & White \$0.25/page; Color \$0.50/page
- Lamination - \$1.50/page
- Fax Services – Free
- Notary Services – Appointments must be made. Contact Resident & Guest services for more information (920) 233-2340
- Accommodation monthly payment acceptance & receipting

### **Dry cleaning**

A local commercial dry cleaner provides pickup and delivery of clothing at Resident and Guest Services. 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.

### **Mail Services**

- Package shipping up to 4 lbs. via USPS or FedEx – Fees based on shipping options
- Stamps can be purchased – Fees based on number of stamps purchased

### **Gift Card Purchases**

Gift cards can be purchased in person at Resident & Guest Services. Empty cards can be refilled at Resident & Guest Services or returned to be recycled.

### **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 transportation coordinator to make arrangements (920) 237-2106.

### **Guest Room Reservations**

A guest room is available to all guests of Evergreen residents for a nightly fee. Contact Resident and Guest Services at (920) 233-2340 for additional information or to make reservations.

## **Room Reservation for Personal Gatherings**

Call Resident & Guest Services at (920) 237-2340

## **Grocery Shopping Services**

Call Resident & Guest Services to learn more about what options are available.

## **Replacement Items**

If you should lose, misplace or break an Evergreen issued item (CarePoint, key fobs, accommodation keys, storage locks, lock keys, mailbox keys, garage door openers, village garage service door remote, etc.) call Resident & Guest Services (920) 233-2340.

## **Storage Lockers**

Storage lockers are available for a monthly fee for residents in the Manor Apartments & Garden Building. For more information call Resident & Guest Services at (920) 233-2340.

Courtyard Apartment residents are issued two storage lockers automatically with the rental of their apartment. For questions contact Housing Coordinator at (920) 237-2175.

## **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. A Resident Fund Delegation Form must be completed before deposits may be accepted.

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.

Contact Resident and Guest Services either in person or at (920) 233-2340 to make arrangements.