



Welcome

1831 SE Lake Weir Avenue
Ocala, Florida 34471

(352) 629-6077

WELCOME TO CAMELOT CHATEAU

Camelot Chateau Assisted Living Facility's ultimate goal is to provide you and / or your loved one excellent health care in a safe, comfortable, and secure environment. Both management and staff are constantly looking for methods to improve the quality of our services. If you should have any recommendations, please notify a member of our management team. If it is important to you, it is important to us. This handbook will familiarize you with many of our services and hopefully will answer any questions you may have.

Executive DirectorBill Mess
Assistant Executive Director / Residents Service.....Kathy Lolly
Director of Nursing.....Renee Shoemaker L.P.N.
Assistant Coordinator of Care.....Susan Noble
Activities Coordinator.....Robbin Edwards
Dining & Food Services.....Diane Lynott
MaintenanceCarlos Tarrats
Human Resources.....Lillian Engesser
Housekeeping Service Coordinator.....Rosa DeJesus

THE RECEPTION DESK

**OPEN MONDAY - FRIDAY 9:00AM
- 5:00PM**



The Reception Desk is located adjacent to the Dining Room. The Receptionist will be happy to mail your letters, make small change, set beauty and barber appointments, sell guest meal tickets, and give general directions.

**FACILITY VISITING HOURS ARE FROM
8:00AM - 9:00PM**

RENTS AND MONTHLY FEES



Your monthly statement will include your rent for your apartment, in addition to any personal services or other charges (personal care services, guest meals, etc.) during the month. Rental payments are due on the first of each month. There will be a \$25.00 late fee for payments received after the 10th of the month. Payments may be mailed or delivered in person to the Receptionist (or the Business Office after 5:00PM). A 30-day written notice is required should you decide to leave Camelot Chateau.

ADMINISTRATIVE FEE

There is a \$750.00 non-refundable administrative fee for all new admissions. This includes a processing fee and repainting and cleaning of the apartment when you leave Camelot Chateau.

GRATUITIES

For your comfort and that of our staff, Camelot Chateau strictly prohibits its employees from accepting tips, gratuities, gifts or other compensation from residents or their families. **Please be advised that any employee who accepts any tip, gift, or gratuity is subject to immediate dismissal.** We ask your cooperation with this policy.

BANKING

Please do not ask an employee to do any kind of banking for you. It is against the policy of this company for any employee to assist you with your personal finances. The bus will take monthly trips to the bank to accommodate you.



ACTIVITIES



Another of the pleasures at Camelot Chateau is an organized monthly activity program. Each month, you will receive a calendar, which will detail the dates and times of monthly shopping, bingo, local trips, luncheons, and intergenerational activities. We would appreciate suggestions to our activities program, as we firmly believe that your participation in building the program is just as important as your participation in the activities themselves. Of course your ideas, suggestions, and volunteer assistance are always valued.

TRANSPORTATION



Camelot Chateau provides transportation for special events as well as regularly scheduled trips to area shopping centers, libraries, grocery stores, and banks at no additional charge through our Activities Program. Medical appointments should be scheduled between 9:00AM and 2:00PM Monday through Thursday only for Marion Transit. When you have a medical appointment, notify the the front office receptionist with a three (3) business days in advance notice, who will assist in scheduling transportation.

BEAUTY AND BARBER SHOP



Those residents wishing to have an appointment may contact the Receptionist who will make arrangements with the beautician directly. The rates for the beauty shop are as follows:

Ladies' haircut	\$18.00
Men's haircut	\$12.00
Perms.....	\$62.00
Hair Color	\$57.00
Highlights	\$40.00 & up
Shampoo & Set	\$18.00
Blow Dry	\$18.00

(All rinses or conditions are included in the above prices.)

PRIVATE DUTY WITHIN CAMELOT CHATEAU

If a resident or family member has hired private help within the facility, the resident or family should contact the Resident Care Supervisor for information on Camelot Chateau's policy concerning private duty assistance.

MEALS AND DINING SERVICE

One of the very best features of life at Camelot Chateau is the food service available each day in our Dining Room. We provide regular, no concentrated sweets, low cholesterol / low fat, and no added salt diets depending on the physician's request.

While it is not always possible to meet the individual preference of every resident at Camelot Chateau, we pride ourselves on our food service. We welcome your suggestions and comments at any time.

We encourage you to have your friends, family and guest join you for your meals. Guest meal tickets may be coordinated with the dining room supervisor and will be charged to your monthly account. If you wish, you may pre-pay for your guest meals at the receptionist. Guest meal ticket fees are shown below:

Lunch - \$5.00

Dinner - \$5.00

Holiday Meals - \$10.00

MEAL TIMES

We offer open dining hours allowing residents to dine in our restaurant style dining room anytime between the hours of 7:30 A.M. until 6:00 P.M. when ordering from our ala carte menu. Daily meal specials are available.



TRAY SERVICE

1. If you are unable to enjoy your meals in Camelot Chateau's dining room due to illness, please contact the Resident Care Department and arrange for meal service to be delivered to your apartment.

There will be a charge of \$2.00 for room service for meals served to the residents room for any reason other than illness.

EMERGENCY CALL SYSTEM

Our personal service pendant allows for residents to call for service from any area within our facility. An employee will soon come to your room to assist you. If medical assistance is necessary, the attendant will call 9-1-1. If there is any other type of problem, the employee will immediately notify the appropriate person for assistance.

EMERGENCY FACILITY PROCEDURES

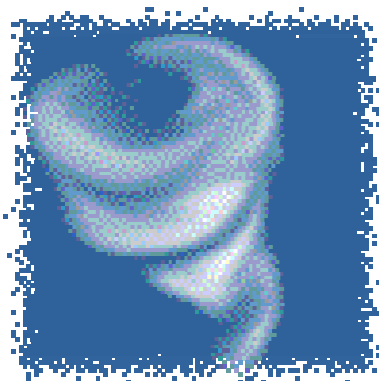
We hope that we never have to put any of our emergency procedures into action; however, it is important that you understand these procedures should an emergency arise.

A. FIRE EMERGENCIES

For your protection, Camelot Chateau has a substantial fire detection and fire protection system. Our system is connected to an electronic system that automatically notifies the local fire authorities in the event of a smoke or fire problem. This system alerts the staff, who is familiar with fire evacuation and prevention techniques. There are emergency fire pulls in every corridor, so please familiarize yourself with these locations. In the event a fire alarm sounds, you should assume that there is a fire and stay in your room until staff directs you to another location. **STAY CALM – DO NOT PANIC!**

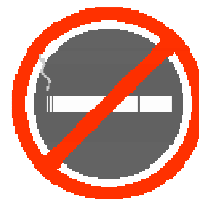
Fire drills will be held on a selective basis as required by law. Please cooperate with the staff during the drills as they are only carrying out procedures designed to ensure your safety.





B. WEATHER EMERGENCIES

In the case of inclement weather warnings, we will take every measure to ensure your welfare and safety. We have evacuation and disaster procedures designed to ensure your safety. Please give your cooperation to the staff who will keep you advised as to storm / weather status and the precautions to be taken.



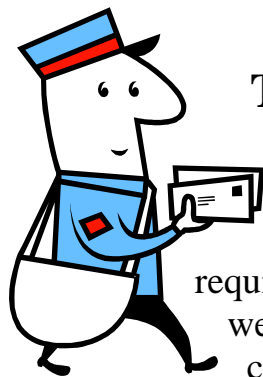
SMOKING AND FIRE SAFETY

Camelot Chateau is a smoke-free facility.

We offer safe designated smoker friendly area for your enjoyment.

All apartments are equipped with smoke detectors and automatic water sprinklers. All staff is well trained in emergency procedures. Your safety is always our main concern.

There will be absolutely no smoking in residents' apartments! Any resident violating the smoke free areas will be asked to leave Camelot Chateau for the safety of all our residents.



COMMUNICATIONS •• MAIL •• TELEPHONE •• NEWSPAPER •• CABLE TV

The mail will be delivered to you by our staff. If you require assistance in opening, reading, writing, or sending mail, we will be happy to help. Basic cable TV is provided at no charge. Newspapers can be delivered to your room. Please make arrangements with the local newspaper of your choice – give them your room number and notify them when you move away.

TELEPHONE

Your apartment is equipped with telephone jacks in the bedroom. Arrangements for local and long distance telephone service must be made by you with the telephone company. Telephone service is the only utility **not** included in your monthly fee. Please remember to provide our business office with your telephone number as soon after installation as possible.



Personal phone lines may be ordered and installed through Century Link at 1-888-723-8010 or Verizon home service . The typical monthly fee is starting at \$20.00 month. Be sure to tell your customer service representative, that an on-site visit is required to turn on the phone.

Camelot Chateau will not release your telephone number to anyone for any reason, unless specifically instructed to do so.

TELEVISION

As an additional benefit, basic cable TV service is included in your rent. There is one cable outlet available in each apartment. Expanded cable service is available at an additional cost by calling Cox Communication Cable at 888-269-9693.

MAIL

Mail is available for pick up in front office during regular business hours. If you need you mail delivered to your room, please notify a staff member.



Your address at Camelot Chateau will be:

(Your Name)
CR Camelot Chateau
1831 SE Lake Weir Avenue
Ocala, FL 34471

PERSONAL EMERGENCY INFORMATION



When you move in to Camelot Chateau, you will be asked to furnish certain personal data. The information is recorded and maintained in a confidential

file. This is in order to facilitate the proper notification of your family and / or doctor in case of an emergency. It is absolutely necessary that Camelot Chateau have the name of your local medical doctor to be notified in the event of any emergency. If you have not yet chosen a personal physician, you should do so as soon as possible. The Resident Care Department can assist you with a list of local doctors for you to choose from.

RESIDENT COUNCIL MEETINGS

Camelot Chateau Resident Council meets once each month in the Activities room. Day and time will be announced in your activity calendar. We urge each of you to attend and participate in the discussion.

LEAVING THE BUILDING

If you leave the building, please sign out in the “Resident Sign In and Out” notebook located at the table in the dining room. Upon your return, please sign yourself back in.

If you are leaving the building for an extended period of time, please notify the Resident Care Department. They will check any special instructions in your file. If your medications are supervised, the Resident Care Aide will issue the proper medications to cover the period you will be away. If your plans change and you will be away longer than expected, please call and advise us. This will avoid our calling relatives or notifying authorities.

CLOTHING AND LAUNDRY SERVICE

The staff can launder all personal laundry as long as the articles can be commercially laundered. We are not responsible for shrinkage. If the family is doing the laundry, please plan to pick laundry up at least three (3) times a week. Notify the Resident Care Department and we will alert Housekeeping that you are doing the laundry. All clothing needs to be labeled. If you should buy new articles, please mark the new items. All lost clothing should be reported to the Receptionist or Administration.

BUILDING MAINTENANCE

In addition to routine housekeeping services, general maintenance of your apartment is provided free of charge. Our staff will assist in hanging pictures, hooking up television sets, etc. If you encounter a problem in your room that requires maintenance attention, please notify the front office. They will relay the message to the Maintenance Supervisor.

Only Auto shut off or single use coffee makers are permitted in resident apartments.

Please notify maintenance when new electrical equipment is brought in to the facility so that we can assure the equipment is in good condition and not in need of repair. This is to ensure the safety of all residents here at Camelot Chateau.

MEDICATIONS

Camelot Chateau will be glad to assist with your medications, if the doctor has ordered this. If we are to supervise your medications, they will be available according to your doctor's instructions.

Please check with the certified medical tech on duty.



Bedtime medications will be taken to your room. Medications will also be supervised on an "as needed" basis. Please check with the Aide on duty. If your doctor has indicated that we are to supervise your medications, we must have all medications in the Resident Care Department. This will include all over the counter drugs such as aspirin, laxatives, eye drops, and vitamins.

Any over the counter medications that are used **must have a pharmacy label applied.**

Regardless if the medication is over the counter or through the pharmacy; **all** medications must be accompanied by an original prescription from the doctor to keep on file.

CAMELOT CHATEAU'S SERVICE PLAN

POLICY: Camelot Chateau is dedicated to providing you and / or your loved one excellent health care in a safe, comfortable, and secure environment. Our goal is to maintain the resident at their highest level of independence.

PROCEDURE: Each resident is assessed by the Administrator / designee before admission to Camelot Chateau. If there is a reason for a PT or OT screening, the Resident Care Supervisor will notify a home health company. The residents may be re-assessed after a "health altering" event (i.e., falls, injury, etc.) to assure they are functioning at the highest level of independence possible.

Camelot Chateau also provides Levels of Care (LOC) for the residents. If you or your loved one requires more assistance with dressing, bathing, ambulating, transferring, etc., we can provide the assistance you require.

Shared room / shared bathroom rent for: \$1250.00 / month

Private room / shared bathroom rent for: \$1800.00 – \$1950.00 / month

Private room / private bathroom rent for: \$1950.00 – \$3200.00 / month

Level of Care Charges

Level 1 / \$250.00

Level 2 / \$500.00

Level 3 / \$750.00

Level 4 / \$1,000.00

Level 5 / \$1,250.00

DISCHARGE POLICY

Both the resident and /or responsible party and Camelot Chateau are required to give thirty (30) days written notice for terminating residency at Camelot Chateau. The facility's requirement to render forty-five (45) days notice will be waived when:

- A resident has not paid for services rendered in the admission agreement, provided the resident has received both written reminders to pay delinquent bill and an advance notice of eviction; or
- A resident who manifests such behavior as to be destructive to property, their self, or others and / or is chronically disruptive to other residents of the facility; or
- A resident's condition warrants a different level of care.