WELCOME TO CROASDAILE VILLAGE!

All Departments and the Representative from your neighborhood have been notified that you are moving into Croasdaile Village today. Once your move is over and you’ve settled down, reading the Resident Handbook will help you to get acquainted with your new surroundings. In the meantime, while you’re looking at boxes and movers are placing your furniture, here is some quick information you may need to refer to over the next few days.

Ambulatory Clinic

The Ambulatory Clinic, located on the lower level of the Homestead Building, is here to provide for your major medical needs. The Clinic offers primary care, emergency care, diagnosis and treatment, lab work, dressing changes, blood pressure monitoring, and much more. The Medical Director, Dr. Heidi White, is an internist and Duke Geriatric physician, and several geriatric nurse practitioners are available. Call the Clinic at 2571 should you wish to use them as your primary care provider.

Banking

Wells Fargo, is located in the Village Commons across from the Main Dining Room. Hours are 9:00AM until 5:00PM (with a lunch break from 1PM-2PM) for your banking needs. The phone number is 9 919-384-9708. Lisa Watson is the Financial Specialty Banker in our branch. An ATM is available outside the bank.

Communications

(in addition to the Administrators' weekly Ch.4/1390 broadcasts)

The Village Bulletin– Is a weekly bulletin, usually two pages, written by Administration and distributed by dinnertime on Friday afternoons. Look for a message from the Executive Director and other information of note.

State of the Village - presented by administration monthly, usually on the third Thursday, in Ponder and on Ch. 4/1390.

Coffee with the Administrators - informal, no presentation, bring your questions, concerns, frustrations and observations - monthly on the 2nd Thursday in Ponder and on Ch.4/1390.
The Croasdaile Village Telephone System

Your phone service is provided by our Croasdaile Village Telephone System with long distance service provided by First Communications. Changes in service, problems or questions can be handled by calling extension 3555.

Calls within Croasdaile Village
Within Crossdaile Village you may reach any resident or team member by dialing the last 4 digits of their Croasdaile telephone number.

All prefixes are 384

Dial “0” to reach the Croasdaile Village Receptionist

Outside Croasdaile Village
You must dial “9” to reach an outside line. To make a call within the 919 calling area you must dial the 919 prefix. EMERGENCIES: DIAL “9911”

To reach a Long Distance Operator, dial “900”. For directory assistance finding a local or long distance number, dial “9411” (there is a charge for using this service).

Important Phone numbers
Housekeeping – 2500
Maintenance – 3555
Resident Services – 2489
Security: for an emergency – 3333, for other Security Needs – 2613

Croasdaile Housekeeping

Your monthly fee includes weekly housekeeping services. The Housekeeping Manager will contact you directly regarding your scheduled cleaning time and introduce you to your housekeeper.

Croasdaile Maintenance

If you have items in your home that need repairing, moving, painting or replacing (such as overhead light bulbs), please contact the Maintenance Dept. 3555. Leave a message and a member of our Maintenance Team will respond within 24 hours. As part of your move-in package, you are entitled to two hours of maintenance time to hang pictures, draperies, shelving or other items you need.
Croasdaile Village TV

We subscribe to Time Warner Cable Television. Prior to move-in, you were given the opportunity to make a selection of the level of service you wished to receive. You can change your level of service at any time by calling the Resident Services Coordinator at “2489”. Croasdaile Village has two in-house television channels programmed by our team members and residents - channels 4 and 5; with a digital box, these are channels 1390 and 1391.

Channel Descriptions

Channel 0/98 – T.V. Guide Channel – This lists the Time Warner cable lineup for your viewing pleasure.

Channel 4/1390 – provides an informational broadcast from Howard DeWitt, our Executive Director, on Mondays, and there is another from Laurie Coffman and Denise Waters, Chaplaincy and Life Enrichment, on Thursdays. This is also the channel for live broadcasts of programs in Ponder and of Thursday Vespers, Sunday Worship and recitals from the Chapel.

Channel 5/1391 – is a quick source for some of the CV information you need. Here you will find announcements, activities, and special events for the next two or three days, the current CV weather and what’s for dinner tonight. WCPE, a local classical music station, is played on this channel 24 hours a day. Note that for a 2-minute daily list of most of what is on Ch. 5, you can dial “2900” on your CV phone or 9-919-384-2900 on your cell phone (or any other phone when away from Croasdaile).

Dining

Café
Serves breakfast, lunch and dinner cafeteria style. Items are offered a la carte and can be paid for by cash or charged to your resident account by presenting your Dining Services tag. Take-out service is available from the Café during regular Cafe meal hours.

Heritage Hall Meals
If you are a resident of Heritage Hall you may have your meals in the Heritage Hall dining room or you can come to the Village Commons Cafe or Dining Room.

Main Dining Room
Serves dinner Monday - Saturday and brunch on Sundays buffet style, or waited service when needed. Reservations are required (by calling “2483”) for parties of 5 or more and on holidays. There is no dress code, although it is requested that residents do not wear shorts in the Main Dining Room.
Menu
Get a 4-week set of menus and nutrition information at the Dining Room desk. The menu week is noted each Sunday on the Life Enrichment calendar. Daily menus can be found on Ch.5/1391.

Guests
Guests are welcome and their meals can be charged to your resident account. In the Cafe, you can pay cash. Meal tickets may also be purchased in the business office for any guest.

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<thead>
<tr>
<th></th>
<th>Café</th>
<th>Formal Dining Room</th>
<th>Heritage Hall</th>
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</thead>
<tbody>
<tr>
<td>7:30 – 9:00 am</td>
<td>Closed</td>
<td>4:30 – 7:00 pm</td>
<td>7:30 – 8:15 am</td>
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<tr>
<td>11:30 – 1:30 pm</td>
<td>Closed</td>
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<td>11:30 am - 12:45 pm</td>
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<td>4:30 – 6:30 pm</td>
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Fitness Center and Swimming Pool

The Croasdaile Village Fitness Center is used widely by both residents and team members. The equipment was selected through a joint effort by Croasdaile Village residents and the physical therapy staff. Heavy emphasis is placed on cardiovascular exercise using three treadmills, two elliptical trainers, three stationary exercise bikes, and computerized recumbent bikes. Strength training equipment was selected for safety, balanced benefits and muscle tone development, as well as for appropriate use by senior adults. Aerobic classes, led by residents are available Monday through Friday at 9:35 a.m. and Monday, Wednesday and Friday at 10:15 a.m. In addition, we have a broad-based Wellness Program that can be tailored specifically for you. For your convenience, a fully equipped shower and locker room area is adjacent to the fitness center and pool.

Swimming Pool

Croasdaile Village has an indoor, heated, saline filtration swimming pool for your year round enjoyment. Several classes are held in the pool; check the monthly Wellness calendar for all pool activities. A lift chair is available for anyone having difficulty entering or exiting the pool. Pool hours are 7:00 a.m.—9:00 p.m. The pool is closed until 2:00 p.m. on Tuesdays for cleaning and maintenance. Pool Rules are posted within the pool area and included in your Resident Handbook. No lifeguard is on duty; therefore, you are required to have a pool buddy with you in the pool area. A telephone is available within the pool area for emergencies.

Guests are welcome to use the pool, but must be accompanied by a resident.
Mail Services

Cottage Residents
Each cul-de-sac has a mail gazebo. US Mail is delivered to these boxes, including packages, which are placed in a larger drop box or left at your door. You have been given a key to your box. A flag located on the gazebo will alert you when the mail has been delivered.

Apartment Residents
For Homestead residents, the Mail Room is located in the Village Commons across from the Main Dining Room.

In-house Mailboxes
For all residents are located within the Village Commons across from the Main Dining Room. Please check your in-house mail box for internal communications from residents and Croasdaile Village administration.

Postage is available in the Gift Shop, and through Resident Services.

Nametags
A nametag has been furnished to you by Resident Services. Please wear your nametag at all times. It designates you as a resident of Croasdaile Village and is a security requirement. Your nametag may be worn clipped to your shirt or blouse or clipped to a chain around your neck, but at all times should be visible. It is a wonderful way for people to learn who you are, and you can identify others more easily when they wear their tags.

Neighborhood Representative
Croasdaile Village is divided into various neighborhoods and each neighborhood has an elected representative. Neighborhoods have meetings to get to know one another, exchange information and express concerns, which are passed on to the Residents Council. The Neighborhood Rep., together with the Council, is your ombudsman at Croasdaile.

Your neighborhood Representative is:

Name: [______________________]
Address: [______________________]
Phone: [_______]
Safety/Emergencies

P.E.T.
You’ve been given a Personal Emergency Transmitter (P.E.T.) which alerts our Security team 24 hours a day. If you have a serious problem or medical emergency, press your P.E.T. Security will respond and, if necessary, call a nurse. While in route, Security will try to reach you on the telephone to determine the emergency. If there is no answer, Security will enter your unit. Your P.E.T. will work inside buildings and anywhere on the Croasdaile campus, as well as around the lake. The five main buildings have receivers/transmitters that relay the signal to the computer and to Security. Additionally, there are receivers/transmitters placed in the cottages and around the grounds to transmit emergency signals. **Residents are requested to wear their P.E.T. buttons at all times while on campus.**

If you have a life threatening medical emergency, dial **“9 911”** for emergency medical personnel, and then press your P.E.T.

Your address is: [______________________]

Your telephone number is: [_______________]

Fire Alarm

**Apartment residents**
Your building is equipped with a Fire Alarm System. If the Alarm should sound, the first rule is **“It is never a drill”** unless pre-announced. Close all windows and doors. Shut off fans and air conditioners. Alert anyone else in your apartment or cottage. Stay in your apartment with the door closed if the fire is not in your apartment. Leave immediately if instructed to evacuate by Security.

If you are instructed to evacuate, close your door but do not it. Safety personnel will check to be sure no one is left behind. Leave the building by way of the nearest exit, or as directed by staff or emergency personnel. Do Not Use The Elevator. **ALL CLEAR** occurs when the fire alarm siren ceases to ring.

Fire alarm testing will occur periodically, but will be announced in advance.

**Cottage residents**
Your cottage is equipped with smoke detectors, which will alert you to smoke or fire. Call Security at 3333 if an alarm sounds continuously. If it is intermittent, you probably need a new battery; call Maintenance at 3555 during working hours, Security after hours.
Smoke-Free Policy

Croasdaile Village is a smoke-free community pursuant to its Smoke-Free Campus Policy (a copy of which is available upon request from resident services). Smoking is not allowed by residents, guests, and business invitees on the Village campus (inside or outside). No smoking areas include, but are not limited to, the residences, Heritage Hall, the Village Health Center (including both the assisted living facility and nursing facility), hallways, dining rooms, public restrooms, lounge areas, reception areas, waiting rooms, courtyards, entrances, walking paths, driveways, and any common areas.