

## **WELCOME TO THE PINES**

Welcome to your new home. We are pleased you chose to live here. The Pines is more than just a place to live. It is a community of people who, through the availability of a variety of



programs, activities and services, make life meaningful. As neighbors become friends, they notice when help is needed, they boost spirits when you are feeling low, and they can help you celebrate your joys!

The Pines is sponsored and managed by the New England Baptist Council, which sponsors the availability of Social Services, Programming and amenities and does so through donations from individuals, organizations and churches.

We are grateful for gifts and memorials which make it possible for us to provide more than “just a place to live.” We are proud of what we are and what we will become

**WELCOME! SHALOM! AND PEACE!**



## THE PINES PURPOSE

The Pines is a community which recognizes the uniqueness and worth of each resident. We encourage maximum independence and are supportive of residents in their efforts to remain independent.

## STAFF



*Don Comaletti*



*Sharon Michaud*



*Liz Herold*



*Carole Noel*



*Gerri Albert*



*Deb Nielson*

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# OFFICES

## Location

The Business Office (934-2157) is located at Pinewood, at the portico entrance turn left. The Resident Services Office (934-5316) is located at Pinewood, at the portico entrance turn right.

## Hours

- **The Business Office**

Open Monday through Friday, 9:30 a.m. to 12:30 p.m. All business transactions should be taken care of during those hours. The office is open in the afternoon(s) for appointments.

- **Resident Services Office**

Open throughout the day when the Resident Service Coordinator is in.

## Rent Payments

By the 5<sup>th</sup> of each month, your check should be

1. Made payable to: either...
  - Oceanview Manor Inc.
  - Pinewood Manor, Inc.
2. Placed in an envelope marked “rent from apt. # \_\_\_\_\_”
3. Place payment into box marked “For Rents” outside the Pinewood Office door.

*(Please do not place rental payments on Staff desks.)*

## Answering Service

Maintenance EMERGENCIES

When the office is closed, a staff member may be reached by calling the office number (934-2157). The answering service will answer your call and relay the message to the person “on call”.

Medical Emergencies – dial “911”.

## **Main Entrance Doors**

All main entrance doors are locked in the evening.

**Pinewood**, residents are encouraged to instruct family members and friends to use the entry phone.

**Community Building** generally open 8 a.m. to 8 p.m.

## **Reservations**

Reservations for common areas may be made through the business office by requesting reservation forms.

**PINEWOOD GUEST ROOM** – The Pinewood Room was established to provide housing for residents. Families when residents experience a health or related emergency situation. The conditions for use now include brief social visits but do not include any maid service. Policy information given with form.

**COMMON AREAS** – The common areas, which include the Baggs Room and Hospitality Room, are for your use and enjoyment. Please keep them attractive and clean, and do not leave any item without permission. If you would like to reserve an area for a private function, please contact the business office during business hours.

**WALKERS, CANES AND COMMODOES** may be borrowed at no charge. Please call the Resident Services Office.

## **PARKING**

Residents who have cars are assigned a specific parking space. All guests must park in guest parking areas away from fire lanes. Please respect this policy and identify visitor parking areas for your family, friends and guests & register the car at the

## PARKING (cont.)

office if staying overnight. The portico is for short time loading and unloading passengers or packages. There is no parking at the rear entrance of the Community Building.



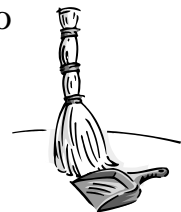
## MAINTENANCE

Please help us take your needs seriously by making maintenance requests at the business office only! To authorize the maintenance staff to perform the work requested even if you are not home, please stop at the business office to sign the authorization for them to enter.



*Please do not make maintenance requests directly to maintenance personnel.*

Forms are available in the lobbies of Pinewood and the Community Building to write out and delivery requests for minor issues.



## **WHERE TO FIND IT**

**BAGGS ROOM** – Located in the Community Building, the room is named in honor of Robert & Shirley Baggs for their vision and dedication to The Pines. This building is open between 8:00 AM and 8:00 PM. This room is air-conditioned, thanks to a gift from a friend.

**DAVID HOWE HOSPITALITY ROOM** is located on the first floor of Pinewood and is dedicated to the first administrator of The Pines who devoted more than 30 years to the community.

**PINEWOOD GUEST ROOM** is located on the first floor of Pinewood, adjacent to Apt 111.

**DINING ROOM** is located on the first floor of Pinewood near the business offices.

**CLUSTER AREAS** are located on each floor at Pinewood.

### **Cluster Areas**

Evergreen Cove	-located near Apt 119
County Store	-located near Apt 113
Sunrise Bay	-located near Apt 103
Lobster Shack	-located near Apt 201
Library	-located near Apt 205
Greenery	-located near Apt 214
Birchwood	-located near Apt 218
Peacock Room	-located near Apt 313
Briar Patch	-located near Apt 311
Kiddie Korner	-located near Apt 304
The Studio	-located near Apt 301

## **Laundry Facilities**

(For Residents Only)

Community Building at rear entrance

Second floor of Pinewood near Apt. 211.

Times are posted in laundry rooms.

Please clean the dryer filter after each use and respect the posted hours. Please use no more than two (2) machines at the same time.

## **Libraries & Computer Terminals**

Ocean Pines – Baggs Room

Pinewood – Second Floor – near apt. 205

## **Elevators and stairwells at Pinewood**

Elevator #1 across from the office

Elevator #2 across from Apt. 110

There is a stairwell at each end of the building and two others at mid point. Stairwells, rather than elevators, are to be used during fire alarms.

## **YOUR APARTMENT**

### **Emergency System**

Your apartment is equipped with two emergency pull cords-one in the bedroom and one in the bathroom. When you pull the cord, it rings a bell outside your apartment, automatically unlocks your apartment door, and alerts your neighbors that you need assistance. It does not alert Town Emergency Personnel. Please be a good neighbor and respond to alarms you hear.

## **File of Life**

You are responsible for keeping an up-to-date copy of your emergency information in your apartment and at the business office. Plastic holders are installed near the main entrance and the file is inserted in the holder. Emergency personnel can easily find your medical information. Inform the Resident Services Coordinator of any medication or sponsor information changes.

## **Trash**

Trash should be placed in standard trash bags and set outside your apartment door during designated hours and days. Contact the office for further details and for guidance regarding disposing of items that will not fit in a plastic bag. Recycling information is available from office.

## **Wall Hangings**

Please do not use scotch tape, adhesive hangers or decals. Pictures and wall decorations must be supported by standard picture hooks. If you need assistance please contact the business office with your request.

## **Carpets**

Please vacuum your carpet regularly to prevent deterioration. Carpet shampooing may be requested through the office for a nominal fee.

## **Water Shut Off Valves**

Located under your kitchen sink, under your bathroom sink, and adjacent to your water heater. Pinewood - located on first floor of stairwells A & D.

## **Heat Thermostats**

Your apartment is heated by forced hot water. You may set the temperature to what is most comfortable for you. Experts agree that room temperature between 67 and 72 degrees is most healthful for people. When the heat is on, do not open windows to cool or freshen the room. This wastes energy and is unnecessarily costly. If your apartment is too warm, turn your thermostat down. At ocean Pines there is humidistat control that will activate when there is excessive moisture in the air. This occurs primarily when steam is produced by hot showers or boiling water on the stove.

## **Keys**

Each resident will be given keys for the apartment. Keep your key with you at all times, and lock your apartment door whenever you leave. Additional keys can be requested at the business office. It is advisable to leave an extra key with a neighbor you trust or hidden (away from apartment entry), in case you get locked out. When you move in ask the Office for the procedure to follow if you should get locked out.

## **Stove Hood Fans at Pinewood**

Please use fans when cooking, so you will not activate the fire alarm, smoke alarm or the building alarm that contacts the Emergency Personnel from Town.

## **Smoking**

Our Board of Directors is finalizing policies that will eventually make The Pines a smoke free retirement community. This includes restricting smoking to only those residents currently living in a “smoking” apartment, or that any other smoking must be done 50 feet or more from any building on the Pine’s property.

## **SERVICES**

The Resident Services Coordinator can provide information regarding transportation options.

**Community Action Bus:** Handicapped access can be requested. Please call the Community Action Bus 24 hours in advance (283-1446).

### **Mail Deliveries:**

Your mail will be delivered daily to your mailbox in the lobby. Mailboxes for outgoing mail are in each lobby. As a convenience for residents management communications and in-house resident communications may be distributed through the mail boxes owned by The Pines.

Any official communication from management through these mail boxes will be presumed received and read by the intended recipient.

### **Cable TV and Telephone:**

It is the resident's responsibility to make arrangements with the appropriate company to have these services installed at his/her cost.

Time Warner	1-800-646-4576
Verizon	1-800-585-4466

### **Newspapers:**

Residents can request both morning and evening newspapers for home delivery. If you wish to subscribe, please call:

Journal Tribune	282-1535
Portland Press Herald	1-800-894-0031

## **Resident Services:**

The Resident Services Coordinator's office (934-5316) is located at Pinewood. You may contact this person for assistance with health issues, finances, transportation, medication, housekeeping, or other personal care matters. The Resident Service Coordinator can also provide you and your Sponsor with a list of helpful social service resources and guide you in efforts to connect you with a more supportive living situation when The Pines no longer meets your needs.



Sharon Michaud

## **Resident Councils:**

A resident council is an organization of the people living in this facility. There is a resident council at Ocean Pines and at Pinewood. Officers and representatives of the council are nominated and elected by the residents.

The purpose of the resident council is:

1. To represent residents in lanes (Ocean Pines) or floor (Pinewood) in items of interest concerning them.
2. To make decisions regarding Council funds.
3. To sponsor discussion between the staff and the residents regarding common concerns and issues.
4. To nominate a representative for the Board of Directors.

## **Activities and Programs:**

At The Pines shared interests become shared activities and those activities become the foundation of a supportive community. The Activities Coordinator can assist in planning and organizing social programs. A monthly calendar of events is provided for you, and information is also posted on the lobby bulletin boards. Sign up sheets are common and found in the lobbies as well. All residents are invited to attend any activities and programs which interest them. Your suggestions are appreciated.

## **Dining Room**

We currently operate our own meal program available five days per week in the Pinewood dining room. Please see Resident Services Coordinator for information.

## **Volunteers**

Volunteers are the backbone of The Pines community. The dining room welcomes volunteer help to set the tables and serve the noon meal. If you are interested in helping, please contact the Resident Services Coordinator.

There are other opportunities for satisfying volunteer involvement including drivers, mail sorters, newsletter, bulletin boards, reception, and welcome wagon. Simply ask for more information.

**Policies** For your ongoing review, a notebook with our policies is located in each laundry room. For a copy or clarification of a specific policy, please contact the office.

## **FIRE PREVENTION**

**Fire Safety Meetings** are held during the year at Pinewood in the Hospitality room and Ocean Pines in the Community Building. You will receive a notice several days in advance so that you can plan to attend.

### **Fire Exits –**

There are emergency fire exits at Pinewood: These are located at the stairwells labeled A, B, C, D. Lighted signs assist in finding the closes exit in both Pinewood and the Community Building. Please familiarize yourself with their locations.

### **Gathering Places**

In the event evacuation of the building is necessary, there are two outdoor gathering places at Pinewood –one on each side of building. These are identified by orange triangles. At Ocean Pines, residents can go to the Community Building where a telephone is available for reporting an emergency.

### **Alarm System**

When the fire alarm (honking) sounds at Pinewood, the Fire Department is automatically summoned. However, if you see or smell fire or smoke, please call the Fire Department-911.

### **Elevators**

In case of fire the elevators will automatically return to the first floor and stay there until utilized by fire personnel for evacuation.

## **MISCELLANEOUS INFORMATION**

### **Absences**

Please notify a neighbor and the office if you will be away for more than a day.

### **Solicitors:**

In order to keep The Pines private, door-to-door solicitors are not allowed. Please refer these people to the business office. Residents can provide product options but cannot use door-to-door sales or other aggressive sales techniques. It is advised that persons discuss plans with the office in advance of starting any project.

### **Insurance**

The Pines insurance covers only what is owned by The Pines. If you wish to insure your personal belongings, and arrange liability protection, contact an insurance agent.

### **Calendars:**

Our monthly calendar and other newsletters provide a full schedule of programs, activities and services that could be of interest to you. It is our official means of communicating information that residents should have, including reminders and clarifications of the policies we follow to promote a comfortable way of living together in this Community for Retirement Living.

**YOUR ADDRESS IS:**

Your Name\_\_\_\_\_

Ocean Pines Apt #\_\_\_\_\_

P.O. Box 7383 Ocean Park, ME 04063-7383

10 Manor Street Apt #\_\_\_\_\_ (for parcel  
delivery)

Your Name\_\_\_\_\_

Pinewood Manor Apt #\_\_\_\_\_

P.O. Box 7354 Ocean Park, ME 04063-7354

20 Manor Street Apt #\_\_\_\_\_ (for parcel  
delivery)