



1276 HANOVER STREET
MANCHESTER, NH 03104

Welcome
to the **Assisted Living** at
Villa Crest Nursing & Retirement Center

*We are delighted you have decided
to make this your new home.*

This informational guide book is designed to
answer some of the questions you may have
as you get settled into our center.

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Address and Telephone

Mailing Address

Villa Crest Nursing & Retirement Center
1276 Hanover Street
Manchester, New Hampshire 03104-5623

Main Telephone Number (603) 622-3262

More about telephone calls:

All telephone calls go through the Villa Crest Nursing & Retirement Center Receptionist. The switchboard is open from 7:30am -7pm Monday through Friday and 9:00am -7pm on Saturday and Sunday.

Incoming Calls:

When the switchboard is open, calls will be transferred directly to your apartment. Assisted Living residents will be provided with a direct dial phone number that will be provided by the center.

Outgoing Calls:

You must dial "9" in order to place a telephone call. There are no charges for incoming calls. Outgoing calls are 50 cents each plus the cost of long distance. All charges are added to the monthly billing statement. ***Residents are required to provide their own phone to be used in their apartment.***

Internal Calls:

You can reach anyone in the center by dialing their extension. To contact other assisted living residents just dial their apartment number. To contact a resident in the nursing center dial the room number for the resident by the window and the room number plus 50 for the resident by the door. (ie: room 105b would be ext 155)

Other Important Extensions:

Switchboard Operator.....	0
Assisted Living Nurse.....	536
Administrator.....	503
Admissions.....	534
Business Office.....	518
Choices Restaurant	515
Hair Salon	516
Housekeeping	528
Kitchen.....	505
Maintenance.....	525
Recreation Room.....	509
Rehab Office.....	535
Social Services.....	508

Maintenance, Housekeeping, **and Laundry Services**

Maintenance

The maintenance department can be reached 8am - 4:30pm Monday through Friday by dialing ext 525. A message may be left on voice mail.

For emergencies or after 4:30pm, please dial the switchboard operator, at ext “0” They can page the maintenance department.

Heat Control - The heating in your apartment is controlled by the thermostats.

Air Conditioning – The air conditioners in your apartment are cleaned and prepared for summer use by the maintenance department.

Housekeeping

The housekeeping department can be reached 7am- 4pm, Monday-Friday by dialing ext 525. A message may be left on voice mail, unless the matter is urgent. Then please hang up and dial the switchboard operator who can locate a housekeeping partner.

Trash Pick-Up

The housekeeping department will pick up trash three times a week. Place trash outside your apartment door on the evenings of Sunday, Tuesday and Thursday.

Residents are required to provide their own trash bags.

Laundry

The housekeeping department will provide laundry services on a scheduled day each week. Residents will be notified of their personal laundry day. Washing machines and dryers are also available for use free of charge.

Residents are required to provide their own laundry soap, fabric softener and laundry basket.

The evening before your laundry service day, A reminder will be placed on your apartment door. At this time, please place your laundry in a basket, outside your door with detergents and fabric softener.

Apartment Cleaning

The housekeeping department will provide cleaning services to each apartment according to the schedule attached:

Security

When you moved in you were given two keys; one to your mail box and one to your apartment. The assisted living nurse also has a key to your apartment, which is used in emergencies only. Extra keys may be obtained by contacting the maintenance department.

To exit or gain access to the Assisted Living entrance doors enter *234 on the keypad. The entrance/exit doors to the Assisted living are locked from 7pm-6:30am.

The front lobby door is locked between 7pm-8am. After hour access to the center, is available by ringing the bell at the North Unit door.

Parking

Residents with vehicles, that are actively driving will receive an assigned parking space. Parking for guests is available in unmarked spaces. The maintenance department will keep cars and parking spaces clear of snow during the winter.

Billing and Other Office Services

Billing

A monthly rent statement will be sent by the 10th. Rent is due by the 15th. Questions concerning rent or other charges should be directed to the Business Office at extension 518.

Trust Account

A trust account may be set up by contacting the Business Office Manager at extension 518. Trust statements are provided quarterly and interest is paid on accounts over \$50.

Mail Service

Mail is delivered daily, as soon as it is received and sorted. Outgoing mail should be placed in the mail box at the reception desk or in the designated slot on the Assisted living mailbox.

Newspaper Delivery

2 complimentary copies of the Manchester Union Leader are provided in the Assisted Living Lounge. Residents who wish to receive a personal subscription should contact the Union Leader circulation department. They may be reached by calling 668-4321.

Please notify our front receptionist, when you have ordered the newspaper.

Dining Services

Choices Restaurant

Choices Restaurant is open for three meals a day.

Breakfast

Breakfast is served between 7:00am -9:00am

Lunch

Lunch is served between 11:00am - 1:00pm

Dinner

Dinner is served between 4:00pm – 6:00pm

Guests Meals

Guests are welcome to join residents for meals. Please contact the front reception desk to make a reservation.

Room Reservation

Residents may reserve the Assisted living lounge, Conference room or Library for a meeting, holiday or social gathering. Space is limited and in order to accommodate everyone, a reservation must be made with the front reception desk.

Nursing Services

Nursing services are available 24 hours a day. *A nurse is available daily between 6 am – 11pm and may be contacted by calling ext 536.* A Licensed Nursing Assistant is available daily from 11pm-7 am and may be reached at ext 501/ ext 502 or by pulling the emergency light cord in the apartment.

Medication

A locked box is provided for residents who wish to keep medication in their apartment. Please notify the nurse when you have received any medications via mail, delivery service or if you need to store any in your apartment.

Sign Out

The nursing staff requests that residents who plan to be away from the center for an extended period of time sign out, in the log book at the assisted living office, and sign back in at the time of return.

Visitors

Visitors are always welcome; there are no restrictions on visiting hours.

Overnight Guests

Residents may host overnight guests. A cot is available for temporary sleeping arrangements, if needed. Contact the receptionist to arrange for cot delivery.

Pets

Pets are welcome to visit, but should remain on a leash at all times. Pet fouling is the responsibility of the pet owner.

Recreation

A monthly calendar of scheduled activities and events is placed in resident mail boxes at the beginning of each month and is available to view at villacrestcommunity.com. Residents and their guests are welcome to attend the activities of their choice.

Residents should RSVP for outings and other special programs by contacting the Recreation Department at ext 509.

Volunteer Opportunities

Please contact our volunteer coordinator at ext 509 for opportunities to volunteer at the center.

Resident Council

All residents are invited to participate in the Resident Council which meets the first Wednesday of the month at 10:00 am, in the Assisted Living Lounge. Members of the council make suggestions for activity programming and serve as a liaison for solving resident concerns and problems.

Cable Television

Expanded Basic Cable is available for \$1.00/per day through Comcast. The center will bill the resident directly every month.

Other Services

Hair Salon

Silver Threads hair salon is open four days a week. Residents may make appointments by calling ext 516. Fees for hair salon services will be added to the monthly rent statement.

Podiatry

Podiatry services are provided by Dr. Christopher Bush. Dr. Bush visits the center once a month. Appointments may be scheduled by calling the assisted living office at ext 536.

Optometry

Optometry services are provided by Dr. Heidi Frank. Dr. Frank visits the center monthly as needed. Appointments may be scheduled by calling the assisted living office at ext 536.

Local Hospitals

Catholic Medical Center: (603) 668-3545
100 McGregor St
Manchester, NH 03102

Elliot Hospital: (603) 669-5300
1 Elliot Way
Manchester, NH 03103

Customer Care

It is our goal to provide our residents with outstanding care and services. Residents are encouraged to share their concerns at any time by contacting the appropriate department or partner.

Although tipping is never allowed, residents may use **PEP cards** to thank a partner who has provided service beyond expectation.

Residents and their families will receive regular satisfaction surveys which can be returned to the National Healthcare Corporation home office in Murfreesboro, Tennessee.