



# Independent Living

RESIDENT HANDBOOK



Ohio Living  
Cape May

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## **Welcome to Ohio Living Cape May!**

Welcome to your new home at Ohio Living Cape May. We are thrilled and thankful that you've chosen us to serve you in your next adventure. Whether you're living in one of our apartments in the main Cambridge building or a villa out on campus, you'll enjoy a vibrant and social community while living the maintenance-free lifestyle you deserve.

This guide has been prepared to inform you about many of the key services, amenities, and programs available for you to enjoy as an Ohio Living Cape May resident. Our goal is to be a complete resource to you - whether you're here one day, one week or ten years.

Ohio Living Cape May is special. Our uniqueness comes from a continual blending of residents and staff members into a caring and supportive community – a family. We're glad you're able to join us.

With the many services and opportunities available to you within this community and in the surrounding area, please use this guide as a tool to help you create the comfortable living environment that you'll enjoy every day.

Please don't hesitate to ask questions along the way or stop any of our superb staff members for any needed help. Once again, we're happy you've chosen to join us.

Welcome home to Ohio Living Cape May!

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## **Absence from Community**

If you'll be away from your villa or apartment overnight or for an extended period of time, please complete a "Resident Absence Form" and return it to the main reception desk. An absence form may be obtained from the receptionist or by calling ext. 150, which is the extension for our receptionist/front desk.

## **Access to Community after Hours**

Ohio Living Cape May's main entrance is open with a receptionist available Monday through Friday 8 a.m. to 8 p.m., and Saturday and Sunday 8:30 a.m. to 5 p.m. All other entrances are locked and secured 24 hours a day, seven days a week (24/7). Residents are provided with a single access code and key fob for every entrance to the main building. Additionally, residents and guests without the code and/or key fob can gain entrance by using the buzzer located at each door. Contact the Environmental Services Department at ext. 165 with any access or security-related questions.

## **Activities**

There is a monthly activities calendar provided to all residents that shows all social programs, locations of each activity and times. The calendars are distributed with Ohio Living Cape May's monthly newsletter at the start of every month and are also available at any time from the receptionist. With exercise classes, Bible study, bridge, movies, theater trips and much more, there is truly something for everyone. You can sign-up for any activity in the activity book located in the Cambridge library (the main campus library). For more information about Ohio Living Cape May's social and activities programs, contact the Activities Department at ext. 159.

## **Ancillary Charges**

Residents receive a list of all available ancillary (additional) services and corresponding charges upon move-in and annually. At any time, however, a list of these charges can be requested by contacting the receptionist at ext. 150.

## **Banking**

Transportation is provided to a local bank every week. Check the monthly calendar for details. To reserve a place for this weekly trip, contact the receptionist at ext. 150. Pick-up is normally outside of the main entrance.

## **Beauty Salon & Barber Shop**

The Beauty Salon & Barber Shop is located across from the main reception desk. The hairdresser is available to serve you Thursdays and Fridays. Payment may be made in cash, check or charged to a resident's monthly bill. To schedule an appointment or to ask any questions, dial ext. 154.

## **Cable TV and Internet**

Basic cable service is provided for all villa and apartment residents. Premium channels and packages, or special services including Internet, are available through the current cable carrier for an additional monthly charge. To discuss basic services or additional questions about cable, contact Business Development at ext. 173.

## **Campus Center**

The Campus Center is located across from the Cambridge building and is open 8 a.m. to 5 p.m. every day. Residents can use the campus center for special events or meetings, if it's not already reserved. For reservations, please contact the receptionist to complete a reservation form. There is no charge for Ohio Living Cape May residents or local civic/nonprofit groups to reserve the space. There is a nominal fee for non-residents. Dial ext. 150 for more information or to check availability.

## **Computer/Technology Resources**

Computers available for use by residents and family members are located in the Cambridge library. Wi-Fi coverage is available in many campus locations. Please see the receptionist for the appropriate access codes.

## **Committees**

From the Resident Association to landscaping to spiritual life, there is an abundance of opportunities available for residents to become involved at Ohio Living Cape May. For a full list of these opportunities or directions on how to get involved, contact our Activities Department at ext. 159.

## **Country Store**

Ohio Living Cape May's country store is a resident run convenience store. The store is located in the Cambridge library. See the sign outside the store for hours of operation. To learn more about volunteering in the store or items available for purchase, just stop by the store!

## **Dining Rooms**

The independent living dining room is located in the Cambridge building. Brunch is served Monday through Saturday from 11 a.m. to 1 p.m., and Sunday from noon to 1:30 p.m. Dinner is served Monday through Sunday from 5 p.m. to 6:30 p.m. The private dining room, located within the Cambridge dining room may be reserved for private functions. For dining questions or to make reservations, contact culinary services at ext. 323.



## Directory

**Complete resident directories for the entire campus are updated and delivered to each resident. To receive a copy or to make updates to names or numbers, contact the receptionist at ext. 150.**

## Emergencies/Emergency Response

All villas and apartments are equipped with emergency response systems. In the villas, when a resident pulls the emergency pull cord, or pushes their individual pendant, an external security company is notified. The security company will call the “landline” in the villa. If no one answers, 911 will be dispatched. In the apartments, when a resident pulls the emergency cord or pushes their pendant, Ohio Living Cape May security is notified and responds. Ohio Living Cape May security is available and onsite 24/7. In a medical emergency, time is of the essence; you are always free to call 911 directly. If you do call 911, and are able to also notify the receptionist/front desk or Security, it will allow our staff to immediately reassure you someone is on their way and to also help guide 911 when they arrive.

To learn more about how each pendant or emergency response system works, please contact Environmental Services at ext. 165.

## Tornado and Severe Weather Watch/Warning:

**Watch:** means weather conditions are favorable for severe weather to develop. All watch alerts will be closely monitored.

**Warning:** means a tornado or other severe weather has been spotted in the area.

**Warning alerts require immediate action.**

- Tornado/Severe Weather Watch Procedures:
  - Stay updated by TV or radio
  - Close all windows and drapes
  - Locate flashlight or battery operated candles
- Tornado/Severe Weather Warning Procedures:
  - Close all drapes and windows
  - Stay in apartment or villa and away from windows
  - Bathroom is the safest place to be
  - Do not use elevator

## **Power Outage:**

When a power outage occurs, the generator automatically activates and supplies power, but only to certain areas and systems in the Cambridge building. Villas are not on the generator power, and there will be no emergency power to individual apartments or non-essential services. For your safety, please stay in your villa or apartment until power is restored. It is advisable for all residents to have at least one flashlight with fresh batteries on hand at all times.

To report an individual electrical concern, contact the receptionist at ext. 150. For building-wide outages, do not call the receptionist or Environmental Services; they will be busy repairing the problem. Information will be shared with you as soon as possible.

## **Fire Procedures:**

- If a fire alarm sounds, please stay in your apartment unless the fire is in your apartment. If you are in a common area, go to the nearest public room and close the door behind you unless you are near an exit, in which case you should exit the building. If evacuation is necessary, staff or firefighters will inform you and assist you in leaving the building.
- If the fire is in your apartment or villa:
  - Do not put the fire out yourself
  - Leave your apartment immediately and close the door behind you
  - Pull the nearest fire alarm or call 911
  - Proceed to the nearest fire exit
  - Do not use elevators if in the Cambridge building

The only time you will hear the fire alarm activated is for an emergency drill or in case of an actual emergency situation. Ohio Living Cape May has 12 fire drills a year – every quarter and on each of three shifts. During a drill, remain in your apartment. Staff will be in your area to answer questions.

## **Fitness Room**

Exercise equipment is available in the campus center. It's open from 6 a.m. until 8 p.m. every day.

## **Garage/Parking**

Villa residents have attached garages and driveways available for parking. For apartment residents and guests, there is available outdoor parking along the perimeter of the main building and by all main entrances. To assist in accommodating all residents and guests, please notify the receptionist at ext. 150 if you know that there will be a large event or gathering that we need to be aware of.

## **Gratuities/Employee Gift Fund**

Ohio Living Cape May has a policy of not “tipping” staff for any services rendered. However, the Resident Association has put together a program known as the “Employee Gift Fund” which is an approved way for expressing thanks and appreciation to employees. If any resident or family member would like to consider financially supporting this resident-managed fund, please contact the Resident Association president. There are also “drop boxes” for contributions located near the receptionist and in the Cambridge library.

## **Health and Wellness**

Blood Pressure Checks: This service is provided by Ohio Living Health & Hospice every week from 9 a.m. to 9:30 a.m. in the Cambridge library. See Channel 1851 or the activities calendar for dates and times.

Podiatry Services: A podiatrist visits Ohio Living Cape May monthly. See the activities calendar for the date and time of the visits. To make an appointment, please contact the main receptionist at ext. 150.

## **Housekeeping**

Ohio Living Cape May housekeeping services are available to villa residents at a minimal additional charge. Included in their rent, apartment residents receive housekeeping services twice a month. To receive pricing for services or discuss additional housekeeping details, contact Environmental Services at ext. 165.

## **Library**

The library is located in the Cambridge building. While the library space will frequently host events, guest speakers, entertainers and more, it is open 24/7 for residents and guests to use. As this is a community space, we ask all guests to respect others that may be living nearby. The library is resident managed and offers volunteer opportunities. For questions about volunteering, books or donations, contact the current resident volunteer –information is available at the receptionist’s desk.

## **Local Attractions**

The Clinton County Visitors Guide is available upon request. Contact our sales and marketing department for further information at ext. 173.

## **Mail**

Mail is delivered to apartment residents’ mailboxes in the Cambridge library. Large packages are delivered to the receptionist and then distributed to resident apartments. Mail for villa residents is delivered directly to their villa.

Outgoing mail can be dropped off at the receptionist desk or in outgoing mailboxes located by the main entrance, the Cambridge entrance or near the apartment mailboxes in the back of the library.

## **Maintenance**

The Environmental Services Department provides assistance to villa and apartment residents as required. To request work on appliances, lighting issues or other maintenance needs, please contact the receptionist at ext. 150 to put in a work order. Work orders are prioritized by the nature of the request. Emergency work orders always receive top priority. An emergency is any situation that may result in a serious or widespread damage (i.e., pipe leaking, heating/cooling not working, etc.) or lead to harm to a resident or staff member. For maintenance emergencies during the day, contact the receptionist at ext. 150. During evenings, contact Maintenance and Security directly at 937.725.6494.

## **Maps and Directions**

Maps and directions of the campus can be found online at [www.ohioliving.org/capemay](http://www.ohioliving.org/capemay) or by contacting the receptionist at ext. 150.

## **Newspaper Service**

The Wilmington News Journal is delivered Tuesday-Saturday. A paper for the community to share is placed at both entrances of the Cambridge building. Residents are welcome to subscribe to their paper of choice and have it delivered directly to them.

## **Notary Public**

Please contact the business office coordinator at ext. 162 to schedule an appointment for notary services.

## **Pet Policy**

Ohio Living Cape May is a pet-friendly campus. All residents must notify the sales and marketing department if they will have a pet upon move in, or are looking to acquire one during residency. All residents and guests must abide by the pet policy. To receive a copy of the policy, please contact Sales and Marketing at ext. 173.

## **Safety/Security Monitoring**

Ohio Living Cape May has 24/7 security on our campus. Security can be reached by contacting the receptionist at ext. 150 or directly by dialing 937.725.6494.

Please refer to “Access to Community after Hours” for further details or contact Environmental Services with additional questions.

## **Transportation**

Transportation is provided at no charge for Ohio Living Cape May's scheduled trips to the grocery store, bank and special events. Days and times of trips are found in the monthly calendar and newsletter. To sign up for grocery and bank trips contact the receptionist at ext. 150. For special events see the "Activities" section for more details.

The Wilmington Transit Service is available at a significantly discounted rate for residents. For more information or to schedule transportation with the cab, contact Wilmington Transit at 937.382.7961.

## **Trash Collection and Recycling**

A "disposal room" is located on each floor of the Cambridge building near the elevator. There are blue bins provided for recycling and a large grey bin for all other trash.

Villa resident's trash and recycling are picked up Thursday mornings. Residents are to leave trash/recycling near the street or outside of garage doors by 9:30 a.m.

## **Volunteering**

There is a wide variety of volunteer opportunities at Ohio Living Cape May. For more information about getting involved, contact the Activities Department at ext. 159.

## **Worship Services**

Residents can enjoy a vibrant spiritual life at Ohio Living Cape May. The monthly activities calendar includes monthly Communion, weekly Bible study and vespers, as well as special holiday services. For more information about Ohio Living Cape May's spiritual life opportunities, contact activities at ext. 159.

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Our mission is to provide adults with caring and quality services toward the enhancement of physical, mental and spiritual well-being consistent with the Christian Gospel.



Ohio Living  
Cape May

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**FAITH + COMPASSION + COMMUNITY**

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[ohioliving.org](http://ohioliving.org)

