

Welcome

On behalf of the staff at Evergreen I would like to welcome you to our family. Evergreen is a continuing care retirement community (CCRC) for adults age 55 and over. We provide a continuum of living options on a single campus, including independent living, assisted living, and skilled nursing options.

Evergreen prides itself on being a Christian, not-for-profit organization that has been serving people in Oshkosh and its surrounding areas since 1965. Evergreen's mission is: "Guided by Christian values, we are an industry leader in providing a continuum of possibilities for individuals 55 years and older." Instrumental in this is our commitment to providing opportunities for you, as a resident, to be involved. I encourage you to take advantage of the many opportunities and amenities available to you, including our expansive grounds, the Fitness & Aquatic Center, transportation services, the opportunity to serve on the Residents' Council or Village Council, and a broad array of other programs and services.

The Residency Handbook provides an overview of the different living options, services, programs, and opportunities that are offered at Evergreen. If you have questions about this handbook or find information is not covered in it, please ask a staff member and he or she will be happy to assist you.

We hope your experience at Evergreen is a positive one, and that you find that it truly is a community where possibilities await!

Sincerely,

Ken Arneson
President and CEO
Evergreen

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Residency Handbook

Mission

Guided by Christian values, we are an industry leader in providing a continuum of possibilities for individuals 55 years and older.

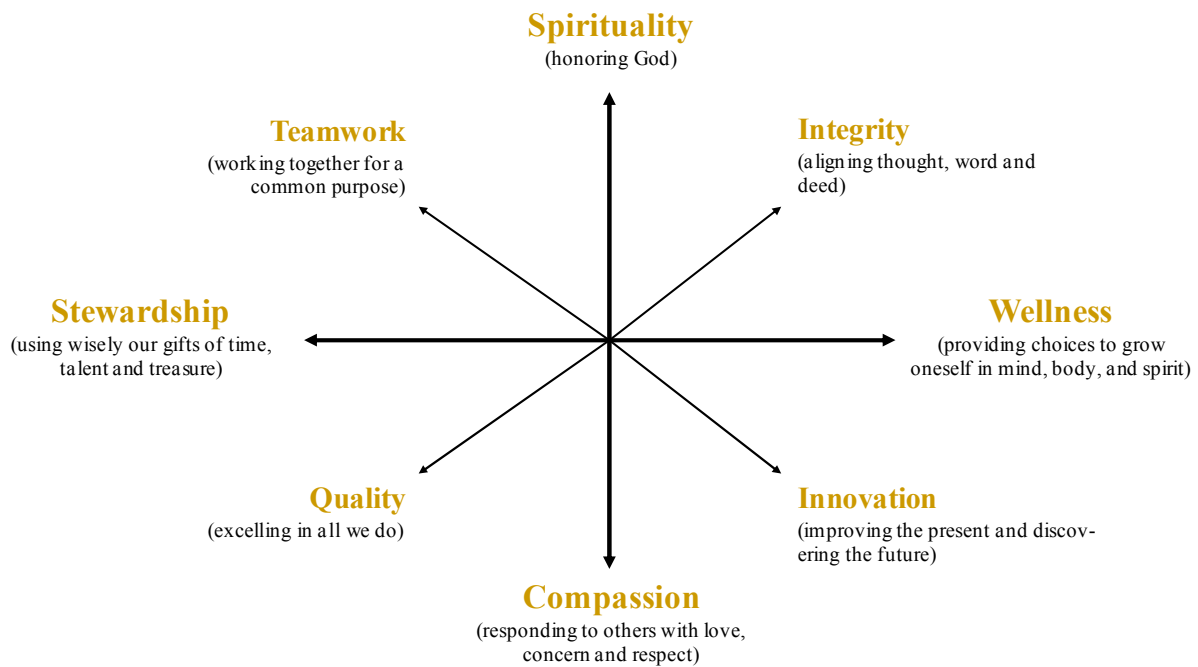
Vision

A vibrant community that offers rich life experiences and choices in programs, services, and environments for those we serve.

Values

Outside Points: Our moral compass points.

Inside Points: The way we work to get things done.



Evergreen Today

Sitting on a 35-acre campus situated along the lovely Sawyer Creek, the Evergreen campus presently encompasses several areas.

- The *Manor Building* consists of studio, one- and two-bedroom apartments; the chapel; fine dining area; conference and meeting rooms; gift shop; lounges; and offices.
- The *Garden Building* consists of three assisted living options - Garden Place Residential Care Apartment Complex (RCAC) with ten one-bedroom apartments, Garden Terrace Community Based Residential Facility (CBRF) with 20 private rooms, and Garden Heights (CBRF) with 20 private rooms.
- The *Creekview Building* consists of Creekview Center, which offers both inpatient and outpatient rehabilitation services, the Aquatic Center, the Fitness Center, the Aerobics Studio, Uniquely You Salon and the Creekview Café. Creekview North and South offer skilled nursing care in a neighborhood concept environment with 48 private and 16 semi-private rooms. Creekview Rehabilitation Center offers skilled nursing care in a neighborhood concept environment for short-term stays with 22 private rooms.
- *ShareHaven Alzheimer's Home*, a Community Based Residential Facility (CBRF) houses 20 residents in 20 private rooms.
- *Evergreen Village and Homes*, independent living options surrounding the main building complex, consists of five buildings with eight homes in each, one building with four homes, and 22 individual ranch-style homes.
- *Evergreen At Home* provides home care services for older adults aged 55 and older in the Oshkosh area. The goal of Evergreen At Home is to provide the assistance and services needed to help people age in place in their home.

Organization

Evergreen Retirement Community, Inc., the parent corporation, is guided by an elected 18-member volunteer Board of Directors comprised of fifteen business, professional, and church leaders from the service area and three residents of Evergreen. As stewards of the beliefs and values of the originating individuals and groups, they share their time, knowledge, and resources to oversee, guide, and perpetuate this ministry of service to older adults.

Assisting the Board are three standing committees made up of Board members, Evergreen residents, and other community volunteers: the Organization Performance Committee, the Board Management and Development Committee, and the Finance Committee. All three committees join together for ERC Board meetings at least once per quarter.

Two related corporations are Evergreen Foundation, Inc. and Evergreen Village, Inc. Articles of Incorporation, By-laws, and membership lists for the Boards and committees are available through the Executive Assistant.

Evergreen Retirement Community, Inc, provides staff for all three corporations. The related corporations pay fees for services to the parent corporation. Therefore, the President/CEO of Evergreen functions as the President of all three corporations and is assisted by an executive team of four, guiding approximately 275 full- and part-time employees.

Resident Living Options

As a resident of Evergreen, you may have access to all of the living options described below:

Evergreen Village

Evergreen Village offers spacious residential living in one- and two-bedroom homes connected by enclosed verandas. The Village offers the choice of equity share purchase and non-equity rental options.

Evergreen Homes

Evergreen Homes are individual, two-bedroom, ranch style homes clustered in small neighborhoods around the Manor building.

Evergreen Manor Apartments

Evergreen Manor offers studio, one- and two-bedroom apartments for those who wish to have direct and convenient access to Evergreen's facilities and services.

Evergreen Garden Place

Evergreen Garden Place is a registered Residential Care Apartment Complex (RCAC) with one-bedroom apartments for those needing scheduled daily assistance.

Evergreen Garden Terrace

Evergreen Garden Terrace is a licensed Community-Based Residential Facility (CBRF) with private accommodations for those requiring limited assistance with activities of daily living. Garden Terrace is staffed 24 hours per day.

Evergreen Garden Heights and Manor View

Evergreen Garden Heights and Manor View are licensed Community-Based Residential Facilities (CBRF) with private accommodations for those who require ongoing assistance with activities of daily living. Garden Heights and Manor View are staffed 24 hours per day.

Evergreen ShareHaven

Evergreen ShareHaven is a licensed Community-Based Residential Facility (CBRF) with 24 hour staffing in two ten-person households for those experiencing symptoms of Alzheimer's disease and other dementia.

Health Center

Creekview North and Creekview South offer skilled nursing care. Each neighborhood contains four households that provide a homelike neighborhood setting. Households 5 and 6 in Creekview South are Creekview Rehab which provides skilled nursing care for residents whose needs are primarily focused on short-term rehabilitation.

Pre-admission and annual assessment requirements

Village, Homes, Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View and ShareHaven

Resident must obtain a physical examination by a licensed physician or physician extender within 90 days prior to admission.

Garden Place

In addition to items listed above, each Resident must participate in a comprehensive assessment to evaluate Resident's need and preference for services. The assessment will be used to develop the initial Service Plan and Risk Agreement and will be reviewed annually, as required by a change in Resident's condition, or at the request of Resident.

Garden Terrace, Garden Heights, Manor View and ShareHaven

Resident must obtain a physical examination by a licensed physician or physician extender within 90 days prior to admission and is required to have an annual physical examination unless Resident's physician sees him or her at least once every six months.

Health Center

A physical examination must be completed within 15 days prior to admission or 48 hours after admission. Resident is required to have an annual screening for communicable disease including TB (skin test or X-ray) and physician visits as required by law.

Admission and retention criteria

Evergreen will admit and retain Resident in each living option in accordance with federal and state regulations.

Village, Homes, and Manor Apartments

Resident must be able to independently care for his or her needs. Resident may obtain services and temporary care from Evergreen or an outside provider that has completed and complies with a Non-Evergreen Care/Service Agreement.

Garden Place, Garden Terrace

Resident must be able to recognize danger, summon assistance, express needs, and make care decisions and may require some assistance with the activities of daily living or other services. An individual who has a court appointed guardian or an activated Power of Attorney for Health Care may not be admitted to Garden Place.

Garden Heights, Manor View and ShareHaven

Resident of Garden Heights or Manor View require ongoing assistance with activities of daily living and must not be at risk of wandering. Resident must possess the ability to receive one person transfer assistance.

Resident of ShareHaven requires on-going assistance and 24 hour supervision with activities of daily living due to Alzheimer's disease or related dementia. Resident must possess the ability to receive one-person transfer assistance.

Evergreen may not admit or retain in these living options a Resident who: a) is confined to bed, unless due to a temporary illness or a terminal illness for which the person receives end of life care; b) is physically destructive of property or self or is mentally abusive; c) has physical, mental, psychiatric, or social needs which are incompatible with other residents; d) requires more than three hours of professional nursing care per week on a long term basis; e) requires a physical or chemical restraint unless authorized by law; or f) has chronic personal care needs that cannot be met in these living options.

Health Center

Resident requires regular assistance with activities of daily living and/or ongoing supervision in conjunction with medical, rehabilitative, and skilled nursing care. Evergreen may not admit or retain in this living option a Resident who: a) initially requires or whose condition later requires more care than Evergreen is licensed to provide; b) requires services not offered by Evergreen; c) is self-destructive, suicidal, destructive of property, or abusive to other residents; d) has a communicable disease, unless Evergreen is able to manage the condition.

Transfers within Evergreen

Initiated by Resident

Resident may request a transfer to another appropriate Evergreen accommodation or living option. If a suitable accommodation is not immediately available, Resident's name will be placed on a waiting list. Residents have priority to move to Evergreen living options before non-residents.

Initiated by Evergreen

Unless otherwise restricted by law, Evergreen may require Resident to transfer to another accommodation or living option for the following reasons:

- to protect Resident's safety or well being
- to protect the safety or well being of others
- for breach of Residency Agreement by Resident
- because of inability of Resident to pay the full cost of current accommodation
- because Resident requires care that cannot be provided in that living option by state regulation or Evergreen policy
- because Resident no longer requires care normally provided in current living option
- because Resident refuses to be examined by a physician of Resident's choice in order to determine the continued appropriateness of the current living option
- for facility remodeling
- in case of disaster
- for medical emergency
- because of changes in regulations

Evergreen will discuss the reason for the transfer with Resident and/or Legal Representative in order to obtain consent for the transfer and to negotiate arrangements.

If Resident and/or Legal Representative does not consent to a transfer, Evergreen will decide whether to allow Resident to remain in the current accommodation or terminate the Residency Agreement.

Changes in need for services

During Resident's stay, Evergreen staff or Resident may determine that Resident's need for services has changed. This change may require a different level of care within Resident's current accommodation or a transfer to one of Evergreen's other living options. Evergreen staff will discuss with Resident and/or Resident's Legal Representative the decision-making process for a change in Resident's level of care or a transfer and will give Resident advance notice of the change including the new Monthly/Daily Fee. The amount of notice will depend upon the situation.

If Resident requires services not available in the current living option, Resident may be transferred to an appropriate living option if an accommodation is available. Resident will be charged from the first day of transfer. The Monthly/Daily Fees for both accommodations will continue as long as both accommodations are occupied by Resident or Resident's belongings.

Should accommodation to meet current needs be unavailable the necessary services may be temporarily provided in Resident's current accommodation. The cost of these services will be determined by the level of services provided. Evergreen cannot guarantee that Medicare or Medical Assistance coverage will be available in the accommodation provided.

If Resident requires care/service Evergreen cannot provide, Evergreen may transfer Resident to an appropriate setting where Resident's needs can be met.

Temporary or on-going health services

Village, Homes, Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View and ShareHaven

Campus Health Services (CHS) and Evergreen At Home (EAH) may provide nursing services to residents of all living options other than the Health Center. The CHS office is located in Garden Place while EAH is located directly across the street from the Manor Building at 1125 N. Westfield Street. These services may be either temporary or on-going depending upon the living option and the Resident's unique medical situation. Refer to the Fee Schedule for a list of services and charges.

Village, Homes and Manor Apartments

Evergreen services may be available to Resident in his/her accommodation during recovery from illness, injury or surgery. On-going nursing services are available to Resident through Campus Health Services or Evergreen At Home depending upon the Resident's unique medical situation.

Temporary absences from Evergreen

Absences include vacations, overnight stays, hospitalizations, etc. Resident is asked to notify the Front Office of the expected dates of absence, along with the address and phone number to be reached at in case of an emergency. Village or Home Resident may request to have staff make periodic checks of the accommodation while away by contacting the Front Office.

Village, Homes, Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View and ShareHaven

During a temporary absence from Evergreen, Resident will continue to be charged the full Monthly Fee for the accommodation.

Health Center

During the hospitalization of a Health Center Resident, the Health Center accommodation will be held at the Resident's current Daily Fee. Resident or Legal Representative may terminate this "bedhold" only by terminating the Residency Agreement.

A Medicare Part A Resident not paying for another Evergreen accommodation, but requiring hospitalization must sign an "Authorization for Health Center Bedhold" to ensure access to a Medicare-certified bed upon return to Evergreen. The Resident will be responsible for paying any bedhold charges. Medicare will not pay the bedhold fee.

For a qualified Health Center Resident, the Medical Assistance program pays to hold the Health Center accommodation for hospitalization up to 15 days. After the 15th day, Resident may choose either to pay for the accommodation at the private pay rate in effect prior to the hospitalization or to be discharged from Evergreen.

Termination of Residency Agreement

Initiated by Resident

Resident may terminate the Residency Agreement upon 30 days written notice to Evergreen. The notice, stating Resident's reason for termination and the effective date, must be delivered personally or by first class mail to the Residency Coordinator, a Living Option Manager, a Social Services Specialist, or the Business Resources Office. Medicare, Medicaid or third party programs may permit shorter notice. Resident will be liable for the Monthly/Daily Fee until all personal property is removed from the accommodation. Resident is liable for any ancillary charges incurred and for damages to the accommodation or other Evergreen property.

Initiated by Evergreen

Unless otherwise stated in the Residency Agreement, Evergreen may terminate the Residency Contract by giving at least 30 days written notice, subject to the procedure below. The notice shall include the reason for termination, the effective date, and Resident's appeal rights. The notice will be delivered personally or by first class mail to Resident or Legal Representative.

Evergreen will assist in arranging an appropriate placement prior to terminating the residency. The termination will be effective on the day Resident leaves Evergreen and removes all personal belongings.

Reasons for termination may include the following:

- Resident is unwilling to transfer to another accommodation or living option when the current one has been deemed inappropriate for Resident as determined by state regulations or Evergreen policy (see Transfers within Evergreen)
- Resident is unwilling to pay for services and facilities utilized after reasonable opportunity and notice
- Resident violates a condition of the Residency Agreement which is cause for immediate termination of the Residency Agreement

- Changes in regulations
- Resident requires care Evergreen cannot provide
- Medical reasons as ordered by a physician
- Medical emergency or disaster
- Imminent risk of serious harm to the health or safety of Resident or other Residents, as documented in Resident's record
- The plan of treatment or services established with Resident at the time of admission is completed and Resident can no longer benefit from remaining at Evergreen
- Evergreen ceases services

After receiving written notice of termination, Resident may stop the process by taking steps acceptable to Evergreen to address the reason for termination.

The termination may occur by Evergreen with less than 30 days written notice if: 1) Resident poses an immediate threat to the safety or well-being of self or others, 2) otherwise required by law.

Garden Place, Garden Terrace, Garden Heights, Manor View, ShareHaven, and Health Center
 Notice of termination from these living options will include the name, address, and telephone number of both the Regional Office of the Wisconsin Department of Health Services (DHS) and the Wisconsin Long-Term Care Ombudsman. The notice will also include proposed alternative living arrangements.

Resident or Legal Representative may send a written request to the DHS and/or the Ombudsman for review of the termination decision. The request to the DHS explaining why the termination should not take place must be sent to the DHS within seven days of receiving the notice from Evergreen. A copy of this request must also be sent to Evergreen within the same period.

Within five days after receiving the report, Evergreen will provide written justification of its decision to the DHS. The DHS will notify both parties in writing of its conclusions within 14 days after receiving the information from Evergreen.

Financial

Fee Schedules

Each living option has a Fee Schedule that defines what is and is not included in the Monthly/Daily Fee and other services available for additional cost. The Resident or Legal Representative will receive a 30-day written notice of changes in fees.

Evergreen Village

Evergreen Village is a separate for-profit cooperative corporation providing equity share purchase ownership or non-equity rental options. Therefore, the financial arrangements for Village Resident are described in separate documents provided to Village Resident.

Billing date and payment deadlines

Monthly statements are sent by the 10th day of the month and are due no later than the 10th day following receipt. Statements are to be paid in full unless special arrangements have been made with the Business Resources Office.

Billing period

Resident and/or legal representative is billed for the day of admission, but not the day of discharge. Resident and/or legal representative will be billed for one day, in cases of an admission and discharge occurring on the same day.

If Resident takes occupancy after the first day of the month, or leaves prior to the last day of the month, Resident and/or legal representative will pay either:

- 1) the Daily Fee times the number of days Accommodation was occupied by Resident or his or her personal belongings during the month

or:

- 2) a prorated portion of the Monthly Fee utilizing the following formula: Monthly Fee multiplied by twelve, then divided by the number of days in the current year, and then multiplied by the number of days Accommodation was occupied by Resident or personal belongings during the month

Billing to private insurance

Billings to private insurance carriers for nursing home care or other health care services, with the exception of Medicare A and B co-insurance, are the responsibility of Resident and/or legal representative and do not affect Evergreen's payment policy.

Billing for unoccupied accommodation

Village Shareholders

Resident and/or legal representative will continue to be billed a shareholder's Monthly Fee until the share of stock is transferred to the new owner.

Village Renters, Homes, Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View, ShareHaven, and Health Center

Resident and/or legal representative will continue to be billed the Monthly/Daily Fee until all personal property has been removed from the accommodation.

Billing adjustment related to second person charge

Village, Homes, Manor Apartments, Garden Place, Garden Terrace, Garden Heights and Manor View

If second occupant moves to another Evergreen accommodation or dies, the second person charge will be discontinued on the date of move or death.

Refund of prepaid Monthly/Daily Fee

Village

Any advance payments will be refunded to the appropriate party according to the terms of the Village Purchase and Rental Agreements.

Homes, Manor Apartments, Garden Place, and Health Center

Upon termination of Residency Agreement and upon vacating the Accommodation, Evergreen will send any refund due within 30 days to Resident or Legal Representative. The refund will equal the unused portion of any prepaid Monthly/Daily Fee less: 1) any unpaid ancillary charges, 2) the cost of repairs to Resident’s Accommodation or other Evergreen property not caused by normal wear and tear, and 3) any expense incurred by Evergreen to remove and/or store any of Resident’s property not removed from the Accommodation. If the additional charges exceed the unused portion of the Monthly/Daily Fee, Evergreen will bill the difference to the Resident or Legal Representative.

Garden Terrace, Garden Heights, Manor View and ShareHaven

Upon termination of the Residency Agreement any refund due will be returned within 10 working days. Evergreen may retain up to one half of the Monthly Fee for 30 days if Resident has incurred charges that have not been processed. If Resident leaves without proper notice, Evergreen may retain the Monthly Fee for that month and refund a portion of the Monthly Fee if another Resident is admitted to the Accommodation prior to the end of the month.

Interest and late fees

A 15-day grace period is allowed before interest or other late fees may be added to the outstanding balance. The interest rate will be assessed at the lesser of 1.25% per month or the highest rate allowed by law.

Returned checks

A fee of \$25 will be charged for any checks returned to Evergreen due to insufficient funds.

Accommodation Fees

Homes, Manor Apartments, Garden Place, and Garden Terrace

An Accommodation Fee is a lump sum payment that results in a lower Daily/Monthly fee. Resident and/or legal representative paying an Accommodation Fee may choose one of the options outlined below.

	<i>Accommodation Fee Option</i>		
	<i>10-Year Prorated Refund</i>	<i>50% Guaranteed Refund</i>	<i>95% Guaranteed Refund</i>
<i>Accommodation Fee Amount</i>	Varies based on refund option and type of accommodation.		
<i>Monthly/daily fee</i>	Same for each type of accommodation		

	<i>Accommodation Fee Option</i>		
	<i>10-Year Prorated Refund</i>	<i>50% Guaranteed Refund</i>	<i>95% Guaranteed Refund</i>
<i>Portion of Accommodation Fee subject to a prorated refund</i>	100%	50%	5%
<i>Portion of Accommodation Fee guaranteed to be refunded</i>	0%	50%	95%
<i>Period over which portion of Accommodation Fee subject to a prorated refund is amortized</i>	3,650 days	3,650 days	365 days

If Resident terminates the Residency Agreement, moves to another Evergreen Accommodation, changes to another Accommodation Fee option, or dies, Resident or Resident’s estate may be eligible for a full or partial refund of the Accommodation Fee based on length of residency and the Accommodation Fee option selected.

Other funding sources

Medicare

Medicare is a program under Title 18 of the Social Security Act. Information regarding Medicare is available from the Social Services Specialists in the Health Center, the Assisted/Independent Living Manager, or by contacting:

**Social Security Office
400 City Center
Suite B
Oshkosh, WI 54901
1-877-445-0834**

An option to traditional Medicare coverage allows a beneficiary to enroll in a Managed Medicare plan, sometimes referred to as a Medicare replacement plan. These insurance plans often have different coverage options and payment schedules than traditional Medicare. Refer to your insurance policy for specific coverage and benefit options. If a resident is enrolled in a Managed Medicare plan, the resident remains responsible for any and all co-pays, co-insurance amounts, or deductibles. The payment for the amounts the insurance carrier determines are co-pays, co-insurance amounts, or deductibles must be made to Evergreen regardless of any coverage or benefit disputes the resident may have with the insurance carrier.

Medicare Part A

Medicare Part A benefits may be available to residents residing in the Health Center. Evergreen does not require residents to waive their rights to benefits under Medicare. Resident may choose to waive rights to Medicare benefits if the wish is to stay in a non-certified bed. To be eligible for Medicare Part A coverage, Resident must meet the following criteria:

- have Medicare Part A insurance
- have had a three consecutive night qualifying hospital stay
- require daily skilled nursing and/or skilled rehabilitation services related to the condition requiring hospitalization

- be admitted to a nursing facility within 30 days of discharge from the hospital

As long as daily qualifying skilled nursing and/or rehabilitative services are required, Medicare Part A will be billed for services up to a maximum of 100 days. After the 20th day a co-insurance payment is required. Resident may have insurance that pays the co-payment; in other cases, Resident or Medical Assistance pays. When it has been determined by Evergreen that Resident's level of care no longer meets Medicare guidelines, a notice will be issued, thus ending the benefit period.

Medicare Part B

Residents living in any Evergreen accommodation may be eligible for Medicare Part B coverage of services such as lab, x-ray, physician services, and therapy.

Medicare Part D

Residents living in any Evergreen accommodation may be eligible for Medicare Part D coverage for pharmacy services.

Medical Assistance

Residents enrolled in the Medical Assistance program (Title 19 of the Social Security Act) are responsible for paying Evergreen the amount determined by the Department of Health and Family Services of the State of Wisconsin.

This amount is based on financial information provided by Resident or Legal Representative. For information or questions regarding Medical Assistance eligibility and benefits, contact:

**Winnebago County Department of Health & Human Services
220 Washington Avenue
Oshkosh, WI 54901
(920) 236-4600**

Resident will receive a monthly bill from Evergreen for the amount to pay and must pay the required amount within 10 days of receipt. If Resident prefers to have check(s) for payment mailed directly to Evergreen by a third party, a request for change in mailing address from the issuing organization must be made.

Other potential funding sources

Resident may be eligible for other funding sources such as Veterans Administration benefits, private insurance, or Family Care benefits. Resident and/or Legal Representative must determine eligibility and secure funding. The Assisted Living Managers, Social Services Specialists, or Business Resources staff may be able to assist.

Personal property and liability insurance

Evergreen does not insure Resident personal property or provide protection for personal liability claims. All residents are encouraged to carry renter's insurance providing personal property and liability protection. Resident is liable to pay for damages to Evergreen property.

Front Office Services

Clerical services

Personal clerical services are available for an additional charge. These include use of the copy machine, fax machine. Contact the Front Office for additional information.

Resident fund accounts

Keeping large amounts of cash in Resident's accommodation is discouraged. Resident may deposit funds into a Resident Fund Account at the Front Office. A Resident Fund Delegation Form must be completed before deposits may be accepted. Contact the Front Office to make arrangements. There is no charge for this service.

Funds may be withdrawn at the Front Office during business hours. For withdrawals over \$50, advance notice is requested. Quarterly statements are provided.

Resident Fund Accounts with an average daily balance greater than \$50 in a given month will receive interest on the average daily balance in excess of \$50. The interest is posted monthly and is based on the average daily balance for that month.

Personal check cashing

The Front Office will cash personal checks up to \$50. For cashing personal checks in excess of \$50, advance notice is requested. Personal checks should be made out to "Cash." Two party checks are not accepted.

Dining Services

The Dining Services Department provides meals and food services to Resident and guests. A Registered Dietitian is available to assist Resident with nutritional needs.

Meal plan options

Village, Homes, and Manor Apartments

Individual or monthly meal plans for meals in The GardenSide Restaurant are available. Resident may arrange for meal plans with the Assisted/Independent Living Option Manager or the Dining Services Office. Meal plan options and prices are listed on the Fee Schedule.

Resident on a monthly meal plan may receive up to five credits for meals cancelled per month. Credit for meals will appear on the next monthly statement after Resident's return.

Garden Place and Garden Terrace

One meal per day in The GardenSide Restaurant is included in the Garden Place and Garden Terrace Monthly Fee. Residents may purchase additional meals under a meal plan or as individual meals.

Garden Heights, Manor View, ShareHaven, and Health Center

Three meals per day and snacks are included as part of the Daily Fee.

Menu selection

Village, Homes, Manor Apartments, Garden Place, and Garden Terrace

When dining in The GardenSide Restaurant, Resident may choose from a number of items on the menu or the daily special. Menus are changed every two weeks.

Garden Heights, Manor View, ShareHaven, and Health Center

A selective menu allows Resident a choice of food items and portion size.

A substitution list with choices other than those on the menu may be obtained from the Dining Services staff or Social Services Specialist. Special diets are available upon request or with a physician order by contacting the Dining Services Office.

Guests

Residents are encouraged to invite guests for meals. The cost of guest meals may be charged to Resident's account or paid for in The GardenSide.

Residents are able to reserve The Trellis dining room for larger parties (up to thirty people) by contacting Dining Services Staff in advance.

Purchase of food items

Food items and meals may be purchased at The GardenSide service window. Purchases are charged to Resident's account.

Meal delivery

Village, Homes, Manor Apartments

Residents requesting to have a meal delivered to their accommodation will be charged a delivery fee. This fee will be charged to Resident's account.

Catering services

Catering services are available at an additional cost. Contact the Dining Services Office to make arrangements.

Creekview Café

The Creekview Café is located in the Creekview Building and offers a casual menu for a late breakfast, lunch or early supper. Resident can either dine indoors or outdoors, or order a meal to go. The Creekview Café is open Monday through Friday.

Environmental Services

The Environmental Services Department is responsible for Building Services, Grounds Services, and Laundry Services. Buildings and Grounds Staff are on the campus or on-call 24 hours per day, seven days per week for emergencies and snow removal.

Work requests

Assistance from Building Services staff may be requested by Resident or family member.

Emergency services

Monday through Friday (except holidays) 7:30 a.m. to 5:00 p.m. - call the Front Office. Front Office staff will contact Building Services staff.

Evenings, nights, weekends, and holidays - call the Campus Charge Nurse. The Charge Nurse will call Building Services staff.

Non-emergency services

- Submit your work requests via the work order voicemail box at 237-2158.
- Submit via the Internet. Go to:
<http://www.evergreenoshkosh.com/main/activities-amenities-services/services>
Click on the link "**The Worx Hub**". This will take you to the Login Page. Your user ID and Password can be obtained from the Front Office.
- Go to the Front Office to submit your request Monday through Friday 7:30 a.m. – 5:00 p.m. (except holidays).

Personal property repairs

Minor repair to Resident's personal belongings is available at an additional charge. This includes installing, cleaning, checking, and repairing resident owned appliances, fans, humidifiers, air conditioners, etc. These repairs will be charged based on time and material. Residents are encouraged to have electrical items inspected by Environment Services for appropriate wiring.

Maintenance and repairs

Village Shareholders

Maintenance or repair to the veranda, utility room, garage, exterior of buildings, and electrical and plumbing systems is included in the Monthly Fee. Servicing of the heating and air conditioning systems twice per year is also included. The repair of furnaces, air conditioners, water heaters and appliances (washer, dryer, stove, refrigerator, dishwasher, microwave and garbage disposal) is available at an extra charge to the Resident based on time and materials. Replacement of heating and air conditioning systems and all appliances are the responsibility of the shareholder.

Village Renters

Maintenance or repair to the veranda, utility room, garage, exterior of buildings, and electrical and plumbing systems is included in the Monthly Fee. Maintenance, repair or replacement of heating and air conditioning systems and all appliances that are the property of Evergreen is also included.

Homes, Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View, ShareHaven, and Health Center

Maintenance, repair or replacement of heating and air conditioning systems, other building systems, and all appliances that are the property of Evergreen is included in the Daily/Monthly Fee.

Trash disposal

Village, Homes

Environmental Services staff picks up trash and recyclables weekly. Separate containers are provided for recyclable items.

Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View, ShareHaven, and Health Center

Trash is removed daily from the utility rooms located in each of these areas. Resident should place trash in the containers provided. Separate containers are provided for recyclable items.

Snow removal

All emergency exits and walkways are cleared as first priority. The employee parking areas are cleared next to allow staff access to the main buildings. Campus driveways are cleared on a rotating cycle.

Grounds services

The Evergreen campus includes approximately 35 acres of natural woodlands, lawns, and garden areas. The Grounds staff is responsible for the care and maintenance of all grounds year-round.

Resident who wishes to plant trees, shrubs, or other personal plantings must first obtain approval from Grounds staff. This is necessary to maintain a unified campus appearance and to ensure that the species and size of plant are appropriate for the location.

Village and Homes

Shrubs and perennials, excluding personal plantings, around Village buildings and Homes are maintained by Grounds staff within the Monthly Fee.

Manor Apartments and Garden Place

Resident may request the Grounds staff to prepare areas under the windows as annual planting beds without additional charge. Resident may also request Grounds staff to purchase and plant annual flowers at an additional charge.

Housekeeping services

Village and Homes

Cleaning of the verandas, entries and utility rooms in the Village is included in the Monthly Fee. Village and Homes Residents may purchase housekeeping services through Evergreen at Home.

Manor Apartments, Garden Place, Garden Terrace, Garden Heights and Manor View

Weekly housekeeping services including dusting, vacuuming, kitchen and bathroom mopping are provided within the Monthly/Daily Fee. Bed linens are changed on the regularly scheduled

cleaning day. Special cleaning requests will be scheduled according to the availability of Housekeeping staff and may result in an additional cost as indicated on the Fee Schedule. Contact the Living Option Manager with any requests, questions, or concerns.

Health Center and ShareHaven

Housekeeping staff clean Resident rooms weekly and bathrooms daily.

Laundry services

Contact staff for assistance with marking clothing.

Village and Homes

Resident may purchase laundry services as indicated on the rate brochure.

Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View, ShareHaven, and Health Center

Personal laundry service is provided within the Monthly Fee.

Dry cleaning

A local commercial dry cleaner provides pickup and delivery of clothing at the Front Office. Resident calls the dry cleaner directly for items to be picked up. The phone number can be obtained from the Front Office. Garments should be marked with Resident's name. The cost of dry cleaning is the resident's responsibility.

Health and Wellness Services

Health and wellness services are available in all living options to meet Resident needs and desires. In each living option, the person responsible for coordinating the delivery of individualized health services and wellness to each Resident is the Living Option Manager. The specific services available in each living option are identified on the Fee Schedule for that living option.

Emergency and non-emergency health services

Village, Homes, and Manor Apartments

In case of an emergency, Resident should call 911 if possible otherwise Resident should activate his/her Carepoint necklace or wristband. Resident has direct access to the Campus Health Services through this system and can be found throughout the campus.

Garden Place and Garden Terrace

Resident has direct access to staff through activating his/her CarePoint necklace or wristband.

For non-emergency medical assistance Resident may call Campus Health Services using a telephone.

Garden Heights, Manor View and Health Center

Each Resident room and bathroom has a call light that allows residents to place a call to the unit staff. In case of an emergency staff will call for the appropriate professional assistance which may include the local medical emergency personnel (911).

ShareHaven

Since residents of this living option are under the supervision of staff, in case of an emergency staff will call for the appropriate professional assistance, either Campus Health Services or local medical emergency personnel (911).

Advance Directives Information

An Advance Directive is a written instruction that states one's desired health decisions in case of incapacitation. Advance Directives guide health care professionals and relieve families and friends from the burden of guessing what type of care and treatment is desired. If you have questions see the Social Service Specialist or the Living Option Manager.

Residents wishing to have their resuscitation (CPR) directives followed by emergency medical technicians and health facility personnel, must obtain and wear a plastic or Medic Alert bracelet indicating do not resuscitate.

Physician and health services

Resident must have a personal physician. Federal and state regulations mandate the frequency of physician services to residents living in Garden Terrace, Garden Heights, Manor View, ShareHaven, and the Health Center.

For Resident convenience the following services are available on campus: therapy (Physical Therapy, Occupational Therapy, Speech Therapy), skilled nursing through Evergreen At Home (EAH), dental, podiatry, optometry, audiology, lab and X-ray. These services are billed by the provider.

Therapy services

Evergreen offers on-site physical therapy, occupational therapy, speech therapy and aquatic therapy either through or separate from Evergreen At Home (EAH) depending on the Resident's unique medical situation. Therapy services are provided only by order of a physician and the cost is not included in the Monthly/Daily Fee. For qualified residents, the cost of therapy services may be covered under Medicare or insurance. Information regarding Medicare may be obtained from a Social Service Specialist or Living Option Manager.

Medications

Resident pays for his or her own medications unless provided through a third party payer. Resident may purchase medications from a pharmacy of his or her choice. Packaging and administration of medications will follow state and federal regulations and ERC policies appropriate to each living option. If Resident's pharmacy is unable to meet the criteria, Resident will use Evergreen's contract pharmacy which will directly bill Resident for medications.

Village, Homes, and Manor Apartments

Medications are purchased and administered by Resident. For an additional charge, staff may assist Resident in ordering and administering medications prescribed by physicians.

Garden Place and Garden Terrace

Medications must be prescribed by a physician and may be ordered and administered by staff or Resident in accord with the Resident Service Agreement.

Garden Heights, Manor View, ShareHaven, and Health Center

Medications must be prescribed by a physician and are usually ordered and administered by staff. Resident may self-administer medications with staff recommendation and with physician's order.

Durable medical equipment

Village, Homes, Manor Apartments, Garden Place and Garden Terrace

Resident may obtain standard wheelchairs, walkers, and canes from Evergreen for 14 days free of charge. After the 14th day, a rental fee will be charged for this equipment and added to Resident's monthly bill. Rental fees are listed on the Fee Schedule.

Garden Heights, Manor View, ShareHaven and Health Center

Resident may obtain standard wheelchairs, walkers, and canes at no additional charge. Specialty medical equipment must be rented or purchased by Resident from an outside provider. Staff may assist in making these arrangements.

Program services

A wide variety of program opportunities designed to nourish and enrich the life of the Resident are developed and implemented by Evergreen staff. Programs are created that encourage and challenge the Resident to live out the seven dimensions of Wellness: Emotional, Environmental, Intellectual, Physical, Social, Spiritual and Vocational Wellness. Examples of Wellness programming and opportunities throughout the facility include: special dinners, entertainment, swimming and exercises, Tai Chi, planned outings, worship services, volunteer activities, choirs, Laughter Club, computer classes, pet therapy, the Ageless Art Center, the Lester Bettin Woodshop, a lapidary run by the Oshkosh Earth and Science Club, and intergenerational activities.

Resident may obtain information on programs and opportunities through written publications, EVTV and bulletin boards.

Social services

Adaptation to a new living situation, decline in health status, change in relationships, and other challenges of a social and emotional nature are often part of moving to and living in a retirement community. Social Services Specialists and Living Option Managers assist Resident and family with making decisions, solving problems, making transitions, and other social and emotional challenges.

Spiritual

To continue and further develop the spiritual dimension of life, many volunteers from a variety of denominations and churches assist Evergreen's Chaplain to provide a variety of spiritual opportunities.

Fitness opportunities

Various resources and opportunities are offered to fit the different living options and Resident's capabilities. Participation is voluntary and at Resident's own risk.

The corridors of the Manor, the verandas of the Village buildings, the campus and neighborhood sidewalks, and the paths through the adjacent woodland provide a variety of walking opportunities.

Our Fitness Center, which offers bicycles, treadmills, weight machines, and Nu-steps, is open continuously for use by Resident after he or she has been instructed on how to use the equipment. For safety, the room is equipped with a staff call system.

The Aquatic Center offers two pools for exercise, therapy, and open swim. The Aquatic Center is open to residents' family members on weekends. A staff member is available for safety purposes.

The Aerobics Studio offers a variety of classes to improve cardiovascular, balance, and strength of individuals. Trained staff offer regular group exercise programs suited to several levels of capability and physical needs.

Personal trainer services are available to all residents. Contact the Fitness Center Manager for more information.

Educational opportunities

The University of Wisconsin Oshkosh and Fox Valley Technical College, each located within one mile of Evergreen, provide a variety of classes and programs that may be of interest to Resident. The Learning in Retirement programs are specially designed for older adults.

Volunteer opportunities

Many volunteer opportunities are available for residents. The benefits of volunteering include sharing talents and skills, developing new interests, having new experiences, helping others, and contributing to the quality of life at Evergreen.

Volunteers assist with activities, participate in community service projects, visit other residents, help transport residents to and from in-house activities, clerk in the Sunshine Gift Shop or Manor Mart, read or write letters, give tours to visitors, do personal mending for residents, apply labels for bulk mailings, etc. Resident may contact the Volunteer Resources Coordinator if interested in volunteering or to request assistance from a volunteer.

Residents Council

The Evergreen Residents Council is a communications link between residents, staff, and the Evergreen Board of Directors. One or more members of the Board normally attend the monthly meetings of the Residents Council. The Council also works with staff to plan and carry out many programs and projects.

The Council has committees that focus on different aspects of life at Evergreen. Council meetings are held the second Monday of every month to receive committee reports, discuss plans and opportunities, and conduct other business. All residents are invited to attend the meetings. Resident is encouraged to contact Council representatives with questions or concerns. A list of the Residents Council officers and a copy of the Residents Council by-laws are available at the Front Office.

General Services

Uniquely You beauty and barber services

Beauty, barber, massage, pedicure, manicure services are available at an additional cost. Contact Uniquely You to schedule an appointment at 237-2170.

Guests of Residents

Social Guests of Residents

A guest of a Resident may reside in a Resident's accommodation for up to 30 days total per calendar year. Any individual guest of a Resident that wishes to reside in a Resident's accommodation for more than 30 days within a calendar year must first obtain prior written consent and permission from Evergreen. All requests to have a guest stay more than 30 total days in a calendar year must be (1) submitted to Evergreen in writing, and (2) signed and submitted by the Resident on the required form. Evergreen will provide such form to the Resident upon request. While on the premises, the Resident assumes all responsibility for any and all guests, and guests of the Resident are not allowed to use any amenities of the facility such as the pool, fitness center, programs, or emergency response. In the event that any guest requires emergency services of Evergreen, Evergreen reserves the right to assess the Resident a reasonable fee in providing such response. Resident agrees to indemnify, defend, and hold Evergreen harmless from and against any and all claims and damages of any nature whatsoever (including but not limited to all court costs and attorney fees) arising against Evergreen by the Resident's invitees and guests use of the Premises and any damages caused by the Resident's guests thereof.

Paid and Unpaid Care Givers of Residents

Residents are allowed to hire outside and independent caregivers, however, each such caregivers must fill out a caregiver identification form prior to providing such service and before entering the Premises. Any caregiver that is required to or is residing in a Resident's accommodation and/or providing night watch or service to any Resident must obtain special additional prior written consent from Evergreen if that caregiver is also to reside in a Resident's accommodation for more than 30 days total per calendar year. Resident agrees to indemnify, defend, and hold Evergreen harmless from and against any and all claims and damages of any nature whatsoever (including but not limited to all court costs and attorney fees) arising against Evergreen by the Resident's care givers use of the Premises and any damages caused by the Resident's care givers thereof.

Mail delivery

Village and Homes

Mail is delivered directly by the U.S. Postal Service. It is the Resident's responsibility to coordinate with the Post Office to have mail held or forwarded. Alternately, arrangements could be made with a family member or neighbor to have mail picked up. Whatever the choice, Evergreen is not responsible for mail delivered by the Post Office.

Manor Apartments, Garden Place, and Garden Terrace

A locked mailbox is provided for Resident in the Evergreen Post Office in the corridor near The GardenSide. Mail is placed in the box by staff Monday through Saturday. Because Resident's

mailing address is the same as Evergreen's business address, mail cannot be held or forwarded by the Post Office. If Resident will be gone for a period of time and would like mail held or would like to have someone else pick up mail, call the Front Office at 233-2340.

Garden Heights, Manor View, ShareHaven, and Health Center

Mail is distributed to Resident by staff. Because Resident's mailing address is the same as Evergreen's business address, mail cannot be held or forwarded by the Post Office. If Resident will be gone for a period of time, mail will be forwarded by the Front Office.

Mail Forwarding

Because Resident mailing addresses are the same as Evergreen's business address, mail cannot be forwarded by the Post Office. In the event a resident no longer resides at Evergreen, or business mail has been designated to a representative for the resident, Front Office staff will forward mail to the address on file or hold it until someone picks it up for three months.

Only First Class mail can be forwarded. It is the responsibility of the resident or legal representative to contact family, friends, businesses, etc. to permanently change the mailing address. Mail received after three months the forward or hold request was made will be returned to sender.

Newspaper delivery

Newspaper subscriptions must be arranged and paid for by Resident.

The Oshkosh Northwestern can be delivered to Resident's room daily. Other papers are delivered to the Front Office. Resident should contact the subscription office of the newspaper to make arrangements for delivery. Resident is responsible to make arrangements for someone to pick up papers delivered to the Front Office. Newspapers should be cancelled or picked up by others when Resident is away from Evergreen for longer than one week.

Telephone service

Resident is responsible for arranging phone service. The Front Office does not accept calls for Resident.

Garden Terrace, Garden Heights, Manor View, ShareHaven, and Health Center

Resident may arrange with phone company for a phone in his or her accommodation. Resident may receive calls through Evergreen business phone system. Evergreen phones are available for Resident use for local calls without additional charge.

Sunshine Gift Shop

The Sunshine Gift Shop is open Monday through Saturday. It is staffed by residents and community volunteers and offers gifts, convenience, and miscellaneous items. All proceeds go to the Benevolent Needs Fund.

Manor Mart

Manor Mart is a resale shop operated by the Evergreen Residents Council. It is staffed by community and resident volunteers and is open every Wednesday from 9:00 am to 4:00 p.m.,

except holidays. Donations of clothing, shoes, furniture, household items, and miscellaneous items are encouraged. A receipt of donation can be provided upon request. All proceeds are used for Residents Council projects and activities.

Resident Meeting or Event

There are a variety of spaces available for meetings, parties, and private family get-togethers. Reservations can be made through the Front Office.

Storage

Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View and Health Center

Based on availability, storage lockers are available on Lower Level of South Manor. As a safety precaution, paint, flammable liquids, chemicals, aerosols, firearms, medication, or food cannot be stored in a storage locker. To make arrangements for a storage locker contact the Front Office. Rental fees are charged for a locker; see fee schedule.

Library services

Library resources include a permanent collection of books in the Fireside Lounge. In addition, the Oshkosh Public Library delivers books each month that are placed on the shelves in the Fireside Lounge. The Public Library also offers home delivery service, takes personal requests, and delivers books directly to Resident's room. An Oshkosh Public Library book drop is located at the exit of the Westfield Street parking lot. Materials are returned to the library daily when the library is open.

Voting

Assistance with registering to vote or obtaining an absentee ballot can be obtained from the Social Service Specialist, the Assisted/Independent Living Manager, or the Oshkosh City Clerk. Registration is required following a move to Evergreen from another city or another address in Oshkosh.

Organization Information

State Survey Results are available on Garden Terrace, Garden Heights, Manor View, the Health Center, and at Sharehaven. Residents may also request audited financial statements and a 5-year summary of the facility's entrance and other fee increases.

Technology Services

Evergreen offers free access to Wi-Fi to all residents. To begin utilization of this service, contact the Information Systems Coordinator at 237-2114.

Evergreen's Information Systems Coordinator also offers technology classes for residents. All residents are invited to attend. Contact the Front Office for day and time information.

Residents needing help with computer problems or other information services (IS) can contact the Information Services Coordinator at 237-2114. Services offered include computer set-up, Wi-Fi hookup, and general computer troubleshooting. There is an hourly charge for IS help. Costs of any materials (Wi-Fi cards, cables, programs, etc.) will be an additional charge.

Please note that Evergreen will not be held liable for any misuse of this system, and cannot guarantee the safety or security of the network nor be held responsible for any damages resulting to the Resident's computer or information while using this network. It is recommended that each Resident have and maintain their own antivirus and malware software on their computer to prevent any unforeseen damages inherent in accessing and using the internet. Resident shall not use the Wi-Fi network for any illegal purpose or purposes.

Notary Services

Notary services are available through Evergreen. Resident may contact the Front Office or accommodation manager or Social Services Specialist for availability.

Security

Access to the main building after hours

Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View and Health Center

The building entrances (Creekview Center, Manor Building, Garden Building) are open until 9:00 p.m. daily. Resident may be issued a key fob that will allow access to these doors after 9:00 p.m. daily.

Video monitoring

Manor Apartments, Garden Place, Garden Terrace and Health Center

For security and safety purposes 24 hour video monitoring is installed in hallways, common areas, the underground garage and entrances/exits.

Disaster alert system

Winnebago County has a system to alert citizens in the event of a tornado, severe storm, or natural or man-made disaster. The system includes outdoor sirens and special radio receivers.

Village, Homes, and Manor Apartments

Resident receives a weather alert radio and lantern for emergency use. In the case of severe weather Resident should go to an inner space such as a bathroom or crawl space.

Garden Place, Garden Terrace, Garden Heights, Manor View, ShareHaven, and Health Center

Evergreen has radio receivers and staff monitor the receivers and notify residents of changing conditions.

Transportation

Evergreen Transportation Service

Evergreen offers transportation to and from appointments and errands (charges apply). Transportation from Evergreen's campus is the responsibility of Resident, family, or Legal Representative. If further assistance is required, Resident should contact a Unit Clerk. Evergreen offers complimentary transportation for scheduled group outings such as weekly grocery shopping and other special occasions. Contact the Front Office for availability.

Taxi service

A discounted taxi service called Dial-a-Ride is available to Residents over the age of 60 for trips within the city limits 7 days per week and 24 hours per day. To obtain the reduced fare, a Dial-a-Ride pass must be purchased at the Oshkosh Senior Center. Call 235-7000 for Dial-a-Ride taxi.

Oshkosh Transit System

The Oshkosh Transit System provides city bus service to Evergreen. To alert the bus driver to stop near the North Westfield Street entrance, turn on the timer located by the Fireside Lounge. Senior citizen rates are available. Buses do not operate on Sundays or holidays. A map of city bus routes is available at the Front Office.

Cabulance service

Cabulance is a van with a wheelchair lift available at a discount for persons over the age of 60 who have been certified by a health care professional as needing specialized transportation. A ticket is not needed; however, a special identification card is required for the discounted rate. Cabulance does not transport wheelchairs without footrests or motorized wheelchair vehicles. Contact the Unit Clerk for information on obtaining an identification card. For Cabulance service, call 426-3900.

Parking

Parking is available in the parking lots located on Westfield and Eagle Streets.

Village and Homes

All Village Homes and most Evergreen Homes have one attached garage stall and nearby spaces for visitor parking.

Manor Apartments and Garden Place

Parking spaces in the heated garage of the Manor Building may be available for an additional monthly fee as indicated on the Fee Schedule. Contact the Residency Coordinator regarding availability of heated garage parking.

Miscellaneous Policies

Pets

At the discretion of the Living Option Manager, a Resident who is able to provide all necessary care may be permitted to have a pet in some living options. Resident must have proof that pet 1) has received required vaccinations, 2) is properly licensed, and 3) is under the care of a veterinarian. Resident is responsible for providing all pet supplies and services. Resident who wishes to have a pet should contact the Living Option Manager to make arrangements. A written plan for alternative placement of pet if Resident is unable to provide care must be given to the Living Option Manager prior to arrival of the pet

In case of noise, odor problems, or aggressive behavior by the pet, staff will discuss issue with Resident and expect immediate resolution. If the problem is not resolved, the Resident will receive written notice that the pet must be removed. Resident is liable for any damage done by the pet to the property of Evergreen. A pet deposit is required (Village shareholders are exempt).

Tobacco Use

Village and Homes

Resident and guests are permitted to use tobacco only in Resident's living accommodations. Additionally, a tobacco users' fee is required for all residents who use tobacco, with the exception of Village shareholders.

Use of tobacco is not allowed anywhere on Evergreen grounds or in common spaces, as Evergreen is a tobacco-free campus.

Manor Apartments, Garden Place, Garden Terrace, Garden Heights, Manor View, ShareHaven, and Health Center

Use of tobacco is not permitted in these living accommodations, anywhere on Evergreen grounds, or in common spaces.

Motorized wheelchairs and scooters

Residents who are able to demonstrate safe and responsible operation of a scooter or motorized wheelchair may enjoy the privilege of operating such devices in all areas of the Evergreen campus subject to oversight by staff. Safe operation includes driving at appropriate speeds and navigating corners and high traffic areas in a prudent manner. Evergreen reserves the right to test, at any time, the Resident's ability to safely operate his or her scooter/wheelchair and to make a binding determination as to whether such privilege may in any reasonable way be modified as the result of safety concerns. Within the bounds of all applicable state and federal laws that pertain to persons with disabilities, Resident may be prohibited from operating the scooter/wheelchair on Evergreen property after an accident or an instance of unsafe operation and he or she shall be personally liable for any bodily harm or property damage caused by negligent use of such a conveyance. A restriction or suspension of operating privileges shall not be considered a confiscation of the wheelchair or scooter (which at all times must be stored in Resident's accommodation in accordance with the City of Oshkosh Fire Department regulations) in that the resident still retains legal ownership and physical possession of it.

Use of outside agency or individual providers

Resident may contract with an outside provider for services not covered in the Monthly/Daily Fee. Evergreen reserves the right to refuse entry to provider whose actions may threaten the safety of any resident or employee, or whose presence may result in a liability to Evergreen. Resident may not contract directly with Evergreen employees to perform services at Evergreen. Before providing any services, non-Evergreen service providers must complete the Non-Evergreen Care/Service Agreement, and submit it to the Front Office. Resident may be charged a fee by Evergreen for obtaining a background check on the provider. The Non-Evergreen Care/Service Agreement form is available at the Front Office.

No tipping policy

Evergreen employees are compensated for the services provided Residents. As a personnel policy, employees are not permitted to accept any money or items of more than nominal value from Resident or family. However, gratitude for employee efforts may be shown in other ways.

- 1) Contributions may be made to the Employee Appreciation Fund administered by the Residents Council through the Evergreen Foundation. The Council uses the funds to provide gifts for all employees at Christmas.
- 2) Donations may be made directly to the Evergreen Foundation for employee appreciation; these funds are administered by Evergreen.
- 3) Thank you cards are provided in various locations around the campus for use by Resident and family in recognizing an employee's extraordinary efforts. Gifts to the Evergreen Foundation, Inc. may be made in honor of an employee.

Registering a Grievance

Evergreen makes every effort to treat all residents and their families fairly, courteously, and in accord with the regulations applicable to each living option. If Resident, agent or family has a complaint regarding services, facilities, or treatment at Evergreen, he or she is encouraged to utilize the following process to communicate those complaints for appropriate, prompt follow-up without fear of reprisal.

Village, Homes and Manor Apartments

1. Discuss the complaint with the Living Option Manager of the area where Resident lives.
2. Present the complaint to the Executive Committee of the Residents' Council which will discuss the complaint and make a recommendation to resolve the issue.
3. Present the complaint to the President/CEO, who will make and render a decision within one week of being presented such complaint and get back to the Resident regarding Evergreen's course of action.

Garden Place, Garden Terrace, Garden Heights, Manor View, ShareHaven, and Health Center

If speaking with the Living Option Manager and/or Evergreen administration does not result in Resident satisfaction, Resident, Legal Representative, or other interested party may contact:

North Central Regional Ombudsman
1313 Fremont Street, 206A
Stevens Point, Wisconsin 54481
(800) 242-1060

Northeastern Regional Office
1325 South Broadway
De Pere, WI 54115
(920) 983-3200

Caregiver Intake Unit
(608) 261-8319
1-800-642-6552

Division of Quality Assurance
P.O. Box 2969
Madison, Wisconsin 53701-2969
(608) 266-8481
1-800-642-6552

Communications

Evergreen publications

Green Leaves is a publication for residents, families, friends of Evergreen, and long-term care industry professionals; its purpose is to keep these people informed of Evergreen's activities. Family members are automatically added to the *Green Leaves* mailing list. To add someone to the mailing list, please call the Front Office.

EVTV

EVTV, an internal television channel, announces activities, shares information, and presents programs of interest.

- If Resident direct connects his/her TV to the cable, EVTV is viewable on channel 123.
- If Resident has a digital set top box from Time Warner Cable, EVTV is viewable on channel 955.
- If Resident has a fully compatible Digital TV EVTV is viewable on channel 126.955.

Media Coverage

As part of participation in Evergreen activities and through normal use of common areas, Resident's image may be included in photographs or videotaped events that may be used for Evergreen video and/or slide presentations, pictorial displays, programming on EVTV, and other in-house events. Evergreen may reproduce and distribute these photos upon request.

Evergreen cannot and does not assume control for the use of Resident name, photograph, and videotaped image when secured by the media, outside organizations, and/or individuals on the Evergreen campus or at Evergreen events.

Social Media

Social media defines various activities that integrate technology and social interaction. Examples of social media include Twitter, Facebook, LinkedIn, as well as blogs, forums and other social networking sites. Any comments and/or pictures shown on these websites are the responsibility of the commenter, not Evergreen. Evergreen cannot and does not assume control for the use of Resident name, photograph, videotaped image or personal information when posted to social networking sites by the media, outside organizations, and/or individuals on the Evergreen campus or at Evergreen events. Comments are strictly those of the author(s) and in no way represent those of Evergreen.

Charitable Opportunities

Charitable Giving helps safeguard the dreams of us all.

The Evergreen Foundation mission is to secure and use resources in support of the Evergreen mission to “create exceptional living environments and experiences to serve older adults.” Charitable gifts can be given through the Foundation Advancement Annual Appeal to memorialize or honor individuals, or for any designated purpose or special project. Gifts of cash, negotiable securities, bequests, charitable remainder trusts, insurance policies, and gifts in kind are some forms through which gifts can be made. Gifts can benefit the donor by providing a charitable deduction, income for life, and/or tax savings, and/or by giving the satisfaction of helping others.

Each gift, no matter how large or small, helps Evergreen continue to meet the needs of all residents as well as residents who have outlived their financial resources and are supported through the benevolent fund.

The Founders Grove Recognition Wall in the Evergreen Manor Building lobby was designed especially for Evergreen as a special tribute to major benefactors. Individual plaques inscribed with donors’ names are placed among the pine boughs of the evergreen trees and on the granite boulders below them. All donors belong to the Evergreen Family of Friends, are recognized in the *Annual Report*, and are honored at a special annual event held on the Evergreen campus. Donors whose gifts to the Foundation exceed \$250 during the calendar year are invited to attend the *World of Thanks Recognition Event*.

The Leave a Legacy Guild is comprised of those who leave a bequest through their estate as well as those who inform Evergreen of such a bequest or other type of planned gift. Wills, life insurance policies, retirement accounts, and other planning arrangements offer exceptional opportunities to leave a lasting legacy through the Evergreen Foundation. Federal and many state tax laws make it possible to reduce or eliminate gift, estate, capital gain, and income taxes on funds given to charity. Millions of Americans take advantage of the opportunity to make charitable gifts and also reduce their tax liability. The planned giving program inspires donors to “Focus on Forever” by making a lasting gift that “leaves a legacy” for generations to come.

Evergreen is affiliated with Leave a Legacy Wisconsin and Leave a Legacy Oshkosh. For information about making a gift to the Evergreen Foundation, contact the Vice President of Foundation Advancement at 920-237-2120.