

CLSM PRIVATE DUTY PERSONNEL GUIDE

Per the CLSM Rules & Regulations - *All residents that retain any private duty personnel, whether paid or unpaid, including, but not limited to, caregivers, companions or nurses, are required to complete an information and registration form for each of the private duty personnel they have retained. This form must be updated at least annually or whenever a resident has a change in private duty personnel. Forms may be obtained from the administration office. A Chateau Lake San Marcos Private Duty Personnel name badge will be issued by the administration office and will be required to be worn by the private duty person at all times while in the common areas of the Chateau Lake San Marcos Community.*

- Private Duty Personnel must wear their Chateau name badge at all times while in the common areas, such as the Lounges, Laundry Rooms, and Community Center including the Dining Room.
- Private Duty Personnel must be accompanied by the resident to use the following common area amenities such as the Calais Room / Library, Pool and Spa, Putting Green or Fitness Center.

COMMUNITY CENTER / DINING ROOM

- Coffee Machine & Other Complimentary Beverages - Only private duty personnel wearing their Chateau issued name badge will be permitted to get coffee, iced tea and water from the beverage station in the Bistro on behalf of a resident.
- TO-GO Meals - If you will be having your caregiver pick up a take out order from the Dining Room for you, you will need to sign a Resident Meal Ticket Waiver in advance authorizing them to sign meal tickets on your behalf. *Note: They must be wearing their Chateau issued name badge.*
- While Your Dining... - Once your situated at the table, your caregiver can wait for you in the Lobby. After your meal, let one of the Servers or Dining Room Manager know you are finished and they will let your caregiver know. Please note: If the caregiver joins you at the table the Rules and Regulations state that a meal credit will be charged to your account even if they are not eating. If they are going to accompany you in the Dining Room they will need to adhere to the Dining Room Dress Code.

⇒ Breakfast, Lunch and Sunday Brunch - Casual resort style clothing is appropriate. No swim wear or clothing that is soiled, tattered or torn.

⇒ Dinner - NO t-shirts, shorts, fitness clothing, or swim wear. Nice denim is acceptable. Gentleman are required to wear collard shirts. Women are to wear dressy tops w/ denim/slacks/skirt or a dress.



- Room Service & To-Go Meal Ordering - Your private duty staff can place an order for you with the dining room; however, they can not come down and solely order a meal for themselves.

SEE REVERSE SIDE

LAUNDRY ROOMS

Please make sure that your private duty personnel know the following:

- To wear their name badge while in Laundry Rooms
- Please observe all rules as posted in each Laundry Room
- Please remove items promptly from washers and dryers
- Wash resident laundry only
- To label all laundry supplies with your name and unit number if they will be storing it in the CLSM Laundry room cabinets.



FITNESS AND LEISURE

Many of our Fitness and Leisure opportunities have a staff escort, but their role and availability to each resident is limited. We welcome and encourage caregivers to accompany and assist residents whenever possible.

- Exercise Classes: Residents with mobility and strength issues benefit greatly from having caregiver assistance during exercise classes.



- Outings: Sign up slips are available in the Events Book or from the Front Desk for all offsite events. We will guarantee a seat on the bus and waive any guest transportation charges for accompanying caregivers.

FRONT DESK SERVICES

- Stamps & Quarters: Wearing their Chateau issued name badge, your private duty staff can purchase stamps and quarters from the Concierge at the front desk. Please note, if it is your intention to have these items billed to your account you will need to call the Concierge in advance.

PETS

- All pets must be kept on a leash when not inside the condo
- NO pets will be permitted in the Community Center; unless completely enclosed in a pet carrier
- Dogs are not permitted to be walked on landscaping, grassy areas or on the putting green
- Dogs are not allowed to relieve themselves on the concrete, buildings, landscaping/grassy areas and gardens - please make sure they are taken to designated relief stations and/or the CLSM dog park.
- If your pet does have an accident in a common area please report it to the front desk immediately. .

