

THE HAZELWOOD RETIREMENT COMMUNITY

2017 Issue Two

September 2017

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Hazelwood 503-255-4757

Select #3 for emergency

Call 911 in the event of a health emergency.

Managed by Cascade Management, Inc.

SUMMERTIME IS ALMOST GONE!

Looks like we have survived a very warm summer this year! And then we had the smoke and ash in the air! We thank you for your patience while we were having supply issues with the Air Conditioner Supply Company. We will be coming around to clean your air filter in the upcoming week. You will be given a notice that we are coming to clean the filter, but you don't have to be home if you don't want to.

Submitting a Work Order

In order for us to do any maintenance at The Hazelwood, we need a Work Order completed. You may pick up a Maintenance/Repair Request form at the front desk, the office, at the big Calendar table or in the laundry room. Complete the form, sign and date it, and turn it into the front desk, or the office. You can slip the completed order under the office door, on the 1st floor near the mailboxes, if there is no one around to receive it. If you need assistance completing the form just ask any staff member. As our occupancy is growing and our building is maturing, we are no longer able to accommodate requests for moving or repairing your personal belongings. Our maintenance staff must focus on maintaining the building inside and out.

Trash and Recycling

With our increased occupancy our trash and recycling needs have grown. We request that you place your garbage in a plastic bag that is tied tight before placing it in the garbage cans in the trash rooms. This will help control any odor and spill issues that may occur. Please do not place any tissues, napkins, toilet tissue, hygiene pads, Styrofoam, potting soil and/or plants or any other non-recyclable material in the Blue Recycling Bins. In the glass recycling bin, **ONLY** place glass jars or glass bottles with no lids. Do not place any broken glass in the glass bin. If the glass is broken put it in your trash bag. If you are uncertain about something going in the recycling bins, it is just better to place it in your garbage bag that you are going to tie up tight before you place it in the trash room garbage cans. If you put cardboard boxes in the trash room, please break them down so that they lay flat. Please help keep your trash rooms in the best shape for everyone.



Help protect Mother Earth!



Dining room

Tauna and her serving staff and Humberto and his kitchen staff have been working so very hard to make your dining experience an **experience!** We hope you have noticed how lovely the dining room looks and feels. For every special occasion the kitchen and serving team is spending a lot of time and effort to make you feel special. Thank you for the kind expressions of appreciation we have received. It makes the staff feel very special too!

Many of you place your order for a pickup or delivery meal via the dining room phone which is 503-970-9594. Please place your order for lunch no later than 11:30 and for dinner by 4:30. At 11:30 and 4:30 the phone will be turned off in order to serve the diners in the dining room. If you miss the cut off time, you can come to the dining room and place an order at 12:30 and 5:30 for pickup. You may also place your weekly order by marking the menu and turning it into the kitchen.

We would like to remind you that our dining room has open seating. **Open seating** is defined in the Business Dictionary as: *gathering where tables/seats are not assigned or reserved, but are taken up on a first-come basis.* Please keep this in mind that all tables are open for residents dining pleasure. We are very nearly at 100% occupancy. That is 120 apartments. We currently have seating for approximately 115 people. We encourage all residents to come to the dining room to socialize with your neighbors and get to know someone new. Again we encourage all residents to come to the dining room. In the dining room you are served before delivery and pick up orders. You are able to custom order your meal. If something isn't correct, you can get it corrected right then. And best of all, you get to socialize with our staff and your neighbors!

“When we seek to discover the best in others, we somehow bring out the best in ourselves.

THE PHONE SYSTEM

If you have an emergency, please call 503-255-4757 and press #3 when prompted. Leave a clear message stating your apartment number, the description of the emergency and a phone number that we can reach you at. The recording of the call will go to a staff member and they will contact you to verify the problem and then come and address it or dispatch someone that is qualified to come address the issue. Please call if you have an emergency. Examples of emergencies are running/overflowing water, sparking electricity, or no heat when it is cold out. While a smoke detector that is beeping is annoying, it is not considered an emergency.

TRANSPORTATION

The Hazelwood provides transportation Monday through Thursday. Calvin is very meticulous with his scheduling and wants to provide the best, timely service that he can. When Calvin calls you to tell you what time your ride will be departing, we need you to come to the lobby about 10 minutes before that time. The schedule is built around how many stops the bus has to make. If one person is late it throws the rest of the schedule off for everyone else.

RULES REMINDER

Please remember that this is a non-smoking property. We have a designated smoking area at the east end of the parking structure. There is a bench and a big ashtray in that area. Please, if you use the area make sure that your smoking waste is placed in the ashtray and not thrown on the ground for someone else to pick up. Please be a good neighbor.

If you have a service or companion animal or a pet it is your responsibility to pick up and dispose of any animal waste. The animal may not be allowed to eliminate in the parking structure or on any sidewalk on or near Hazelwood property. Please be a good neighbor.

You should not remove dishes from the dining room, but if you do, please return them right away.

If you have anything you would like to see in the newsletter, please bring your ideas to the office!

Resident Forum

Oct. 18, 2017 10:00-11:00 am

Please join us for a brand new Quarterly Resident Forum to give voice to your suggestions, concerns and compliments.

The Owners and Cascade Management have heard your requests to resume having a community meeting. We would like to introduce a new format to insure that everyone is heard.

In order for the Forum to be fruitful we would ask that you submit your question, concern or appreciation in writing to the office by Oct. 13th. We will compile your submissions and incorporate them into our Forum Meeting Agenda. We will allot a specific amount of minutes to discuss each agenda item.

These are the ground rules for your Forum:

- 1) Be on time.
- 2) Come to the meeting with a positive attitude.
- 3) Listen to the monitor.
- 4) Wait to be called upon before speaking.
- 5) Be respectful of other people's ideas when they talk.
- 6) When an agenda item has been discussed fully, do not bring the same subject back up.
- 7) Have a good time and enjoy each other's company.