



St. Paul's Towers

A COVIA LIFE PLAN COMMUNITY

An engaging and eclectic community.

Resident Handbook



Introduction



elcome to St. Paul’s Towers! Now that your move is complete, we hope that you will soon feel at home. We will do all we can to help you meet new friends, participate in our social activities, and lead a productive and happy life here. Our staff, programs, and services provide a diverse, vibrant living environment where our residents are our most important people and their dignity is respected. This handbook contains information, suggestions, and answers to questions that will help you settle into your new surroundings and new way of life.

New challenges and good friends await you. Our experienced and committed staff will do all they can to make you comfortable. We encourage you to express to us any concerns you may have as soon as possible so that our staff can help you. All of us, residents and staff, are very proud to be part of the St. Paul’s Towers’ family. Your family and friends are welcome to visit you at any time. If you know someone interested in becoming a resident, we would love the opportunity to talk with them.

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Mission Statement



ovia promotes positive aging by cultivating healthy and engaged communities with a continuum of innovative services that actively support intellectual, physical, emotional, spiritual, and social well-being

The administration, staff, and residents of St. Paul's Towers believe that every resident deserves to live his or her life with dignity and fulfillment. As a Continuing Care Retirement Community in an urban setting, St. Paul's Towers seeks to provide a continuum of services in a safe and gracious living and working environment, enabling residents to live as independently as possible. St. Paul's Towers encourages the continued intellectual, social, and spiritual growth of each resident in an atmosphere of open communication and mutual respect. At St. Paul's Towers, residents enjoy being part of a vibrant community and have a sense of well-being, feeling right at home.

Guiding Principles

GUIDING PRINCIPLES of Covia:

HONOR our heritage. Our mission and principles to serve seniors as a nonprofit provider of services and housing have been shaped by the values of welcome, inclusion, social justice and grace that come from our Episcopal heritage.

RESPECT one another. *We believe in working together, civility in our differences, and treating one another with dignity at all times.*

EMBRACE individuality. *We reflect, celebrate, and foster the diversity of those who live and work within the Covia family and society as a whole.*


SERVE with integrity. *Strong ethics are at the heart of who we are and how we operate the organization today and tomorrow.*

GROW wisely. *We are committed to expanding our mission by bringing our innovative and collaborative programs and housing options to a larger community of seniors with a wide spectrum of financial means.*

BUILD strength. *To ensure we can continue to fulfill our mission, we are careful stewards, balancing today's needs and resources with tomorrow's needs and opportunities.*

Administration

Administrative staff members welcome your questions and suggestions for improving the quality of life at St. Paul's Towers. All business affairs are conducted confidentially. Policies have been established to help the community operate effectively and to enhance everyone's enjoyment of life. You will find the names of all the administrative staff in your St. Paul's Towers Telephone Directory.

RECEPTIONIST  The Reception Desk, located on the 2nd floor in the main lobby, is staffed Monday through Friday from 8:00 a.m. to 4:30 p.m. The receptionist is the primary contact person for registering requests and for obtaining information. It is the receptionist's task to connect residents to other staff. You may dial "0" on the telephone to contact the receptionist or stop by in person on weekdays. At other times, the Security Desk will endeavor to assist you.

Please return your monthly payment to the Receptionist. Monthly payments can also be dropped into a safe located next to the Reception Desk. A direct deposit method of payment is also available; please see the Billing Coordinator for information. A pattern of late payments will result in the imposition of a late charge fee.

EMPLOYEES 🔄 We screen and interview applicants to determine their fitness for providing services and/or health care to seniors. We evaluate potential new hires for attitudes of caring, compassion, and patience, as well as performing fingerprinting as required by the state.

Each new employee is provided with orientation upon hire. We have an employee training program in which classes are made available to all levels of staff, appropriate to their area of responsibility. As program needs are identified, these classes are planned and offered.

As a condition of employment, staff cannot accept gratuities. Please comply with the “no tipping” policy for all employees of St. Paul’s Towers. Please refrain from giving direct instructions to employees as they perform their duties. Instead, present your suggestions or requests for service to the appropriate department supervisor.

You must not hire an employee for personal services during the employee’s off-duty hours.

NEWS PAPERS 🔄 Daily newspapers will be delivered to your door. Please contact their subscription departments directly.

Administration

PETS ↻ A small dog, cat, bird, or fish can be an important companion. Please check with Administration to learn the rules governing pets at St. Paul's Towers. Manage your pet with consideration for your fellow residents. A signed pet policy must be submitted for your file.

KEYS ↻ Every resident is given an apartment and a mail box key. See the receptionist if you lose your key or need additional ones. There is a nominal charge for new keys.

MAIL & MESSAGE BOXES ↻ Individual resident mail boxes are located on the 2nd floor next to the lounge. The U.S. Postal Service delivers directly to your box. Once the mail is available, the receptionist will place a small flag on the counter. If you receive mail that is not yours, please give it to the receptionist.

Outgoing mail may be deposited in the mail slot located outside the mail room beneath the main bulletin board. The receptionist can weigh small packages and sell appropriate postage/postage stamps.

Package delivery services stop regularly at St. Paul's Towers. When a package arrives, it is delivered to your apartment. If you do not want packages delivered to your apartment, see the receptionist. The receptionist can help you send a package.

Each apartment has an assigned message box identified by the apartment number. Use it to communicate with other residents. Please empty your personal box regularly.

PERSONAL PROPERTY ∞ St. Paul's Towers does not assume responsibility for loss or damage to personal property and automobiles as a result of fire, flood, theft, or other causes. We encourage St. Paul's Towers' employees to take care of residents' property and equipment; however, neither St. Paul's Towers nor its employees are responsible for any damage.

In cases of emergencies, St. Paul's Towers provides reasonable safeguards for residents' valuables, but does not accept responsibility for them. We recommend that you use safe deposit boxes at local banks. You agree to maintain general liability insurance in an amount and form satisfactory to Covia to cover such liability.

You may inquire about lost items at the Reception Desk. Please take all items found to the receptionist.

PERSONAL RECORD CHANGES ∞ Please notify the 4th Floor Health Clinic of any changes in your personal record file. This information is necessary for emergency notification of your family. In addition, please be sure that we have a copy of your advance health care directive. Once a year, we will request updated information about your medical and emergency data.

Administration

MONTHLY STATEMENTS ↔ An itemized statement of your charges and payments will be placed in your message box or mailed to your designated responsible party by the first of each month. The statements include the following items:

- Monthly maintenance fee
- Beauty Salon charges
- Guest apartment charges
- Guest meals and catering charges
- Long-distance telephone charges
- Meal credits for absences
- Miscellaneous charges for faxes, keys, stamps, etc.
- Parking fees
- Pharmacy charges for items obtained from the St. Paul's Towers' contracted pharmacy

GUEST APARTMENT ↔ St. Paul's Towers maintains at least one apartment for use by guests of residents. The charge is comparable to that of local hotels and inns. Reservations are made through the receptionist. The maximum length of stay is 10 days. Check-in time is 2:00 p.m. and check-out time is 11:00 a.m. During a stay, a guest apartment is considered an extension of your resident apartment. You are responsible for any liability arising from your guest's stay. Guests should observe all St. Paul's Towers' rules. You may put the apartment charge on your monthly bill or your guest may pay the receptionist directly. Please be sure payment is made by check, not cash.

ABSENCES ∞ Residents are free to come and go at will. Please inform the Reception Desk or Security if you plan to be away from St. Paul's Towers for one or more nights. A Resident Absence form is available to report the dates of your absence, where you can be reached in case of an emergency, whether you wish a split key inserted into your lock, and who is authorized to enter your apartment while you are gone. Please let us know if you are hospitalized and we will insert a split key into your lock.

A credit for meals may be requested for absences of 14 or more consecutive days.

ADDITIONAL SERVICES ∞ Check cashing should be done at your bank. St. Paul's Towers cannot cash checks. The limousine schedule includes regular bank stops.

Photocopies can be made by the receptionist at a nominal charge per page.

Faxes may be sent and received at a nominal charge per page. Please see the receptionist.

An ATM is available on the 2nd floor behind the Residents' Center.

Administration

FIRESIDE CHAT MEETINGS ↻ The Executive Director, or designee, will periodically invite residents to a Fireside Chat Meeting to exchange information and respond to resident questions. All residents of St. Paul's Towers are encouraged to participate.

MEMORIAL GIFTS ↻ Memorial gifts and endowments may be given to St. Paul's Towers with or without stipulation. All gifts and endowments are used by Covia to support residents' services. Gifts to the Covia Foundation qualify as charitable contributions on your income tax return. All donations are strictly confidential. For more information, contact the Executive Director.

Security, Housekeeping, and Maintenance

SECURITY ↻ St. Paul's Towers employs a security staff to supervise the building 24 hours a day. They regularly walk the entire building. They also support the Wellness Nurse during emergencies and assist community emergency response teams. Each morning they will check to see if your door was opened during the previous 24 hours. If not, expect a telephone call or a visit to see that you are well. If you need to contact Security for a non-emergency issue, call ext. 8537.

The Security Desk is supervised by a member of the security staff who is available to open doors; to admit, greet, and register visitors; and to assist you in other ways. When the receptionist is not scheduled, Security also answers incoming telephone calls and thus may be momentarily delayed in responding to you.

Please lock your apartment door when you leave. The door does not lock automatically.

SAFETY PLAN ↻ In an emergency or public disaster, your safety is paramount to us. St. Paul's Towers was built to withstand fire and other natural disasters. The building was not damaged in the 1989 Loma Prieta earthquake. However, the San Francisco–Oakland Bay Area is susceptible to natural phenomena such as earthquakes. Carefully read the detailed Safety Plan on the inside cover of your St. Paul's Towers Telephone Directory or on the back of your Compendium, for emergency protocols.

Security, Housekeeping, and Maintenance

Emergency planners tell us that we may be on our own for up to 72 hours while the community mobilizes resources to respond to a major disaster. A resident committee recommends the following common sense preparations for all residents:

1. Any tall pieces of furniture in your apartment should be securely anchored to the wall. Leave a voicemail on the Maintenance/Housekeeping Helpline at ext. 8548 or complete a Maintenance/Housekeeping work order at the Reception Desk on the 2nd floor to accomplish the work in your apartment.
2. Store a gallon plastic jug of distilled water. Our roof water supply will flow by gravity until empty, but this little extra measure will extend the supply.
3. Keep sturdy walking shoes accessible. You might have to walk over broken glass or rubble and stay on your feet for a considerable period of time.
4. If you maintain a car, keep the gas tank at or above half-full. Gasoline may not be available during a disaster.
5. Plan ahead with the people upon whom you rely. Agree which telephone number you will call and have that person call others for you.

St. Paul's Towers stores considerable food and paper supplies for emergencies. A copy of St. Paul's Towers' Fire & Disaster Guidelines is available in the 10th floor Conference Room and 18th floor Library.

HOUSEKEEPING ∞ Each week a housekeeper will clean your apartment according to established guidelines. All assignments for the housekeeper must come from the manager of the department. If you wish extra work or attention to a special problem, leave a voicemail on the Maintenance/Housekeeping Helpline at ext. 8548 or complete a Maintenance/Housekeeping work order at the Reception Desk on the 2nd floor. Please do not give direct orders to housekeepers. Refer to the Environmental Services Guidelines for a full description of housekeeping services provided.

CARPETS & DRAPES ∞ Your apartment carpets and drapes will be cleaned or replaced on a schedule developed by St. Paul's Towers. Spot cleaning of spills on carpets is available upon request.

WINDOW WASHING ∞ All windows will be washed annually. Additional cleaning of your apartment windows may be arranged with the Housekeeping department for a fee.

TELEPHONES ∞ Each apartment is equipped with a telephone for which additional charges may apply. The St. Paul's Towers Telephone Directory is distributed each year, listing resident, staff, and facility names and numbers. This information is confidential and should not be given to anyone outside St. Paul's Towers.

If you wish to be listed in the Oakland telephone directory, please contact the Billing Coordinator. If you have problems with your telephone, please call the Maintenance/Housekeeping Helpline at ext. 8548 for assistance or complete a Maintenance/Housekeeping work order at the Reception Desk on the 2nd floor.

Security, Housekeeping, and Maintenance

- To call inside the building, just dial the 4-digit number of the extension desired.
- To call numbers in the Oakland area, dial “9,” wait for the dial tone, and dial the number.
- To call outside area code 510, dial “9,” wait for the dial tone, then dial “1” and the number. (Remember to include the area code. Long distance calls will be billed to you.)
- Long distance service is provided through St. Paul’s Towers at a competitive rate. (A detailed accounting will be provided with your monthly statement.)
- If you need help, dial “0” and the receptionist or Security will help you.

TELEVISION & INFORMATION CHANNEL ↻ All apartments have a television connection which receives local television stations. Most apartments also have a cable connection. If you wish to subscribe to cable service, please call the local cable company directly (see the receptionist for information). They will initiate service and bill you directly. If your apartment does not have a cable connection, please contact the Maintenance Department at ext. 8548 for installation.

St. Paul’s Towers operates a 24 hour In-house television Information Channel – Channel 6 on the house system and 998 on local cable.

INTERNET ACCESS ∞ Contact the local cable provider or you may access the free wireless internet available throughout the building (contact the receptionist for access instructions.)

MAINTENANCE SERVICES ∞ The maintenance staff is responsible for the upkeep of all electrical, plumbing, heating, and air conditioning systems. They will replace light bulbs in residence bathrooms, hallways, and public areas only. High overhead bulbs will also be replaced. We urge residents to leave a voicemail on the Maintenance/Housekeeping Helpline at ext. 8548 or complete a Maintenance/Housekeeping work order at the Reception Desk on the 2nd floor. Maintenance of personal items is the responsibility of residents. Please do not ask maintenance staff to repair your television sets, computers, printers, etc.

The thermostat in your apartment regulates the temperature for both cooling and heating. The lower portion of the dial shows the actual room temperature. The upper portion may be set for the desired temperature by turning the dial in either direction.

The lock on your apartment door is a dead bolt type and must be locked by your key. It will not automatically lock.

Security, Housekeeping, and Maintenance

PEST CONTROL ↻ St. Paul's Towers uses a pest control service for regular treatments. However, if you have a pest problem in your apartment, please leave a voicemail on the Maintenance/Housekeeping Helpline at ext. 8548 or complete a Maintenance/Housekeeping work order at the Reception Desk on the 2nd floor.

Please do not feed pigeons.

TRASH & RECYCLING ↻ A trash room is located on each residential floor by the service elevator off the lobby. Please follow the posted instructions regarding bagging and handling of trash. Wrapped garbage should be placed in the designated trash container. Newspapers, bottles, recyclable plastics, and cans should be placed in the recycling container. Follow the directions on the signs.

ELEVATORS ↻ Four passenger elevators provide electronically controlled service. One bank of two serves floors B1 through 23, the other bank serves floors 1 through 14. Please use the bank of elevators that serves your floor and destination to speed travel in the building. At busy times, be a little patient, the elevator always comes.

A small hydraulic elevator operates between the 2nd floor and the garages. To access it from the garages, use your apartment key to open the door and activate the call device.

All elevators are equipped with safety devices and a telephone. In case an elevator fails to open, remain calm. First, dial “0” on the telephone. After you call, you may wish to press the alarm button to help staff locate you. In either case, help will soon arrive.

In case of a power outage or malfunction, the elevators are designed to return slowly to the 1st floor and open their doors.

RESIDENT LOCKERS ↻ Upon admission, the Marketing Department will assign a designated storage locker for seldom-used items.

CARTS & DOLLIES ↻ Several wheeled carts and dollies may be borrowed to carry groceries and packages to your apartment. They are stored in the Vernon Street garage. A wheeled cart is stored on each garage level. Please return them as soon as possible for others to use.

LAUNDRY ↻ Laundry rooms with washers and dryers are located on each floor on the south hall. Residents supply detergents and cleaning supplies. We ask you to only use powdered bleach! Please do not use the washers for dyeing garments or washing heavy rugs. After each use, please clean the washer and clear the dryer filter of lint.

CANDLES & CHRISTMAS TREES ↻ Lighted candles and cut Christmas trees are not permitted in apartments. Artificial and small live potted trees are permitted.

Security, Housekeeping, and Maintenance

SMOKING ☞ St. Paul's Towers is a non-smoking building. As a matter of policy, the Board of Directors of Covia Communities has established a policy against accepting applications for residency from those who are smokers.

PARKING ☞ Assigned parking spaces are available in the basement garages for a monthly fee. Security handles the assignments. Parking spaces are assigned only to a resident with a valid driver's license, current car registration, and proof of insurance. You may request a reassignment; all requests are handled in the order received. A small number of spaces in the Vernon Street garage are reserved for guests. Please notify Security when you are expecting guests who require parking.

The garage gates operate at the command of your remote control. If there is a malfunction, please go to the Security Desk for assistance. Allow the gate to open all the way before entering or exiting the garage.

To exit from the garage area, use your apartment key to open both the elevator lobby door and to call the elevators. A house telephone is accessible if you have a problem. Emergency exits are available at both ends of the garage.

In rainy weather, please use caution in the garage. It is located below ground and the concrete may be wet and slippery.

Resident Life

RESIDENTS' COUNCIL & COMMITTEES ↻ All residents of St. Paul's Towers are automatically members of the St. Paul's Towers Residents' Association. The group annually elects a 7-member Residents' Council that regularly meets with the Executive Director. The Council serves as a liaison between Administration and residents on issues of concern to the entire community. Its purpose is to promote the well-being of residents and expand opportunities for active participation in the community. A copy of the Residents' Association Constitution and Bylaws is available in the library.

A number of resident committees function in every aspect of resident life and provide leadership to enhance the quality of life at St. Paul's Towers. All residents are invited and welcome to join committees.

Periodically, the Residents' Council collects funds from residents to finance its budgeted programs. These programs supplement the activities funded by St. Paul's Towers.

A suggestion box in the 2nd floor lobby makes it easy to communicate with the Residents' Council. Please sign and date your suggestions.

Just before the December holiday season, the Residents' Council collects funds from residents to distribute a cash holiday gift to staff members. Tipping is not allowed.

Resident Life

PROGRAMS ∞ The Program Coordinator works with resident committees in planning and arranging a balance of cultural, educational, entertainment activities, and excursions. A variety of classes, concerts, exercise programs, tours, games, crafts, films, and workshops can be enjoyed at St. Paul's Towers. Watch bulletin boards and the In-house television Information Channel for details.

We encourage residents to participate in our Wellness Program which integrates exercise classes, brain fitness, and lectures on health topics to help them maintain as much function as possible for as long as possible. Although we can't promise to prevent accidents, injury, or changes in condition that come along with aging, if this happens to you, you will be provided with health care services and, if needed, sent to the hospital for evaluation and any necessary treatment. It is important to understand that falls and other accidents cannot always be prevented, but that the very BEST way to prevent them is to consistently participate in a Wellness Program to maintain your balance, strength, and flexibility.

TOWER TALK ∞ Tower Talk is the residents' newsletter published every month to highlight activities and items of interest to residents of St. Paul's Towers.

BEAUTY SALON ∞ St. Paul's Towers operates a beauty salon/barber shop on the 20th floor for your convenience. Manicures and pedicures are also available. Men and women are welcome. Charges will be added to your monthly statement.

TRANSPORTATION ∞ Limousine service is available for transportation to medical appointments, concerts, shopping, local banks, and for special trips. The limousine schedule is located at the Reception Desk in the 2nd floor lobby and distributed to individual residents.

Occasionally, the limousine will not be available for transportation to medical appointments on the scheduled days and times. For those occasions, St. Paul's Towers has arranged taxi vouchers with a local taxi company as a convenience to residents. Under these circumstances, St. Paul's Towers will pay the taxi voucher charge. At other times, the Security Desk can assist you in calling taxicabs when needed. Security will provide you with a taxi voucher and you will receive a charge back to your account for the cost of the ride.

The 19th Street BART station is located on Broadway, six blocks from St. Paul's Towers.

CHAPLAIN ∞ Our chaplain coordinates religious activities in the building and is available for personal counseling. St. Paul's Towers respects all faiths.

The Interfaith Center and Library of Religions is located in Solarium 17.

Dining Services

DINING ROOM ☞ Good food served well enhances the enjoyment of life for all of us. St. Paul's Towers offers variety and quality in its food service programs. Breakfast and lunch are buffet style and, if assistance is needed, service is available. Dinner is full service. We welcome your comments and suggestions to help us create and provide you with a great dining experience. Comment cards are available by the hostess stand and may be returned to the comment box. The comment cards are reviewed by the Food and Dining Committee members at their monthly meetings. These meetings are open to all residents.

RESERVATIONS ☞ You are invited to entertain family and guests in the dining room during meal periods. To better expedite your seating, please feel free to make a reservation ahead of time by calling the dining room at ext. 8615. Non-resident guest meals will be charged to your account and reservations are recommended for parties of five or more.

WINE AND BEER ☞ Wine and beer may be purchased to complement your meal. You may also bring in your own wine and beer for your enjoyment. Our beverage license does not include other alcoholic drinks.

DRESS CODE ☞ The Residents' Council has adopted suggested dress standards for the dining room. A copy is provided in the Compendium.

DINING ROOM SCHEDULE ↻

Breakfast (Daily)	7:30 a.m. to 9:30 a.m.
Lunch (Daily)	Noon to 1:30 p.m.
Dinner (Monday–Saturday)	5:15 p.m. to 7:30 p.m.
Sunday Grand Buffet	5:30 p.m. to 7:00 p.m.

(Diners should be in the Dining Room and have their orders placed by 7:00 p.m.)

Holidays: We celebrate the holidays with a special afternoon meal served in the dining room. The dining room is closed in the evening so that staff may celebrate with their families. A special holiday “Grab and Go” meal is prepared for you for pick up at specified times so you may enjoy it that evening.

SPECIAL DIETS ↻ Our menus can accommodate most diets. If your physician requires you to be on a specific diet, a written copy of the doctor’s note is needed for the Wellness Nurse and the Dining Services Department. If needed, you may consult with our Registered Dietician to assist you with your menu selections.

Dining Services


TRAY SERVICE ↻ If you have a temporary medical problem that prevents you from going to the dining room, please contact the Wellness Nurse at ext. 8578 to request tray delivery to your apartment. Upon approval, the dietary department will contact you for your preferences and to begin tray service. Trays are delivered and picked up inside your apartment; trays are not to be left outside in the hallway.

FOOD TO GO ↻ Meals will be available in the dining room or through the to-go program. (Please refer to the Dining Services' to-go meal guidelines for details.) Residents may consume as much as they wish in the dining room, however, food offered in the dining room is meant to be consumed in the dining room only.

Breakfast to Go: A Breakfast Bag is available to be picked up in the dining room the night before at 7:00 p.m. or in the morning at 7:30 a.m. The order form is located at the host stand and should be returned to the host stand by 1:30 p.m. for the following day.

Lunch to Go: A Lunch Bag is available to be picked up in the dining room. The order form is located at the host stand and should be returned there the night before by 7:30 p.m. Lunch bags are available for pick-up the following day after 8:00 a.m.

Dinner to Go: Dinner to Go is available outside the Residents' Center at 5:15 p.m. and 7:00 p.m. The order form is located in the reception desk area and at the host stand. All orders must be in by 4:00 p.m. on the day you desire a Dinner to Go meal. No phone orders or delivery service is provided.

CATERING  Arrangements for room and room set-ups must first be made with the Program Coordinator. Catering for cocktails, brunch, lunch, and dinner events may be arranged by contacting the Dining Room Manager. Plan in advance to obtain the best venue and menu desired.

Health Services

HEALTH CARE ∞ St. Paul's Towers provides comprehensive health care for its residents. We maintain our own group of physicians. The physicians' offices are in the 4th floor Health Clinic. A podiatrist, audiologist, and hearing aid specialist are also available. Contact the Health Clinic at ext. 8519 for an appointment.

The Assisted Living Unit occupies the 3rd floor and the Skilled Nursing Facility is located on the 22nd floor. St. Paul's Towers provides direct health services to residents every day through its team of nurses. The Wellness Nurses occupy offices in the 4th floor Health Clinic.

PRIMARY CARE PHYSICIANS ∞ You may select any of the physicians who are members of the St. Paul's Towers group of doctors depending upon availability. The doctors see residents in the 4th floor Health Clinic and they respond to telephone calls from the nursing staff. To make an appointment, call or visit the Medical Assistant in the 4th floor Health Clinic (ext. 8519).

Payment for medical services is handled in accordance with the contract between St. Paul's Towers and the physicians' group. Residents do not pay physicians directly unless they incur a non-Medicare covered service. The physicians and St. Paul's Towers are reimbursed by Medicare Part A or Part B. St. Paul's Towers pays the coinsurance for residents with Life Care contracts only. Residents with other contract types are responsible for payment of coinsurances. For prompt payment of services, please be sure to submit any medical billing and reimbursement documents to the Billing Coordinator.

REFERRAL TO OUTSIDE PHYSICIANS ↔ Occasionally, you may need or wish to see another physician in the community. A complete panel of physician specialists has been identified to serve our residents. To access one of them, request that your St. Paul's Towers' doctor complete a referral form. Use of the referral process will help ensure correct billing and routing of medical information back to your health record at St. Paul's Towers.

The billing/payment process is different when you visit a physician who is not a member of the St. Paul's Towers Physician Panel. You are responsible for filing the claim forms with Medicare. When you receive the Explanation of Medical Benefits (EOMB) from Medicare, bring it to the Billing Coordinator. St. Paul's Towers will then reimburse Life Care residents only for Medicare coinsurance. Please see the Billing Coordinator for more details and exceptions.

EMPLOYMENT OF PRIVATE DUTY ATTENDANTS ↔ Some residents may wish to supplement their care with private duty attendants to assist them with personal needs. St. Paul's Towers' staff may not be hired as private duty attendants. Residents residing in Independent Living or Assisted Living who wish to employ private duty attendants should first notify the Director of Outpatient Services in the 4th floor Health Clinic. Residents residing on Skilled Nursing who wish to employ private duty attendants must first notify the Director of Nursing. All private duty attendants must register with St. Paul's Towers, complete the required forms, and follow private duty attendant rules. You are responsible for your employee's compliance with applicable regulations and you must ensure that they have workers compensation and liability insurance coverage.

Health Services

When private duty attendants enter and leave the building, they need to sign in and out at the Security Desk. No parking is provided by St. Paul's Towers. Private duty attendants may not reside on premises at any time. If you have a health problem, the Wellness Nurse may require a periodic summary of care to ensure that you are receiving appropriate assistance.


WELLNESS NURSE ↻ A licensed nurse is available to you in the 4th floor Health Clinic weekdays from 7:00 a.m. - 6:30 p.m. and weekends from 8:30 a.m. - 5:00 p.m. for consultation and assessment of any health concerns you may have. On weekdays, the hours between 7:00 a.m. - 10:00 a.m. and 1:00 p.m. - 3:00 p.m. are scheduled for drop-in dressing changes, blood pressure checks, injections, and other routine medical procedures. On weekends, these same services are provided from 9:00 a.m. - 10:00 a.m. and 1:00 p.m. - 2:00 p.m. A schedule of clinic hours can be found on the In-house television Information Channel. Wellness Nurses can arrange a physician visit for you if necessary and transmit pharmacy orders. Wellness Nurses are the “life line” to our health services: they carry 2-way radios and are only a phone call away. To reach the Wellness Nurses when they are not in the 4th floor Health Clinic, call Security at ext. 8537 and ask them to contact a Wellness Nurse for you.

If you require a higher level of care, the Wellness Nurse will either arrange emergency paramedic services, a visit to your physician's office, or will contact your physician who can transfer you to our Skilled Nursing Facility or an acute care hospital. Wellness Nurses document the action taken in your health record and forward appropriate medical and insurance information with you.

Medically required meal trays need prior approval from the Wellness Nurse. The nurse will forward the order to Dining Services, indicating the approved time limits during which trays will be offered and any special diet orders.

EMERGENCIES

- In the event of a life threatening emergency, dial 911.
- If it is not a life threatening emergency, dial “0.”
- If you cannot dial your phone, try to knock the handset off the telephone base to summon help. If you have a cordless phone, push the talk button and leave it on.
- If you cannot access your phone in any of the above ways, you can press the emergency care call pendant which St. Paul’s Towers provides to our residents or try to pull the pullcord to alert Security that you need assistance.

ADVANCE HEALTH CARE DIRECTIVES  Advance health care directives are explicit statements that indicate an individual’s specific health care requests. Many people have signed such directives and taken the time to clarify their wishes with family members. The Advance Health Care Directive form and the POLST form are available in the 4th floor Health Clinic. We encourage you to furnish a copy of any advance directive you sign to the 4th floor Health Clinic so that it can be placed in your health record. It helps ensure that staff will follow your wishes.

Health Services

MEDICAL TESTS ☞ Some laboratory tests ordered by your physician can be done at St. Paul's Towers. The Medical Assistant, who works Monday through Friday, gives the order to the laboratory and a technician collects the designated specimen(s) at certain arranged times. Emergency x-rays can be taken at St. Paul's Towers. Other laboratory and x-ray procedures must be performed in nearby community medical facilities. The Medical Assistant can assist you with transportation arrangements, if necessary. If you require someone to accompany you, please try to call on a friend, relative, or private duty attendant.

MEDICATIONS ☞ You may buy prescription medications from any pharmacy. However, for your convenience, Ridgecrest Pharmacy extends its services to St. Paul's Towers' residents. The Wellness Nurse will fax prescription orders to the pharmacy. Please bring pharmacy containers to the 4th floor to be sent out for refills. You may pick up your new or refilled prescriptions on the 4th floor until 6:00 p.m. — after 6:00 p.m., they are available on the 3rd floor. Allow at least 24 hours for delivery of non-emergency drugs. Medications prescribed by a physician on an emergency basis will be drawn from the house supply, if available, or ordered from Ridgecrest Pharmacy and administered when received. You will be charged only for what you use. Medications may be administered by the Wellness Nurses or by the Resident Assistants on the 3rd floor when ordered by a physician. (An additional charge may occur for medication management.)

MEDICAL BILLS ☞ (Applies to Life Care residents only.) Please submit all medical bills and the Explanation of Medicare Benefits (EOMB) to the Billing Coordinator for processing. If you are covered under

supplemental Medicare insurance, please provide that information as well to help St. Paul's Towers recover its medical costs, thus helping us keep costs down. Since Medicare is the first payer for most St. Paul's Towers' residents, everything hinges on its action. You must allow time for bills to be processed by Medicare. In order to expedite payment of bills, please be sure to present the St. Paul's Towers' medical billing information located on the back of the SPT ID card to every medical provider.

K A I S E R C O V E R A G E ☞ Those who elect Kaiser Permanente health insurance will follow special procedures. You will continue to visit your Kaiser physician and go to Kaiser hospitals for outpatient services and acute hospital care. However, you can always call on the Wellness Nurse for the normal services available to all residents. After a case by case review, Kaiser may pay for services in the St. Paul's Towers' skilled nursing unit and assign a Kaiser physician to follow you during your stay. Let Kaiser know that you prefer skilled nursing care at St. Paul's Towers when you are admitted to a hospital under their care.

A S S I S T E D L I V I N G U N I T ☞ The Assisted Living unit on the 3rd floor is staffed 24 hours a day by Resident Assistants. Residents are evaluated for their ability to function on their own or with minimal assistance from the Resident Assistants without the need of a constant caregiver. People with some physical or cognitive limitations find more secure surroundings here. All residents on the floor share a common private dining room and social area. As often as possible, they are included in the general activities open to all residents. Feel free to visit the Assisted Living unit to maintain relationships with your friends.

Health Services

SKILLED NURSING FACILITY ☞ A 43-bed skilled nursing facility located on the 22nd floor serves residents and non-residents (when beds are not needed by residents.) Licensed by the State of California, it is also certified for Medicare coverage when applicable. Any person using the facility must be admitted by their physician and will receive care from our staff of Registered and Licensed Vocational Nurses and Certified Nurse Assistants. Feel free to visit your friends when they use the services of the skilled nursing facility. Please observe the recommended visiting hours from 11:00 a.m. to 8:00 p.m.

REHABILITATION ☞ By arrangement with ONR Services, St. Paul's Towers provides physical therapy, occupational therapy, speech therapy, and personal training through the Rehabilitation Department on the 23rd floor and in Skilled Nursing. Whenever possible, Medicare Part B will be billed. Occasionally, you may be responsible for non-covered expenses. Personal training can also be provided on a private pay basis.

SKY GYM ☞ The Sky Gym on the 23rd floor is open 24 hours a day for all residents. It is recommended that all residents obtain a physical release prior to using any gym equipment. Release forms are located in the Sky Gym. It is also recommended that all residents receive an orientation prior to using the equipment. Supervised hours in the Sky Gym vary from month to month and are posted outside the gym. During supervised hours, the Wellness Coordinator will provide instruction on how to properly use the equipment. The use of the Sky Gym is for residents only. Non-residents, family members, and private duty attendants are not permitted to use the equipment.

IDENTIFICATION CARDS ☞ Identification cards are available through the Reception Desk that identify you as a resident of St. Paul's Towers and give our address and phone number in the event of emergency.

Handy Telephone Numbers

Inside Calls:

Beauty Salon	8530
Billing Coordinator	8511
Chaplain	8054
Dining Room Host	8615
Dining Services Director	8528
Housekeeping Requests	8548
Maintenance Requests	8548
Medical Assistant – 4th floor	8519
Receptionist	0
Resident Service Coordinator	8213
Security Desk	8537
Skilled Nursing Station	8525
Wellness Coordinator	8503
Wellness Nurse	8578





St. Paul's Towers

A COVIA LIFE PLAN COMMUNITY

100 Bay Place • Oakland, CA 94610

Phone: 510.835.4700 • Fax: 510.891.8110

License: 011400627 • COA #327

www.covia.org/st-pauls-towers

