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**VILLA MARIN**

100 Thorndale Drive • San Rafael, California 94903

# Resident Handbook

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# THE BASICS

## **Board of Directors**

Villa Marin is governed by a Board of 7 Directors assisted by a Chief Executive Officer and his staff. Board members serve 2-year terms staggered so that 3 or 4 vacancies occur each year. A Nominating Committee appointed by the Board each year in the fall is responsible for developing a slate of candidates to fill upcoming vacancies, and nominees are elected by secret ballot of condominium owners on the second Tuesday in January. Each Board annually elects from among its membership the 4 officers of the Villa Marin Homeowners Association – President, Vice President, Secretary, and Treasurer.

## **Administrative Staff**

The Chief Executive Officer and administrative staff occupy offices on the 1st floor immediately north of the Resident Services desk. The CEO, Department Heads and other key staff are available to answer questions about the community and services provided. Their telephone extensions and email addresses are listed in Villa Marin's telephone directory, but additionally, Resident Services will be glad to refer your inquiries to appropriate staff.

## **Board Meetings**

Open Board Meetings are held on the first Thursday of each month in the Auditorium, and all residents are strongly encouraged to attend. Closed meetings of the Board for discussion of confidential matters are held as needed on days between the monthly open meetings.

## **Administrative Offices**

The senior manager of Villa Marin has the title of Chief Executive Officer. His office is located off the 1st floor hallway corridor north of the Resident Services Desk. The CEO is on call 24/7.

## **Resident Services Desk**

Villa Marin's Resident Services Desk is located near the main entrance. This is the information center for Villa Marin. The area contains our telephone switchboard, security station, fire and public address system for the community. The Resident Services desk can be reached by dialing 0 on the telephone in your condo.

The desk is staffed 24/7 every day of the year. There is always someone there to deal with emergencies, answer your questions, or summon help if needed.

# SERVICES PROVIDED FOR RESIDENTS

## Health Services

Villa Marin includes facilities designed specifically for the care of residents, with licensed nurses and well-trained staff on duty 24/7. Located on the lower level, the Health Care Center consists of:

- Outpatient Clinic
- Personal Care Unit (PCU)
- Skilled Nursing Unit (SNF)
- Medication Assistance program

Outpatient Clinic. Call the Clinic Coordinator (Ext-2410) for:

- Appointments with Villa Marin physicians for on-site treatment of acute and ongoing medical issues and/or to obtain a referral for outside physician visits.
- Appointments to see Villa Marin Clinic Nurse for ordering prescriptions, blood pressure checks, diabetes checks, dressing changes, inoculations, etc.
- Medication Assistance program.
- Arrangements for transportation to medical appointments within Marin County.

The Clinic Coordinator's hours are:

Monday-Friday 9:00 AM to noon & 2:00 PM to 4:00 PM

Extension 2410

The Clinic Nurse's hours are:

Monday-Friday 8:30 AM to noon & 2:00 PM to 4:00 PM

Extension 2418

Personal Care Unit (PCU). PCU is also defined as assisted living, should you need help with dressing, bathing, eating, toileting, etc. but do not require intensive medical and nursing care. Residents may stay in the PCU on either a temporary or a permanent basis. Twenty-four hour nursing, 3 meals a day, and assistance with personal care is provided.

Skilled Nursing Unit (SNF). SNF is appropriate if you cannot perform dressing, bathing, eating, toileting functions and/or require comprehensive medical and skilled nursing care. Residents may stay in the SNF on either a temporary or a permanent basis. Our SNF is Medicare Part A certified. Comprehensive twenty-four hour nursing, 3 meals a day, and assistance with personal care is provided.

Medication Assistance. If, for whatever reason, it becomes difficult for you to administer your own medications, a service called the MEDI-SET program may be very helpful.

The Medi-Set Nurse, stationed in the Clinic, will maintain custody of your medications and each week will place a 7-day supply of them in a Medi-Set container compartmented by day of the week and time of day to indicate which medications should be taken when and in what quantity.

Kaiser health plan. All residents, including those who belong to Kaiser, may use the PCU and SNF. Kaiser members are not generally seen in Villa Marin's Outpatient Clinic, but as a courtesy they may have blood pressure checks, receive annual flu shots, and have Medi-Sets filled. Call 2410 to make appointments for these services. All lab work and prescriptions for Kaiser members are administered at Kaiser.

More about the Health Center. For full details on the Health Center, its facilities, and services, see Tab 5 of the Residents' Guide to Villa Marin.

## Dining Services

Payment of the monthly fee entitles each qualified resident to one meal per day, which may be breakfast, lunch or dinner. Brunch is served Sundays and holidays and is the only meal on those days.

### Dining room hours:

- Breakfast ..... 8:00 to 9:00
- Lunch ..... 12:00 to 1:00
- Dinner ..... 5:15 to 7:00 (5:15 to 5:30 Buffet only)
- Brunch..... 10:45 to 1:00

Dining room sections. The dining room is divided into a formal side and an informal side. Servers will take your order and deliver all items to your table on the formal side. Servers will deliver soup and dessert to your table on the informal side, and you pick up other items at the buffet. Brunch is self-serve from the buffet except for beverages, which servers will bring to your table.

Reservations. Tables for 4 or more residents can be reserved in advance by calling Ext-2339. Tables of any size may be reserved if an outside guest is included.

Take-out. Your meal of the day may be taken from the buffet and consumed in your condo, using your containers to transport the food. Suitable containers for such use are sold in the Gift Shop.

Dress code. Appropriate attire is expected in the Dining Room. The following guidelines give examples of what is minimally acceptable.

### DINNER or BRUNCH – FORMAL SIDE

Guidelines for women		Guidelines for men	
SUGGESTED	INAPPROPRIATE	SUGGESTED	INAPPROPRIATE
Dresses	Blue Jeans	Suits, Sport Coats	Blue Jeans
Dress Slacks, Pants Suits	Shorts	Dress Slacks	Shorts
Blouses, Polo Shirts	Sweat Pants	Sport shirts, Polo Shirts	T-Shirts, Sweatshirts
Sweaters	Sweatshirts	Turtlenecks	Flip Flops
Dress Shoes	Flip Flops	Dress Shoes	Caps or hats
		Ties on Saturday night	

### DINNER or BRUNCH – INFORMAL SIDE

Guidelines for men and women	
ACCEPTABLE	INAPPROPRIATE
Casual Slacks	T-Shirts
Sport shirts	Blue Jeans
Polo Shirts	Sweat Pants
Sweaters	Shorts
Casual Shoes	Flip Flops

### BREAKFAST and LUNCH – EITHER SIDE

Guidelines for men and women	
ACCEPTABLE	INAPPROPRIATE
Casual Slacks	Flip Flops
Blue Jeans	Caps or hats
Shorts	
Sport shirts, Polo Shirts	
Casual Shoes	

More about Dining Services. For full details concerning privileges and restrictions pertaining to Dining Services see Tab 4 of the Residents' Guide to Villa Marin.

## **Housekeeping**

Unless requested otherwise, housekeeping is provided on a weekly basis, as follows:

- Bed linens are changed.
- Towels and bathmats are replaced.
- Bathroom fixtures, mirrors, etc., are cleaned.
- Carpets are vacuumed (but without moving large furniture).
- Surfaces are dusted and cleaned.
- Kitchen surfaces are cleaned.
- Routine trash and garbage are removed.

Spills on rugs. Housekeepers can clean small spots on the rugs. Major spills that might set up permanent stains should be reported to Housekeeping immediately. If an accident occurs when no housekeeping personnel are available, plenty of water and saturated rags are often helpful to prevent permanent damage.

Annual deep cleaning. Condos are cleaned more thoroughly once a year. Windows are washed inside and out at that time.

Extra service. Residents requiring extra housekeeping services should phone the Director of Housekeeping, (extension 2549). There may be a charge for special services.

## **Mail**

Mail is delivered to Villa Marin every day except Sundays and holidays and is deposited in resident postal boxes in the mailroom. Residents can find out if mail has arrived by dialing 3, or they can check the sign on the Resident Services counter.

Mail too large for mailboxes is placed in the "large package" mailboxes. A key is left in the resident's box with instructions on how to procure the package or large mail piece. Packages too large to fit in these boxes will be left at Resident Services and the staff will notify the resident.

The number on the postal mailbox is the same as the number of the resident's condominium. When you advise others of your mailing address include your condo number to ensure that your incoming mail is properly delivered.

In-house mailboxes are also located in the mailroom adjacent to the postal boxes. The in-house boxes are used for all "in-house" communications to residents. A resident's condominium number is located above his/her individual box. Please be careful not to accidentally take another resident's in-house mail.

## **Transportation**

Villa Marin owns four vehicles that provide transportation for residents: a 28-passenger bus, a 14-passenger bus, a 7-passenger van, and a 5-passenger crossover. Both busses have the ability to load a passenger in a wheelchair. The van and crossover can each load a wheelchair but not with a passenger seated in it.

To the extent that scheduling and availability of drivers allows, our vehicles provide residents with transportation for medical and dental appointments, shopping, Villa Marin arranged outings, and some personal activities.

All riders must be alert and safe to be out on their own. If the Director of Nurses feels that a resident may not be safe, it is required that a private aide, family member or capable friend travel along with the resident.

Normally, transportation is scheduled each week as shown in the table below. However, medical appointments have the highest priority and may interfere with this "normal" schedule. Call Resident Services (Ext-0) to verify the schedule and availability of space. Then confirm your reservation by signing up at the Resident Services desk.

<b>Monday</b>	<b>Tuesday</b>	<b>Friday</b>
Leave Villa Marin 10:00 AM For: Terra Linda destinations	Leave Villa Marin 9:30 AM For: San Francisco (To St. Francis Hotel)	Leave Villa Marin 10:00 AM For: Terra Linda destinations
Leave Villa Marin 11:30 AM For: Other Eastern Marin County destinations	Leave San Francisco 2:00 PM (From St. Francis Hotel) For: Villa Marin	

Medical. Requests for transportation should be made as far in advance as possible. Call the Clinic Coordinator (Ext-2410) to do so. The Clinic Receptionist will contact the driver regarding appointment times. The driver will contact you regarding departure and pick-up times.

Special Events. Departure times for special events will be included on the published notice of each event, and can also be learned by contacting Resident Services. Special event transportation includes Tuesday evening Marin Symphony concerts and the Marin Speakers series.

Other Villa Marin Transportation. Occasionally it may be possible, at an extra charge, to use Villa Marin transportation to or from the Marin Airporter or other similar personal business. Contact the Director of Transportation (Ext-2517) to inquire.

Non Villa Marin Transportation.

- Whistlestop – Call 1-415-456-1008 or visit their website at [Whistlestop.org](http://Whistlestop.org) to learn more.
- Marin Access – Call 1-415-456-9062 or visit their website at [MarinAccess.org](http://MarinAccess.org) to learn more.
- Taxis – Contact Resident Services to request a taxi.

## **Grocery Deliveries**

Scotty's Market will deliver groceries on Thursdays for a service charge. Order forms are available in the Mail Room. Fill out the form and leave it in the Mail Room by Tuesday night for a Thursday delivery. You must be at home between 9:00 and 9:30 AM on Thursday to receive your delivery. Safeway also delivers groceries when ordered online.

## **Telephones**

The basic phone system at Villa Marin is provided at a basic monthly charge plus long distance charges. One touch-tone phone with voice messaging is furnished for each condo; additional Villa Marin phones can be purchased; (contact the Maintenance Department, Ext-2622.) If you experience trouble with your telephone, dial 0 to report the problem or fill out a Maintenance Work Request (forms are available in the Mail Room). Do not call the phone company.

Other Phone Possibilities:

- Resident-owned phone other than a basic Villa Marin phone. If such a phone includes a voice messaging system, ask Maintenance for help to set it up for use at Villa Marin.
- AT&T or Comcast phone systems. These are available from either of the two suppliers, but incur both installation and monthly charges. Contact AT&T or Comcast if interested.
- Mobile phones can generally be used throughout Villa Marin.

### Telephone Instructions:

- For an outside line, press 8.
- To find out if mail has arrived, press 3.
- To reach Resident Services (the Reception desk), press 0.
- To call a Villa Marin resident or Villa Marin staff member press the 4-digit number found in your copy of the Villa Marin directory.
- To place a local call, press 8-1-415 + 7-digit number.
- To place a domestic long distance call, press 8-1 + Area code + 7-digit number.
- To place an international call, dial 0 to get assistance from the Resident Services staff.
- For directory assistance, press 8 + 411.  
(Local or long distance)
- For messages left on your Villa Marin phone (a blinking light means one or more is waiting):
  - Press 1 to listen, and when through
  - Press 2 to repeat it
  - Press 3 to cancel it and listen to next message
  - Press 4 to save it and listen to next message
- For messages left on your non-Villa Marin phone, see instructions that came with the phone.
- To record a greeting on your Villa Marin phone to be heard by callers who leave a message:
  - Press 1 to enter the voice mail menu
  - Listen to the instructions you will hear
  - Press 5 to record your greeting
  - Press 2 to hear your greeting
  - If it sounds OK, press 4 and hang up
  - To cancel it and try again, press 3
- To record a greeting on your non-Villa Marin phone, see instructions that came with the phone.

### Phone Number Listings

Internal: A Villa Marin directory is published quarterly listing all residents, their condo numbers, and phone numbers. If you wish to have your email address listed, give it to the HR Assistant (Ext-2404)

External: If you would like to have your telephone number listed in AT&T's directory, give the following information to the Medical Billing Coordinator (Ext-2674):

- Your name as you wish it to be listed.
- Your telephone number.
- Your postal address (optional).

### Newspapers

The San Francisco Chronicle, the Marin Independent Journal, the New York Times, and the Wall Street Journal may be ordered for delivery to your door. If you move to the Health Center, for whatever period of time, and want to continue having the paper delivered to you, notify the newspaper's circulation office of your change of address.



## **Internet Access**

A wireless network, named *Villa Marin WiFi*, is available in some locations in the building. It is a non-secured network and does not require a password. Signal strength will vary in different parts of the building there are no guarantees of performance. If you find performance to be unsatisfactory in your condo, report the problem by email to our Network Administrator at [gha32@comcast.net](mailto:gha32@comcast.net).

Additionally, Broadband cable connection is available from Comcast and DSL connection is available from AT&T, but neither is free, requiring both installation and monthly subscription costs. To learn more about these alternatives, contact Comcast or AT&T.

## **Cable TV**

Comcast cable TV at the "Expanded Basic" level (approximately 120 channels) is provided for a basic monthly charge. If you wish to subscribe to additional features offered by Comcast, visit the Comcast office in the Northgate One shopping center or telephone Comcast at 1-800-934-6489 to learn what is available and what costs you will incur.

If you experience a problem with TV reception, submit a Maintenance Work Request describing the problem. If our Maintenance staff cannot easily resolve the problem, you should call Comcast at 1-800-934-6489 for help.

## **Villa Marin's In-house TV**

In addition to the wide range of channels Comcast offers for news and entertainment, one channel (998) serves Villa Marin exclusively. It is operated by our own staff and displays daily lunch and dinner menus for the current week as well as notices of various scheduled events.

## **Security**

Villa Marin is protected by smoke detectors and automatic fire sprinklers throughout, and at night professional security personnel patrol the premises. Any doors that provide access to the building are kept closed and locked or are continuously monitored. Exit doors can always be opened from the inside and close automatically. Never leave any such doors propped open, which would compromise our community's security. Control panels and surveillance monitors are located at the Resident Services desk.

Gates to the parking area are normally closed but can be opened by several means –

- A plastic garage entry card provided to residents at move-in can be scanned manually at a post-mounted scanner outside the gate.
- To avoid the need to reach outside the driver's window, an automatic sensor mounted inside your vehicle is available from Housekeeping for a small fee.
- The post-mounted scanner also contains an intercom to request help from the Resident Services desk. Staff on duty there have the ability to open the gate remotely.

An activated smoke alarm anywhere in Villa Marin must be personally checked by our Security staff before the alarm is canceled.

If a smoke detector begins to sound in your condo, press "0" on your telephone immediately to contact Resident Services. If the alarm is caused by burnt toast, turn on the kitchen fan and open a window or the balcony door. **DO NOT** open the door into the corridor, as the smoke may activate an alarm in the hallway.

## **Emergency – Fire!**

In the unlikely event of a fire, the most important thing to remember is to remain calm and deliberate. The following are specific instructions and information about what to do in case of fire. All condominiums have one-hour firewall protection and corridor fire doors have two-hour fire protection. This means it will take two hours for a fire to burn through a corridor barrier and one hour to burn from one condominium to another.

### **What should you do when the FIRE alarm sounds and it's not a drill?**

1. Unless the fire is in your condo, do not leave your unit until you receive an evacuation or all-clear message over the VM public address system. (There is a loudspeaker in the ceiling of each condominium.) Because of the danger of smoke and congestion in the halls, residents are safer in their units unless the immediate area is in jeopardy. The corridors must be kept clear for Fire Department personnel and equipment. Do not open your door to the corridor until instructed to do so.
2. If instructed to evacuate, residents should leave the building using the nearest door or stairway, as marked by the exit signs. **DO NOT USE THE ELEVATORS.** Learn where the nearest exits are located.
3. Once residents have left the building, they are to stay clear of the building until they are given "all clear" instructions from either the Fire Chief or the staff person in charge.
4. If the smoke detector goes off in your condominium, someone from Maintenance or Security will come immediately to determine if there is a fire and reset the smoke detector. If you should ever discover a fire, or have reason to believe there is a fire, you should press 0 on your telephone to notify Resident Services or go to the nearest fire alarm pull station on the corridor wall and pull the fire alarm lever. Learn where the nearest fire alarm is located.

Unless residents are threatened by smoke or flame, they should stay by the alarm and direct staff to the exact location of the fire. Residents should never return to the scene of a fire.

In addition to staff's monitoring of the entire fire safety system, there is an independent alarm company also monitoring the VM fire alarm system. If alarms go off, the Fire Department is notified.

The Villa Marin staff has been trained in first response to fire and other emergencies. An Emergency Response Team will take command if a serious fire or earthquake occurs during working hours. A group of residents here has been similarly trained to handle situations that may occur when management is not present. There are always at least two nurses, three nursing assistants, security and Resident Services personnel in the building.

## **Emergency – Earthquake!**

We live in an area where the possibility of earthquake is real. Emergency Response Team earthquake drills are completed annually in our community. In the event that senior management is not present at the time of an earthquake, the Board President together with the resident Emergency Coordinator and VM security staff shall be in charge and follow directions given by law enforcement and fire personnel.

### **What should you do in event of an EARTHQUAKE?**

1. If you are injured, pull your call alarm cord or call the front desk.
2. If you are in the common area, proceed to the nearest steel doorframe.
3. If you are in the dining room proceed to the wall nearest the hallway.

4. If you are in your condo, go to your entrance door and stand or sit near but not in front of it. Do not open your door until told to do so. Fire danger is high.
5. Stay away from windows and tall bookcases, shelves, and cabinets containing things that might fall and injure you.
6. Turn off medical oxygen unless essential.
7. Turn off stove.
8. Do not use candles. Use flashlights if dark.
9. Do not go into halls.
10. Do not use elevators.
11. As soon as our doctors and nurses are done securing the SNF and PCU they will be coming to treat the injured in condos.
12. Place the yellow OK card on the outside handle of the entrance door to your condo if you are OK. If you need assistance use the whistle to alert the floor warden in your area.
13. Each resident will be counted and each room checked.
14. Remember, aftershocks are common so stay put until given further notice.
15. When the shaking has stopped, all resident floor wardens should report to the lobby to take instructions from the Emergency Coordinator, Chief Executive Officer, or Board President
16. Stay calm.

## **Emergency Drills**

Residents are required to participate in fire and earthquake drills on a regular basis. Knowing what to do in a time of emergency can save time and lives. During drills, we will instruct you to place the yellow OK card on the outside handle of your condo door into the hall indicating that you are OK. We will use the loudspeaker to tell you when we are in a drill and when the drill is complete.

## **Maintenance**

Minor maintenance work in your condo can often be handled at no cost by our Maintenance staff. Maintenance Work Request forms available in the Mail Room are picked up each morning and receive prompt attention. For repairs that need immediate action, such as a broken water pipe, call Resident Services (Ext-0) as soon as the problem is noticed.

After a maintenance form is completed our Maintenance staff can handle many types of small jobs like changing light bulbs, hanging pictures, adjusting thermostats, oiling a squeaky door, or moving light-weight furniture. For larger projects or work requiring special technical expertise, the staff can help you find qualified people to hire for the job. If work performed for you by our staff requires more than 15 minutes, you may be charged for the cost of labor and materials; if in doubt, ask the Maintenance person when he comes to assess the job.

To help you get settled initially, new residents are entitled to 2 hours of labor without charge in the first 30 days after move-in.

A maintenance contract can be purchased for repair of appliances such as stoves, dishwashers washer/dryers, garbage disposals and refrigerators. If you are interested in purchasing a maintenance contract for major appliances, ask Resident Services for an application form.

## **Elevators**

Villa Marin has five elevators: A staff elevator from the dietary kitchen to the Health Facilities, a north elevator, a south elevator, the central elevator and the freight elevator. It is a short walk to another elevator if one of the elevators is temporarily being serviced. The freight elevator

should be utilized when going to and coming from the swimming pool. This will avoid walking through the main lobby in beach wear or bathrobes.

Emergency Phones are provided inside all elevators except the dietary kitchen elevator. There are also telephones in the garage beside each of the elevator doors. All elevators have self-lowering devices. In the event of an emergency, when the door opens, step out after checking to see that the level of the elevator and floor are safe for exit. The central elevator will be used by emergency personnel in the event of a disaster or power outage.

When moving in or out of your condo, the elevators have special rules connected to their use. Please contact the Director of Housekeeping (Ext-2549) at least 48 hours in advance for these special rules.

## **Shopping Carts**

Shopping carts, for the convenience of all residents, are parked in the lower level areas adjacent to the south, central and north elevators. When you have finished using a cart it must be returned promptly to the garage area from which it was taken. Carts should never be left in condos, elevators, halls, other public places, or by elevators on the upper floors.

## **Storage**

Closet space in most condos is fully used for active storage – a place to keep things to which frequent and convenient access is needed. Many residents, however, also have possessions that they access infrequently, such as holiday decorations and large pieces of luggage. For this Villa Marin provides each condo with a lockable storage cage in the garage measuring approximately 120 cubic feet. At move-in residents are assigned a cage as near as possible to their parking spaces. Most cages require help when storing or retrieving items, but if you call Resident Services they will request a Maintenance or Security staff person to assist you. Request forms are recommended.

## **Gift Shop**

The resident-operated gift shop is located across from the Auditorium. Shop hours are posted outside the gift shop entrance. Gift shop volunteers provide residents with gift items, cards, postage stamps, snacks, and special seasonal items.

The profits are utilized to assist in special ways at Villa Marin. Gift shop volunteers direct the use of surplus funds for the benefit of specially requested health center needs at Villa Marin.

## **Hair Salon**

The main salon at VM is located across from the Auditorium on the first floor. Villa Marin contracts with 3 to 6 individual operators. Independent salon contractors pay monthly rent to Villa Marin and provide varied services such as wash, cut, style, perm, color, manicures and pedicures.

For an appointment, call the Salon (Ext-2537) or ask your favorite stylist for her direct number. A second salon is located in our PCU section of the VM medical unit for residents who reside in either our skilled nursing unit or our personal care unit. Salons are closed on Sundays and Mondays unless special arrangements are made with a stylist.

## **Common Areas**

Common areas of Villa Marin include all areas except condominiums and the small recessed hallway area at the entrance to each condominium. By acceptance of the deed to a condominium, residents have assigned responsibility to the Homeowners Association for management, operation and maintenance of the common areas.

Residents wishing to reserve any of the common areas for a special purpose must apply to the Activities, Entertainment, and Excursions Coordinator (Ext-2613) for approval. Requests involving fundraising or partisan politics will be denied.

## **Computer Room**

A computer for residents' use, with printer and Internet connection, is located in the Computer Room on the 2<sup>nd</sup> floor at the top of the stairs from the main Lobby. Instructions for its use are posted in the room.

## **Website**

[villa-marin.com](http://villa-marin.com) is our website, designed to show off Villa Marin to all interested parties, especially potential new residents. The website also contains a private section accessible via a password; there you will find information of interest specifically to residents. To view the private section, click the button labeled Resident Documents at the bottom of the website's main page; you will need a password, which you can obtain from Resident Services.

## **Keys**

Residents are allotted two condominium keys and two mailbox keys for each condominium. If your door keys fail to operate smoothly or are lost or misplaced, fill out a work order for replacement. For an immediate solution to a lock-out, Resident Services can notify Security for help or provide a "loaner" key, which must be returned to the Resident Services Desk promptly.

In common areas, all doors useable by residents, excluding condo entry doors, are keyed alike. A common key to fit these locks has been provided to all residents. Except at the promenade level, you can enter or exit stairwells from any floor without a key.

Residents should provide the Resident Services Staff with the names in writing of designated family members or friends who may be allowed access to the resident's unit in an emergency.

## **Copy Machine**

A copy machine is available for the use of residents and is located in the Mail Room. Copies are ten cents each. Copy cards for use of this machine can be purchased at the Resident Services desk. If the copy machine in the mail room is not working, notify the Resident Services staff and fill out a work order. Resident Services staff may be able to assist you with use of another copy machine.

## **Banking**

WestAmerica Bank offers banking service every Thursday morning from 9:00 to 10:00 in the mail room.

## **Notary Service**

Villa Marin currently has a licensed Notary on staff whose services are available for a modest fee. To make an appointment for notary service, call Ext-2674.

## **Gifts & Bequests Fund**

The Villa Marin Gifts and Bequests Fund exists to encourage and facilitate voluntary donations from residents and their families. Gifts can be designated by the donor for a specific use but if not, they will be used for projects that serve the best interest of most residents.

The fund is administered by the Gifts and Bequests Fund Committee, a group of 7 residents appointed annually by the Board of Directors. Any resident may submit a proposal to the Committee for funding of a project. The Committee will assess the proposal, and if it is deemed worthy and appropriate, recommend to the Board that the requested grant be approved.

Contributions to the Gifts and Bequest Fund are NOT tax deductible, as they benefit only Villa Marin owners and residents. Some Villa Marin owners have placed codicils in their wills granting a bequest to this fund. If you do this, please deliver that codicil to the Chief Executive Officer to be placed in your master file.

## **Laundry Rooms**

Washers, dryers, ironing boards, and laundry-folding counters can be found in laundry rooms on all floors. Please do not use machines before 9:00 AM or after 9:00 PM to avoid disturbing other residents.

## **Social Services**

The services offered by Villa Marin's Social Services Specialist, (Ext-2417) are available to all residents. The Social Services Specialist provides individual, multi-disciplinary, and family counseling.

Getting older is extremely stressful for some residents. If you ever feel as if all hope is lost, you have many people here to help you through your difficult times. Please turn to any Villa Marin nurse, one of our doctors, or our Social Services Specialist, as you would your family and dearest friends. You are never alone here!

## THINGS TO ENJOY

At Villa Marin, you have many facilities for your enjoyment and many activities in which you can participate.

### **Facilities at Villa Marin:**

Library	Paddle tennis court	Meeting rooms
Swimming pool	Hobby shop & art studio	Pianos for resident use
Jacuzzi	Personal garden plots	Promenade
Gym with exercise equipmt	Computer room	

### **Activities at Villa Marin:**

First Friday Mixer	Rosen classes	Play reading
Town Hall meetings	Exercise classes	Great Decisions discussions
Movies	Balance classes	Educational classes
Paddle tennis	Strength Training classes	OLLI courses
Bingo	Meditation	Art exhibits
Bridge	Painting classes	Docent presentations
Dominoes	French table	Visiting musicians
Poker	Italian table	Holiday parties
Painting	Men's breakfasts	Monthly birthday party
Chorus	Book chats	Group parties
Water Aerobics	Film chats	

### **Activities away from Villa Marin may include:**

Marin Symphony	Live theater Marin	Group picnics
San Francisco Symphony	Green Music Center events	Day at the races
San Francisco Opera	DeYoung Museum	Christmas lights tours
San Francisco Ballet	Palace of Legion of Honor	Wild flower tours
Smuin Ballet	Marin Speakers Series	Casino visits
Lamplighters performances	Bird watching	Restaurant lunches
Live theater San Francisco	Sight-seeing tours	Overnight trips

To learn about events you might wish to attend, watch for notices in the weekly and monthly calendars or posted on bulletin boards.

### **Library**

Villa Marin's library immediately off the main lounge is open 24 hours a day and is staffed mid-morning and mid-afternoon by the Library Committee. Newspapers are available to be read in the library. Books and DVDs are checked out on a self-serve basis. Directions for borrowing & returning items are on the desk in the Check-Out Binder and in the *What's In Your Library* white binder, along with other useful information such as lists of movies. Books are listed in the card catalog by title and by author.

Board meeting minutes, most Committee minutes, Villa Marin documents and history, plus albums of photographs and biographies of residents are available in the Library. Residents of the Health Center are also served by the Library.

## **Swimming Pool & Spa**

The Villa Marin Pool and Spa are open to residents at all hours daily. Water exercise classes are also offered; check with Resident Services for class schedules. Residents are discouraged from swimming alone and assume full risk should they do so.

Guests may use the pool when classes are not in session. Children under 14 must be accompanied by an adult.

Residents should not traverse the Main Lobby in either bathing suits or bathrobes. If approaching the pool from the south half of the building, cross the Main Lounge area on an upper floor and then descend to the pool level by way of the freight elevator

We have an ADA-approved pool lift for your use. If you need instruction, ask Resident Services to send a security or maintenance staff person to show you how the lift operates. There must always be two people present in the pool area should the pool lift be required.

## **Gymnasium**

The VM gymnasium is adjacent to the swimming pool, with access from the promenade deck on the northwest side of the building; The Gym offers a variety of exercise and strength-training facilities, including treadmills, stationary cycles, and step machines, as well as free weights, a multi-purpose weight machine, and a workout bench. To use the treadmills you must first pick up a key from the Resident Services desk.

For instruction in the use of Gym equipment, contact the Health Center's Physical Therapist (Ext-2419). It is recommended that no one use the gymnasium until they have spoken to their physician about any limitations that should be observed, and as a basic safety consideration it's recommended that residents do not use the Gym alone.

## **Hobby Shop & Art Studio**

A hobby shop & art studio for residents' use is located in the south end of the garage; (see floor plan in Tab 3 of Residents' Guide to Villa Marin). The room is divided into a number of 6-ft-wide bays, most of which are furnished with work benches and power outlets.

Bays currently assigned to various residents are being used for woodworking, model building, painting, sculpture, and miscellaneous hobby projects. Some are assigned on an indefinite basis for long-term projects, but at least 2 bays will always be reserved for assignment to residents who only need the space for short periods of time, up to a maximum of 2 weeks.

If you would like to be assigned one of the bays for a project of your own, contact the Director of Maintenance (Ext-2622). Depending on the level of demand when you apply, you may have to be put on a waiting list..

## **Residents' Gardens**

A residents' garden area is accessible through double doors in the garage at parking space 115A (see floor plan in Tab 3 of Residents' Guide to Villa Marin). The number of garden plots available are limited; if you would like to acquire one for your use, contact the Garden Club through Resident Services.

## **Committees**

Villa Marin has 18 homeowner committees, all of which are important contributors to the successful operation of our resident-owned community and offer rewarding experiences to



residents who become members. Each November residents have an opportunity to apply for membership on one or more of these committees for the following calendar year. Committee membership and chairpersons are selected by the Board. All memberships (new appointments and re-appointments) take effect after the Association's Annual Meeting in January. The committees are:

Activities & Entertainment	Facilities & Engineering	Health Advisory
Admissions	Finance	Interior Design
Art	Gift Shop	Property Reserve
Birthday	Gifts & Bequests Fund	Library
Dining Services	Governing Documents	Newsletter
Environmental	Grounds	Welcoming

With exception of the Admissions Committee, you are encouraged to attend meetings of any committees that interest you – it's an excellent way to gain an understanding of committee operations and help you decide whether you might want to volunteer for membership in the future. See Tab 6 of the Residents' Guide to Villa Marin for extensive additional information,

### **Other Resident Groups**

Not committees in the same sense, but Villa Marin also has some self-organizing activity groups, such as the Garden Club, the Paddle Tennis Club, the Pet Committee, the Computer Club, film chat, book chat, and play-reading groups. If one or more of these interests you, Resident Services staff can tell you whom to contact for further information.

### **Newsletter**

The Villa Marin newsletter, produced by the Newsletter Committee, provides a valuable communication service to all residents and offers a rewarding journalistic experience to those who participate in its production. The Newsletter, published bi-monthly, typically includes articles on life at Villa Marin, news spots on Villa Marin events, and feature stories of interest to residents. Newsletters are distributed to resident mailboxes when published. The latest issue can also be found on the Villa Marin website, <http://villa-marin.com/>, or at the front desk.

### **Scholarships**

Residents may, and are encouraged to, make tax-deductible contributions to the “MARIN RETIREMENT COMMUNITY FOUNDATION”. Write MRCSF on the memo line. This fund has been used for many years to give college and other educational opportunities to Villa Marin staff, their families and others who work in Marin retirement communities. Mail your donations to the Marin Community Foundation in one of the pre-printed envelopes that can be found in our mail room. Some residents generously leave bequests or a request that memorials be made to this program. For further details, contact any member of the Scholarship Committee.

### **Patrons of the Arts Program**

Residents are encouraged to contribute funds for the purchase of art, to be used to decorate common areas within Villa Marin. A "Patron of Arts" program has been established for this purpose. Residents may loan or donate art items for display in public area with Art Committee approval. Residents can contact a member of the Art Committee to learn more about these programs.

## **RESIDENT RESPONSIBILITIES – DO's & DON'Ts**

You have come to Villa Marin to enjoy a pleasant and fulfilling retired life largely free of the burdens and demands of your former lifestyle. Nevertheless, there are some rules and practices that we've learned are necessary for the preservation of a first class community that we can all enjoy.

### **Absences**

Notify Resident Services if overnight absences are planned. Forms for this purpose are available in the Mail Room and at the Resident Services desk; fill out the form and drop it off at Resident Services prior to your departure. Knowing who is in residence at all times is important for safety reasons and often helpful for Housekeeping and Maintenance staff.

On the absence form you can request that mail be collected or houseplants watered during your absence if you wish. Residents with pets must have a plan for care of their pets if pets are left at home during an owner's overnight absence.

### **Guests**

You may invite guests to stay with you, and Housekeeping will provide rollaway beds, towels, and sheet sets for use by your guests if needed. Any meals consumed by your guests during their stay will be charged to you on your next monthly bill. Be sure to sign the necessary charge slip that will be given to you at the Dining Room podium for each of your guests' meals.

As an alternative to housing guests in your own condo, you may be able to rent a vacant furnished condo for their use. To learn whether a rental unit is available and to reserve it for your guests, contact the Marketing Office (Ext-2408). Guests using rental units are entitled to one free meal daily – one meal per person for a maximum of 2 persons.

It is your responsibility to acquaint your guests with all applicable rules and with the dining room dress code.

### **Renting a Condo**

You may rent your condo for a short term of up to 60 days. Only someone who has been approved for admission may rent for more than 60 days. The Marketing Department (Ext-2408) can advise you regarding renting.

### **Monthly Charges**

Statements covering the monthly homeowner fee and other accrued charges are delivered to each resident's in-house mailbox at the beginning of each month. These statements are due and payable in full when issued and are considered delinquent after the 10th. After the 30th of the month, a 3% late fee and monthly interest will be charged on all past due amounts. If a resident prefers to have a statement mailed to another location, advise the Accounting Department. (Extension 2402).

Checks for monthly fee payments, made payable to Villa Marin HOA, may be deposited through the slot near the Administration Office door. If a resident expects to be away for 30 days or longer, arrangements should be made to prepay the base charge for each month of expected absence.

Many owners find it convenient to arrange for their bank to pay their monthly bill for them on the tenth of each month by debiting funds from their account at the bank. Contact the Accounting Supervisor (Ext-2402) to set up such an arrangement.

Questions regarding amounts shown on the monthly statement, other than meal charges, should be directed to Accounting (Ext-2402). Questions regarding meal charges should be directed to the General Manager, Food Services. (Ext-2605).

### **Balconies and Patios**

Balconies on many units and generous patio decks on penthouse units are features that add greatly to the special charm of Villa Marin. To preserve that charm and enjoy these amenities without impinging on neighbors' ability to do the same, some rules are necessary.

- Do not hang towels or similar items over the blue railings
- Do not attach screening material to the railings.
- Do not penetrate any exterior surfaces.
- Do not let ivy or other vines cling to the walls.
- Keep balcony floors and patio decks clean, so that water can drain naturally.
- Place potted plants in "saucers" to minimize drainage onto deck surfaces.
- Do not throw plant clippings or any other material over the railings.
- Only clear hummingbird food is permitted, no colored liquids.
- Other bird feeders are not allowed.
- Barbeques and hibachis are prohibited for reasons of fire safety.
- Only standard Villa Marin deck surfacing is allowed.

### **Interior Floor Surfaces**

On the 2nd, 3rd, & 4th floors, wood floor surfaces must include a soundproofing underlayment with an IIC (Impact Insulation Class) rating of not less than 56.

### **Interior Painting**

- Interior spraying of enamel paint is prohibited.
- When painting ceilings, take care that no paint gets onto any part of a sprinkler head. Removal of such paint is very difficult, often requiring replacing the sprinkler head. Cost of cleaning or replacing the sprinkler head will be charged to the condo owner.

### **Plumbing Work**

Water shutdowns to occupied condos is a great inconvenience. To minimize such inconveniences, if work on a unit's plumbing system requires water to be shut off to an entire section of the main building, then as part of that work, a shut off valve shall be installed as determined by Director of Maintenance that will allow any future work in that portion of the condo to be performed without affecting water supply to any other sections of the building.

### **Using Outside Contractors**

Any contractor hired to work in your condo must fill out and send to the Director of Maintenance a set of "construction information forms" prior to starting work. Your contractor can obtain the forms from the Maintenance office or at the Resident Services desk. This paperwork is project-specific must be submitted for each project a contractor undertakes, regardless of how many he has completed in the past.

If a proposed alteration is substantial, the Director of Maintenance may submit your plans to the Facilities and Engineering Committee for approval and recommendation to the Board of Directors.

Contractors must carry away their demolition debris and unused materials and not use Villa Marin's trash containers.

## **Recycling**

Villa Marin is proud to be certified as a Marin County Green Business. One factor in achieving this certification has been our commitment to recycling. Here are some tips on what and how and where to recycle:

- Clean paper, envelopes, newspapers, magazines, cereal boxes, etc. – Place in laundry rooms or Lower Level paper bins (garage near elevators).
- Glass, cans, foil, plastic containers #1-7 – Place in Green and Brown recycle bins on lower level (garage near elevators).
- Heavy cardboard, shipping boxes, etc. – Flatten if possible; place next to dumpster bins on lower level (garage near auto entrances).
- Batteries, Ink Cartridges, Light Bulbs, Brown Paper Bags – Place in mailroom bins.
- Corks – Place in basket in Dining Room foyer.
- Trash, i.e., Styrofoam products, waxed boxes and plastic bags – Place only in trash containers.
- Wire Hangers – Return to Cleaners or use.

Newspapers are not to be left outside residents' doors. Residents who are unable to discard their own newspapers can call Housekeeping (extension 2549) for assistance or can wait for their housekeeper to assist them on their regular cleaning day.

## **Water Conservation**

Please be conscious of the need to conserve water. Think about the many ways you can address this need when bathing, laundering, washing dishes, and watering plants.

## **Insurance**

The building and its common-area furnishings are covered by insurance against fire and extended perils. Losses due to vandalism and malicious mischief are covered, but damage caused by earthquake (unless fire ensues) is not. Villa Marin's property insurance does not cover a resident's furniture, refrigerators, computers or other personal property, but it does cover wall-to-wall carpeting and built-in fixtures. Each resident is encouraged to carry a condominium homeowner's policy that covers personal property or damage to common areas or other units. **VILLA MARIN HAS NO EARTHQUAKE INSURANCE.**

## **Resident Parking**

Our garage provides residents enclosed off-street parking with one space assigned to each condo. Additional spaces, if available, can be purchased by contacting the Director of Housekeeping (Ext-2549). You may not give your space to others or trade your space with another person. Such changes are sometimes possible but require authorization from the Director of Housekeeping. If a move is desired for compelling health-related reasons, such requests will receive special consideration.

A decal bearing the number of your assigned space will be issued to you when you move in and must be displayed on the rear bumper of your vehicle. Notify the Director of Housekeeping if you get a new vehicle so that a fresh decal can be issued to you and the parking database can be updated.

When driving in the garage, observe the 5-mph speed limit and the directional arrows, and turn on headlights for safety. Do not drive the wrong way to take short cuts.

When a resident is no longer utilizing an assigned parking space the Director of Housekeeping must be notified. Villa Marin may move any vehicle that is leaking fluid or poses an environmental or safety hazard to the community.

### **Non-Resident Parking**

Short term visitor parking is available in our U shaped driveway at the main entrance and on the side of the road closest to our buildings. Additionally, a limited number of spaces are marked for visitors in our garage. These are for parallel parking along the wall between the two garage entrances and are marked with a large "V" painted on the wall.

Private duty aides are not allowed to park in the U shaped drive unless engaging in quick pick-up or delivery, nor are they allowed to park in the garage, although they may enter the garage to pick up or drop off residents.

No Villa Marin parking (residents, staff, visitors, or aides) is permitted on the side of the road opposite our building between our main entrance and the building at the end of the road. This is a private road not owned by Villa Marin and cars parked illegally may get towed.

### **Garage Entry Card**

The garage entry card (see Security, Page 5) that was issued to you at move-in should not be given or lent to anyone else. If your card should be lost or damaged, advise the Director of Maintenance. The card will be rendered unusable and a new card will be issued.

Do not enter or exit the garage until the gate is fully up. You are responsible if you hit the gate and will be charged for its repair or replacement.

### **Tipping Employees & Annual Holiday Gift**

The tipping of cash or cash equivalents to Villa Marin employees is not permitted. Employees are advised orally and in writing that they are not to receive gratuities from residents under penalty of dismissal. If you disregard this rule about gratuities you could cause the dismissal of the recipient employee.

Villa Marin does however allow an alternative to tipping. Instead of tipping, it is recommended that a generous yearly donation to our employee gratuity fund be made in the final months of the year. As an alternative to a lump sum donation at the end of the year, many residents prefer to contribute to the fund monthly by adding an amount to their regular monthly bill. To set up this option contact our Accounting Supervisor (Ext-2402).

Please notify the Chief Executive Officer should any private duty aide or Villa Marin staff member approach you for a loan or gift of tangible or monetary nature. This conduct can result in termination of the staff member or loss of privilege to work in Villa Marin if the person is a private caregiver.

From time to time, you may have a token of appreciation that you wish to give a staff member that has little if any cash value, like unwanted artwork, furniture, or appliance; clothing, candy,

or flowers. With permission of the Chief Executive Officer, these types of things may be given based on the circumstances. Please contact the CEO (Ext-2637) if you want to give such a gift before you give it to the employee. We also have a dedicated area to give away usable items in the garage near the employee lunch room. Please see Director of Housekeeping before placing items in this area.

## **Soliciting**

Soliciting is forbidden in Villa Marin common areas in any form by anyone. All violations shall be reported to the Chief Executive Officer. This applies to solicitation of financial *or* political support, regardless of the nature of the beneficiary.

## **Employee Safety**

Villa Marin is very proud of its workplace safety record. Workplace accidents are very expensive for Villa Marin and need not happen. We work hard on a daily basis to avoid work place accidents through education, positive peer pressure, and supervision.

Residents can do their part by never allowing staff to perform services in a hazardous manner just to serve them faster.

## **Pets**

Pets are welcome at Villa Marin. Ownership of all pets must be registered with the administration. A form is available at the Resident Services desk for this purpose. Records of pet ownership are kept in the Administration Office in order to ensure that care will be given in an emergency if the owner is unavailable. Please make sure that you have a person listed on your information card at the front desk stating who will care for your pet in the event of your unavailability.

Pets taken through the hallways must be on leash; pets are not allowed in meeting rooms or the dining room. Residents must clean up after their pets. Permissible pets include dogs and cats, as well as small pets kept in cages, tanks or bowls. All other animals are forbidden.

Complaints of rule violations should be referred to the Chief Executive Officer or the Chairperson of the Pet “Committee”.

## **Stray cats**

Do not feed or leave food for the stray and wild cats that at times come up the hill near the building. Feeding these wild cats only attracts more of them. These cats can damage vehicles in the garage and scratches or bites from them could cause serious injury.

## **Loss of Electric Power**

It is imperative that you keep flashlights and extra blankets in your unit to provide light and warmth should Villa Marin lose electric power. Never use candles for illumination during a power outage. Earthquakes, fires and storms may disrupt water and other services as well, so it's a good idea to store several gallons of water in your condo, keep a reserve supply of canned and packaged foods, and maintain ample medication for your needs. Battery powered lights are available for purchase in the Gift Shop.

Residents who utilize electric oxygen concentrators should immediately call the reception desk in any power outage so that we might offer you oxygen in our clinic, Personal Care Unit or Skilled Nursing Facility.

## **Use of Assistive Devices**

It is the policy at Villa Marin to extend the privilege of using assistive devices and carts in the common area so long as their use does not endanger the safety of any resident or cause damage to the premises.

Residents requiring the use of a wheelchair, walker, crutches, or motorized cart, but who otherwise need no special assistance, may be served in the dining room. Walkers must be folded flat and placed against the wall if they remain in the dining room. Vacated carts and wheelchairs may not be parked in the hallway or entrance to the dining room. Security will remove them if parked there.

Residents who wish to use a motorized cart (e.g. Jazzy) must first discuss this with the Medical Director in order to obtain a permit for use of such device – Call the Clinic (Ext-2410) for an appointment. The Medical Director will issue a permit based on assessment of the resident's understanding of and ability to follow safety regulations for use of such devices, as well as acknowledgment by the user of his/her liability for damage to property or injury to others. Date of issue of permit, along with the Medical Director's report, will be placed in the resident's Health Center record to be re-evaluated annually or as deemed necessary.

The pedestrian always has the right of way. Motorized carts must be driven slowly at all times. The operator must be alert to the possibility of injuring a resident who is leaving his/her condo, walking on ramps, turning corners, etc. The operator must allow pedestrians to pass.

**Safety issue:** Users of motorized carts or wheelchairs should not enter a crowded elevator. Please wait for a less crowded one.

For community safety, the Association reserves the right to refuse and/or revoke permission for the use of assistive devices in the common area.

## **Private Duty Aides**

Residents may wish to employ private duty health care aides or companions to assist them in their units. Some residents use aides during a temporary illness, others employ them on a long-term or permanent basis. A private duty aide is the resident's employee, not Villa Marin Homeowners' Association's. The resident/employer is responsible for scheduling, negotiating and paying wages, seeing that Workers' Compensation insurance is in place and for withholding any taxes that may be required. All Villa Marin health and safety rules, state and federal laws must be followed by all private duty staff. All private duty employees must respect the authority of Villa Marin's senior nurse and Medical Director.

For the safety and protection of all homeowners, we require that private duty aides abide by all Villa Marin rules and regulations.

Residents are encouraged to contact the Health Services Administrator before employing private duty aides. The Administrator can also make referrals to home health agencies that screen, schedule and arrange payment of aides. Aides must wear identification badges at all times when on Villa Marin property and must enter, sign in and exit only from Villa Marin's main entrance. Should you wish to have a private duty aide follow you in the Skilled Nursing Unit, State law requires that this private duty employee be a California Certified Nursing Assistant, California Licensed Vocational Nurse or California Registered Nurse.

## **Funeral arrangements**

Residents should inform Clinic Reception (extension 2410) and designate who will handle funeral arrangements. This information is kept in a confidential file. Please review your decisions annually as funeral homes do go out of business and change names.

## **Harassment**

Because of very strict state and federal labor laws it is imperative that there be no sexual, racial or otherwise offensive comments made in the presence of employees, visitors, fellow residents or Villa Marin subcontractors. Villa Marin will not allow illegal discrimination or the creation of a hostile work environment. Be advised that jokes you may consider harmless can often be offensive to others. Just one resident's inappropriate conduct can result in problems for the entire community.

## **Smoking**

Smoking is prohibited throughout Villa Marin's main building except in specifically designated areas in the garage and on the outdoor premises. Prohibited areas include your condo and balcony or deck. This is the law in San Rafael. See your doctor when you are ready to stop smoking.

## **Corporate Compliance with Medicare**

Villa Marin has zero tolerance for Medicare Fraud. Our Board President is the Chair of our company's Corporate Compliance Committee and our entire Board comprises this Committee. Any suspected billing, quality or other issues that you find in the delivery of inpatient medical service at Villa Marin should be reported to the Corporate Compliance Committee for investigation and follow-up. There is a confidential phone number (415) 492-2679, conspicuously posted on message boards in Villa Marin, where you may leave information that you think the Villa Marin Corporate Compliance Committee should investigate. There will never be retaliation for a report of suspected Medicare abuse or fraud.

Under the new healthcare act, all Medicare providers will have their own internal Corporate Compliance system in place. This means that independent contractors that bill Medicare for part B therapy, labs, x-rays, dental, vision, hearing, feet, doctors' visits, etc. and work in our community must have their own communication and investigative system where you should be able to communicate concerns, outside of Villa Marin's system.