



Mount Vernon  
*Towers*

**RESIDENTS  
&  
NEWCOMERS  
INFORMATION BOOK**

**BARBARA BORDERS, CHAIRMAN  
THE NEWCOMERS COMMITTEE**

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# Newcomers Committee

Gloria Cook  
Linda Rakowski  
Nikki Hughes  
Carol Hanner  
Sylvia Warden

Barbara Borders, Chairman  
404-358-5386

MOUNT VERNON TOWERS  
300 JOHNSON FERRY ROAD NE  
SANDY SPRINGS GA, 30328  
404-255-3534

[www.mountvernontowers.com](http://www.mountvernontowers.com)

# THE NEWCOMERS TABLE

*“Where friends & neighbors come to  
gather & dine.”*

We welcome you to attend every event  
and we look forward to seeing you.

## **Monday Luncheon**

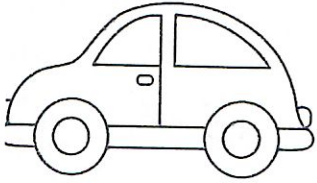
11:45 am - 1:30 pm

## **Wednesday Dinner**

4:45 pm - 6:15 pm

Advise the Host/Hostess you are a  
Newcomer so they will direct you to the  
Newcomers Table





# TOP Transportation Program And/Or Lyft Transportation Program

## **Top Transportation Program of North Fulton County**

- It enables a person to travel to medical facilities or shopping when one doesn't drive for free.
- A person must be 61 or older to use this service
- A person is entitled to 2 trips a month
- A person places a call to the office of TOP to schedule a trip and TOP will assign you an approved driver to assist you.
- To sign onto this program call Andrea or Jennifer at 770-993-1906
- For immediate questions call Barbara Borders at MVT 404-358-5386

## **Lyft Transportation Program**

- We have a contract with Lyft to provide a ride service for MVT residents
- The fee is cheaper than a regular taxi service
- Contact the front desk to schedule a time and destination and the front desk will give you the cost of the ride and schedule it for you
- When you are ready to return to MVT contact the front desk and they will call Lyft service to bring you home
- The cost will be on your monthly invoice
- If you want to tip them, it is your decision



# The Couples Club

Contact Doris Davies  
[Dgd0719@prodigy.net](mailto:Dgd0719@prodigy.net)  
404-256-2435

The Couples Club is made up of “committed” couples where both persons reside at the Towers. If one of the pairs passes on, the remaining member had the option of staying or leaving the club. The surviving member may invite a guest if they so choose.

The parties for 2019 are scheduled as follows:

Saturday, May 4<sup>th</sup>- Kentucky Derby Party

Social Hour begins at 5pm with a buffet supper at 5:30 and post time around 6:20

Wednesday, July 17<sup>th</sup>- New Couples Welcome Party

Open bar and heavy appetizers from 4-6pm

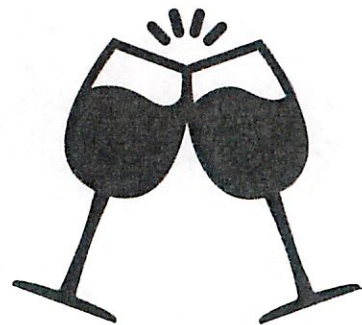
Monday, September 23<sup>rd</sup>- Oktoberfest

Social Hour starts at 4:30pm with a buffet supper at 5

Monday, January 6<sup>th</sup> 2020- Twelfth Night Dinner

A sit-down dinner with a Social Hour at 4:30 and dinner served at 5

All parties are on the Sun Porch and are by invitation only.







## Dining Services

Our Dining Services Division is headed up by our Assistant Executive Director of Facility Operations who works with the Table 300 Executive Chef and Restaurant Manager to provide the food and services to the residents of Mount Vernon Towers.

### TABLE 300

*“Where friends & neighbors come to gather & dine”.*

Table 300 is our “upscale casual”, full-service dining room where you can enjoy breakfast, lunch & dinner using freshly prepared meals created by our chef and his culinary team. It also holds our Sweet Spot, where you can grab a cup of coffee or a delicious dessert.

We want the dining and social experience to be an enjoyable one for all so please work with our staff to follow the dining expectations so that everyone’s experience a positive one.

Table 300 - 404-255-7246

Table 300 Extension - # 3128

Dining Management Extension - #3122

Dining Management- 404-255-6251

#### Dining Hours of Operation:

Breakfast:	Sunday-Saturday,	8:00am-11:30am.	<u>Last seating 11:00am</u>
Lunch:	Monday-Saturday,	11:00am-3:00pm.	<u>Last seating 2:15pm</u>
Dinner:	Monday-Saturday,	4:00pm-7:00pm.	<u>Last seating 6:15pm</u>
<b>CLOSED:</b>	<b>Monday-Saturday,</b>	<b>3:00pm-4:00pm</b>	
Brunch:	Sunday Only,	11:30am-2:00pm.	<u>Last seating 1:15pm</u>
Holidays:	Varying Days,	11:30am-3:00pm	<u>Last seating 2:15pm</u>

#### **\*Holidays Include\***

New Year’s Day    Memorial Day    July 4<sup>th</sup>    Labor Day  
 Thanksgiving Day    Christmas Eve    Christmas Day

# Dining Services

## Dine-In Reservation Process:

The information below applies to normal dining services, not Sunday Brunch or specialty dinner buffet service.

- Reservations are not required but a reservation can be made for any meal period.
- Reservations are given priority over walk-ins.
- A reservation does not mean that there won't be a wait. It simply puts the party ahead of the line to be seated in the next rotation.
- If a reservation has been made then check-in immediately with the greeter to let them know that the party is there and ready to be seated.
- Reservations that are more than 15 minutes late may lose their reservation and their table given to another party.
- The majority of the party must be ready when the table is ready. We will wait to seat any party that is not more than 50% available.
- Reservations will require the name of the person booking the party and their condo number. We will also require the names & condo numbers of all residents attending and guest names and who they are guests of. This is required to ensure accuracy of charges.
- Please cancel your reservation in a timely manner so that we can give your table to another party if you cannot make it. We will release your reservation after 15 minutes if no one has checked-in with the greeter.

## Dine-In Seating Process:

The information below applies to normal dining services, not Sunday Brunch or specialty dinner buffet service.

- Seating without a reservation is based on a first come, first serve policy.
- Table 300 servers have a section consisting of 5-6 tables each, with about 25-30 potential seats.
- Seating is done on a rotational process. We give each server two tables in a row and then wait for 10 minutes to allow the server time to get the tables orders before we seat another round of two tables.
- An open table on the floor does not mean that a table will be seated. A wait may be necessary to allow the server time to take and place the orders.
- A wait will happen when seating availability is not ready. A pager will be given to the guest who will then be paged when the table is ready.
- Our goal is not to have anyone wait. However, there are many reasons a wait will happen. Wait times can take anywhere from 1-20 minutes depending on a number of factors.
- We ask for patience and to wait outside of the dining room until paged.



# Dining Services

## Dine-In Table Service:

Table 300 is a full-service restaurant. Our service staff will take your order, place the order and deliver the order to the table. The exception to this will be Sunday Brunch and when we have special dinner buffet parties. The information below applies to normal dining service.

- Servers take the entire tables order at once. This is one of the reasons why we seat a majority of the party. We want to avoid the continual add-ons of individuals to a table that will run the server more than is necessary. The server will ask for the resident to show their door card or key FOB, which must have the resident's condo number on it. If asked to see this, please make sure that it is available to show the server. You may be denied service if you do not have it.
- Servers utilize a table number, seat number and condo number to determine location of an order and where to charge it. This is entered into a point of sale (POS-iPad).
- Service is done in courses – beverages, soup, salad, entrée, dessert. The server will take the entire order and send each course to the kitchen as needed. Each course will then be delivered to the table collectively once they are ready.
- A food runner runs the orders from the kitchen to the table and will utilize the table # and seat # to determine who the order is to be delivered to.
- Menu items are charged to the resident based on the pricing listed in the menu. Guests will be charged an additional \$2.00 because residents are priced at below cost rates.
- Alcoholic beverages, beer & wine are charged at cost and include labor, mixers, garnish etc. These items are not sold at retail. Alcoholic beverages are not to be carried out of the dining room.
- Food items are charged at the cost of the menu item and include spices, sauces, seasonings and labor. These items are not sold at retail.
- Our desire is your satisfaction. If, for some reason, you are not satisfied or the menu item did not come out as you requested please ask to see the dining room manager immediately and explain the situation to them. This helps us to resolve the issue quickly and determine where and how to fix it in the future.

# Dining Services

## Brunch Service:

Brunch is a self-service buffet with a variety of breakfast & lunch options, including made-to-order omelets.

- Reservations are not required but can be made. Sunday Brunch can be very busy and with larger groups so reservations are preferred. Wait times are likely to be longer without a reservation.
- Reservations require a list of the people in attendance, including other residents and their guests. We will require each resident's condo number and the name of the guests that they are with so that we can bill each resident accordingly.
- Reservations help determine how much food we prepare for brunch. If a reservation fails to show or cancel the resident(s) will be billed nonetheless.
- Residents must swipe their key card or FOB before they are seated to register and to be charged. Guests will be signed-in on a sign-in sheet.
- Two tickets will be provided to each resident or guest. One will be for omelets and the other will be for using the main buffet and dessert bar. Tickets must be taken to the line and given to the appropriate attendant. The attendant will then give a plate to the resident or guest or an omelet made.
- When ordering omelets, please be patient and give them time to make them. Omelets take about 5 minutes and there are many omelets needing to be made. Go back to your table and we will deliver it when it is ready.
- Tickets allow one-time through the buffet and the omelet station. More tickets can be purchased if further trips are desired at the full-cost of the meal. Residents are \$9.00, Guests are \$11.00
- Attendants will provide the menu selections in a portioned manner. Desserts are limited to 3 Petit Fours per person
- Table 300 does not provide to go boxes during Sunday brunch.



# Dining Services

## Sweet Spot Coffee & Dessert Bar:

The Sweet Spot is located within Table 300 and offers a variety desserts and coffee options. From regular & decaffeinated to espresso & latte with flavored syrups, you can enjoy a cup of Joe and/or a delicious dessert at almost any point during the day.

- Place your order at the Sweet Spot Coffee & Dessert Bar if not dining-in.
- Coffee is complimentary. All other items will require a condo number to charge. Please show your key card or FOB upon request.

## Sweet Spot Hours of Operation:

- The Sweet Spot opens when Table 300 opens and closes when it closes. Coffee and dessert are readily available all day but it is closed at 3:00pm and will reopen again at 4:00pm, Monday-Saturday. On Sunday the Sweet Spot only offers the brunch petit fours and coffee to-go. We ask that you respect the closing time of 3:00pm.

## In-Room Dining:

Table 300 offers our residents the convenience of in-room dining. This service allows our residents to place orders from the existing menus and specials and have it delivered to their condo. Call extension #3128, 404-255-7246, or go through the MVT website to place your order.

- In-room dining is available to our residents for an additional \$3 delivery fee.
- Orders will be placed in delivery boxes and delivered within a specific time frame based on meal period.
- In-Room Dining is available when Table 300 is open for service only.
- Phone in your orders to Table 300 for the following meal periods.

## In-Room Dining Hours of Operation:

Breakfast:	Sunday-Saturday,	Orders in by 8:30am	<u>Delivery by 9:30am</u>
Lunch:	Monday-Saturday	Orders in by 11:30am	<u>Delivery b/w 12:00-12:30pm</u>
Dinner:	Monday-Saturday,	Orders in by 4:30pm	<u>Delivery b/w 5:00pm-6:00pm</u>
<u>CLOSED:</u>	<u>Monday-Saturday,</u>	<u>3:00pm-4:00pm</u>	
Brunch:	Sunday Only,	Orders in by 11:30	<u>Delivery b/w 12:00-12:30pm</u>



# Dining Services

## Pick-Up:

Table 300 offers our residents the convenience of pick-up. This service allows our residents to place orders from the existing menus and specials and pick the order up at Table 300.

- Call extension #3128, 404-255-7246, or go through the MVT website to place your order or come into Table 300 and place your order in person.
- Specific times of pick-up can be given when placing an order and the order will be ready at that time. Orders placed for dinner must be made by 4:30pm and will be ready for pick-up at 5:00pm regardless of the time given to pick-up due to the level of dinner business. Our focus must be on the dining room during the dinner meal period. It is best if the order is picked up by 5:00pm.
- Orders will be placed in delivery boxes and delivered within the specific time frame listed based on meal period.
- Pick-up is available when Table 300 is open for service only.

## Pick-Up Hours of Operation:

Breakfast:	Sunday-Saturday,	Orders in by 8:30am	<u>Pick-up at any time</u>
Lunch:	Monday-Saturday,	Orders in by 11:30am	<u>Pick-up at any time before 3:00pm</u>
Dinner:	Monday-Saturday,	Orders in by 4:30pm	<u>Pick-up by 5:00pm</u>
<b>CLOSED:</b>	<b>Monday-Saturday,</b>	<b>3:00pm-4:00pm</b>	
Brunch:	Sunday Only,	Orders in by 11:30	<u>Pick-up any time before 2:00pm</u>

## Catering Events:

Mount Vernon Towers offers a full-service catering option for our residents utilizing our event space throughout the facility. Fees and charges will be based on what is provided and the services given. A contract will be put together by the Assistant Director of Facility Operations and submitted for client approval prior to the event. Charges will be charged to the owners condo or can be paid by check (sorry, no cash transactions).

To book an event:

- See the Activities Department to book the event space that you prefer or that fits your group size. An Activities Manager will look up the date & time to determine if it is available and block the space. They will then submit the information to Steve Hamilton who will reach out to the client to discuss details.
- An event contract will be put together and approved by the client. Once signed, the go-ahead to publish the event and begin organizing & planning for it will begin. This will not be done without approval by the client.
- The event contract will define the menu selections, room set, pricing, fees and other details of the event. It is important to read the event contract details in full to understand the fees and charges.
- Catering events are charged independently from resident meal plans.

# Dining Services

## MVT Special Dinner Events:

These are themed dinner buffet parties that are a set price, which includes a specialty cocktail and access to the main buffet. The parties are pre-determined the following year and menus are put together by Table 300 to fit the theme.

- Parties are reservation only.
- Parties are for residents only due to limited seating.
- A reservation is required for these events. Residents will be expected to provide the names of all those included in the reservation and their condo numbers. This helps us to determine the amount of food to make and service staff to schedule.
- In the event of a cancellation, we require that the cancellation is made one (1) day prior to the reservation date or the event will be charged, in full, to all residents included in the reservation. If the reservation does not show, the full amount of the dinner will be charged to all residents listed on the reservation.
- Residents are expected to swipe in for these events with their key card or FOB upon arrival.
- Residents will be charged a preset amount for the dinner, which varies based on the type of food & cocktails served.
- Cocktails are inclusive in the event meal and are charged as a part of the inclusive price regardless of whether a cocktail is consumed or not.
- Table 300 will not provide take-out boxes and we ask residents not to bring them to these events.
- Service staff is available to assist with getting those who cannot self-serve their meals or provide assistance with carrying plates back to a table.
- Buffet attendants are available to explain the menu and assist with the food onto plates.

## To-Go Boxes:

Table 300 provides take-out boxes for pick-up and delivery meals only. Residents are welcome to bring their own personal take-out box for leftover items during normal dine-in times.

Take-out boxes will not be provided and personal boxes are not allowed to be brought into the dining room for any buffet meals; (including Sunday Brunch) and specialty dinner buffet events.

## Large Party Bookings/Floor Events

Large parties are considered anything over 10 people and have specific requirements depending on the group's size.

## Reservations:

Reservations for large groups must be made at least one (1) week in advance. This is to ensure that we have the staff available to service the group and to plan the event. Reservations for large groups will require a list of attendee names with condo numbers and guest names to be turned in at least three (3) days prior to the events scheduled date. A failure to provide the list will result in Table 300 cancelling the reservation.

- Not showing for the event will result in charging each attendee and their guest \$10.00 to cover the loss of production and service used in preparing for the event.
- Cancellations are accepted if made at least 3 hours prior to the event start time.



# Dining Services

## Styles of Service:

Depending on the size of the party it will determine the manner in how the party is serviced. To ensure that the service staff can handle the size of the group and keep the kitchen from being overwhelmed the following styles of service will need to be decided upon before the event happens.

- SPLIT TABLES – Groups over 10 guests will be allowed to order off of the menus, but the group will be split into multiple tables with different servers. This is done in order to help the servers handle the size of the group and efficiently service the table. The group will be placed next to each other but in different sections.
- FAMILY STYLE – Groups that want to keep a large party of 10 or more together at one table can utilize this service method. This requires the person who has booked the event to determine menu options ahead of time. Food items are delivered on platters to the table and passed around the table. The group will have individual salads but the entrées will be shared and so will the dessert. Menu selections will need to be predetermined at least 3 days ahead. *(see Table 300 manager for service & menu details)*
- PREORDER – Groups that want to keep a large party of 10 or more together but still want to order off of menus will need to pre-order. This requires the person booking the event to get those attending it to determine what they want in advance. These orders will be turned in to Table 300 and we will have the orders ready. Preorders will need to be turned in at least 3 days ahead.
- EVENT SPACE – Larger groups of 25 and more are considered catering events and will be directed to book an event space with Activities. This size group will need to have a preplanned menu or buffet. See the Catering Events section (page 29) for details.

## Holiday Meals:

Table 300 is open for major holidays, but holiday hours are similar to Sunday brunch hours but with an extended time of 3:00pm. Last seating for holiday hours will be at 2:15pm. Because dinner is not served during holiday evenings, Table 300 provides a specialty buffet meal from 11:30am until 3:00pm. Menu selections will vary depending on the holiday in question and the price of the buffet will be determined on what menu options are provided.

Easter and Mother's Day, because they are always on Sunday, will be treated like a regular Sunday brunch but with upgraded lunch menu options.

Reservations will be required for some holiday meals due to the volume of business expected.

Reservations are based on 1 ½ hours of service. Reservations will be taken at the following times:

11:30am-1:00pm,  
12:00pm-1:30pm,  
1:30pm-3:00pm

## Dress Code:

Dress code is dress casual. Please do not wear shorts, tank tops, ball caps or hats.

# Dining Services

## Tipping Employees:

We have a no tipping policy at Mount Vernon Towers and ask our employees to decline tips. However, they are welcome to accept “thank you” notes & cards, which go a long way. Residents are welcome to contribute to the **RED BOX** during the holiday season. These tips are distributed to all of our non-management staff throughout MVT for their hard work. An employee may be terminated if they are found to have accepted tips from a resident.

## Newcomers:

New residents will be encouraged to dine at our “Newcomers” tables. Our Newcomers Committee will reach out to those new residents and provide information regarding the times and set you up to join them if you choose to be a part of it.

## Food Purchases:

Table 300 does not keep a large inventory of grocery items and supplies on hand, most of what we serve is purchased fresh daily or every few days and providing staple grocery items to our residents for purchase is not possible. However, the facility does offer “Extras” services that will send someone out to pick up grocery items at the grocery store. Call the main desk if interested in this service.

## Wheel Chairs, Power Chairs, and Walkers:

Dining services asks that you park your wheel chair, power chair or walker in the delegated spots around the dining room or outside in the hallway. If you need assistance getting to a table, we can assist you or we can park the wheel chair, power chair or walker for you once you have been seated. Only wheel chairs (manual or powered) that are pulled up to a table are permitted during meal times.





## Personal Care Center/PCC

Mount Vernon Towers has a 26 bed Personal Care Center above the service center. It is accessible via the elevator between the dining room lobby and the sun porch. It is staffed 24 hours a day, seven days a week, every day of the year.

This facility clearly identifies its priority - the mental, physical, and social enhancement of the resident who wants or needs the Personal Care Center.

Private or Semi-Private accommodations

Menu Choices

Laundry

Housekeeping

Assistance with medication

Assistance with bathing and dressing

Companionship

Security

Active and alert staff 24 hours a day

The Personal Care Center offers a full range of social activities in a warm and caring atmosphere. A friendly, caring, professional staff provides supervision and assistance in all activities of daily living. The Personal Care Center occupies the entire second floor of the Service Center at Mount Vernon Towers with easy access to the beauty shop, library, and swimming pool. An adjacent shopping center is within easy walking distance. To comply with state regulations, a Personal Care Center Admission packet with a physician's form must be completed. This is valid for only 30 days and must be completed upon admission.

Mount Vernon Towers' residents always have first preference for a room. Any time from 24 hours to one month is considered a short-term or respite stay. A stay of longer than one month requires permanent admission guidelines and paperwork.

Remember to update the information sheets you filled out when you moved into PCC. The Business Office and the Health Center keep the current addresses and phone numbers of individuals that need to be notified in case of an emergency. Update your info with the front office when you change doctors as well as any other pertinent information.

# Personal Care Center/PCC

There is a Wellness Center in the front office of the Personal Care Center. This area can be accessed via the elevator between the dining room lobby and the sun porch. A Wellness Nurse is available 24 hours a day and can be contacted at any time by calling the front desk, using your emergency call system in your condominium or calling the Front Desk to be transferred. Security/front desk can also reach them by Walkie-Talkie. The Director of Wellness / (Personal Care Center) is available from 9:00am to 5:00 pm Monday through Friday. Specific time appointments can be made by calling the Front Desk.

## Wellness Center Services:

Free First aid at any time for cuts, bruises, burns, etc. After initial emergency treatment there will be a charge for any follow up services provided.

- Free vital sign check. Between the hours of:
  - 10:00 am-11:00 am
  - 1:30pm-2:30pm
  - 6:00pm-7:00pm.
- Assistance with setting up Home Health and other outside services to meet health care needs.
- Assistance with Eye Drops, Medication Management. (There is a fee for Medication Management based on the complexity and individual need). The cost for service and any supplies will be billed to your monthly statement. See FEES section.
- Treatments as ordered by your doctor such as ice packs, etc. *if* we can provide them.
- Services such as removal of stitches or catheters cannot be done by the Wellness Center and must be done through your Doctors or Home Health Services.
- The Wellness response to a Health Emergency in your condominium is included in your monthly association fee.

## Other Wellness Services Provided in the Personal Care Center:

- |   |                      |
|---|----------------------|
| • Blood sugar check<br>(Resident must have his/her own equipment) | \$5.00               |
| • Calls to Condo-Emergency  | FREE                 |
| • Calls to Condo-Non Emergency, non-medical                       | \$25.00              |
| • Eye Drop Assistance   | FREE                 |
| • First Aid-Initial treatment                                     | FREE                 |
| • First Aid-Additional Treatment                                  | \$5.00               |
| • Medication Management   | VARIES BY INDIVIDUAL |
| • Oxygen Tank loan  | \$35/tank            |
| • Weight Check  | FREE                 |

# Personal Care Center/PCC

## State Regulation Policy for Admission of Residents

1. The person admitted must be ambulatory. He or she may use a walker, wheelchair, or other assistance device but they must be able to assist with their evacuation in the event of an emergency.
2. He or she may not be bedridden.
3. A physician's form and TB clearance must be presented at admission or within 24 hours. In an emergency, a written or an oral order will be accepted for the first 24 hours.
4. A contract must be signed upon admission for the admission to be valid.

**For a tour of the Personal Care Center please contact:**

Ann Peterson, Director of Wellness  
300 Johnson Ferry Road, NE  
Atlanta, Georgia 30328  
404-255-8001

## Personal Care Center/Wellness

The Personal Care Center is located above the service center and offers living quarters and other services to residents as well as outside parties when the person needs more care than is typically found in an active senior living community.

The living quarter fees\* are as follows:

- Private Room, bath and restroom \$3,650 per month
- Private Room and restroom \$3,550 per month
- Processing Fee \$250 (one time) (non-refundable)

\*Permanent residents of The Towers (residents in PCC longer than 30 days) will receive a \$300 per month credit for each month they are billed while in the personal care center up to three months. After three months the \$300 credit is not applied.

Short Term Respite Care: (less than 31 days)

- Residents \$100 per day
- Non-Residents \$125 per day



# FLOOR REPRESENTATIVES

- 1st Floor:
- 2nd Floor: Sibyl Plumly      B-212    678-891-4753
- 3rd Floor: Julie Maisel      A-306    404-216-4562
- 4th Floor: Edith Ihlanfeldt    A-404    404-219-1147
- 5th Floor: Linda Young      B-510    404-255-3514
- 6th Floor: Judy Edwards      A-609    404-218-9455
- 7th Floor: Lorraine Horner    B-709    404-257-0424
- 8th Floor: Ellyn Musser      A-815    678-891-5754
- 9th Floor: Meg Brinckman    A-909    404-401-3614
- 10th Floor: Carol Hanner      B-1006    770-315-8522



# Housekeeping Services

## Housekeeping Schedule

The facility runs a housekeeping schedule from 8:00am until 5:30pm Monday-Saturday. The department is overseen by the Housekeeping Supervisor, who reports to the Assistant Executive Director of Facility Operations. The Housekeeping Supervisor oversees three other employees (attendants) that maintain the overall cleanliness of the public space during the times aforementioned. Sunday is the only day where housekeeping is not on premise. Any issues or requests that need to be addressed concerning housekeeping can be directed to the main desk at extension #3106 or 404-255-3534.

## Schedule of Work

Housekeeping keeps a pretty tight schedule and they have a large amount of space to take care of. There are three housekeepers scheduled daily in a combination of attendants and the supervisor during the weekdays and two on Saturdays. During the week there are two attendants scheduled to work the A&B high rises and one other, usually the supervisor overseeing, the main lobby, laundry and other tasks.

- Saturdays tend to be filled with projects – window washing, carpet shampooing, floor polishing etc.
- Carpets are vacuumed Monday-Saturday with floors 1-5 being vacuumed Monday, Wednesday & Friday and floors 6-10 being vacuumed Tuesday, Thursday and Saturday. Included in this are the elevator lobbies.
- The basement is cleaned Monday-Saturday and refreshed again in the afternoon. This includes the fitness center, game room, Hammond Hall, The Depot, hallways, elevator lobby and restrooms.
- Stairwells are cleaned Monday-Friday. Two floors are swept & mopped as needed every day until all ten floors are complete.
- Elevators are polished and cleaned Monday-Saturday
- The outside perimeter, parking decks, employee parking, pool, court yard and dog walks are cleaned Monday-Saturday and revisited again in the afternoon.
- All laundry rooms are cleaned once each day Monday-Saturday. Maintenance takes care of recycling during the week and housekeeping handles it on Saturday in the afternoon.
- The lobby, office, mail room, public restrooms, event space, employee entrance, connector and kitchen restrooms are cleaned Monday-Saturday in the morning and continually checked throughout the day. This is usually done by the supervisor.
- Laundry is done Monday-Thursday (see “extra” services for more details).
- Condo cleaning is done based on appointment (see “extra” services for more details).
- All other work detail is done as needed or added to a daily list of tasks to complete

# Housekeeping Services

## Housekeeping Extra's

Our housekeeping staff can provide additional services to our residents to help make living at MVT easier and allow life to be enjoyed more.

To book any of these services call the main desk at extension #3106 or 404-255-3534 and tell them the services of interest. A request will be sent to the appropriate department, who will reply with available times and dates to complete the work that is convenient.

## Bed sheets: \$3/bed

Remove dirty sheets and replace with clean sheets supplied by the resident. This service does not include the washing of sheets (see laundry services for details).

## Refrigerator Cleaning: \$5

Clean the inside and outside of the refrigerator walls, doors & drawers using warm, soapy water. Price may vary based on the cleanliness of the refrigerator

## Oven Cleaning: \$5 self-cleaning, \$10 traditional oven

Self-cleaning ovens will be turned on and the housekeeper will return when the cleaning has been complete. They will wipe down the inside of the oven and clean the outside.

Traditional oven cleaning will involve spraying an oven-cleaner throughout the inside of the oven. The housekeeper will allow the cleaner to sit according to directions and return to damp wipe the inside clean. The outside will also be cleaned.

## Windows: \$2/set

Clean the inside window top & bottom using a glass cleaner, wipe down window ledges. Outside windows are not included in this price due to their accessibility. Wipe down window ledge.

## Sliding Glass Door: \$10

Clean the inside and outside of the sliding glass door, clean and lubricate the track.

## Dusting & Wet Damp Cleaning Walls- \$10 (entire condo)

Walls will be cleaned with a damp towel up to the ceilings. Scuff marks will be removed with eraser sponges to the best of our ability without ruining the wall or paint.

## Ceiling Fans: \$2/fan

Fans blades and motor casing will be cleaned with a duster.

## Trash Removal (without condo cleaning): \$2/bag

Trash bags will be removed from the condo and taken to the trash room.

## Grocery Shopping: \$25/ten bags of groceries

Submit a grocery list to the desk with the items to be picked up and the facility will send someone to the grocery store to pick up the items. These items will be charged to the resident's condo based on the amount of the receipt and the items will be hand delivered to the condo. We do not accept cash as payment. All payment will be billed to the condo.

## Putting Groceries Away: \$10

Groceries will be put away neatly into the refrigerator or cabinets per the resident's direction.



# Housekeeping Services

## Laundry: \$1.25/pound + \$4 convenience fee

Laundry service must be scheduled by 5:00pm the day prior to needing laundry cleaned. Leave the bag of laundry outside of the condo by 9:00am the next morning and it will be picked up, cleaned and returned that afternoon. Items will be washed, dried and folded. The laundry bag is weighed to determine the charges. Ironing is not included in this service.

## Ironing Service: \$2/article of clothing

Schedule items to be ironed by 5:00pm the day before and leave the items outside the condo by 9:00am the next morning and it will be picked up, ironed and returned that same afternoon. This service does not include laundering.

## Shoe Shine: \$5/pair

Schedule shoes to be picked up by 5:00pm the day before and leave them outside the condo by 9:00am the next morning and they will be picked up, cleaned, polished and returned that same afternoon.

## Condo Cleaning

MVT offers condo cleaning services at competitive pricing. A condo cleaning requires an appointment to set up the service.

- Call the main desk at extension # 3106 or 404-255-3534
- Housekeeping will respond the following day and provide available dates/times
- An inspection of the condo will need to be done first to determine the charges. While there are set prices for condo pricing the initial cleaning may require more work.
- You can book one-time condo cleanings or regularly scheduled condo cleaning with the Housekeeping Supervisor.

## Condo Cleaning Prices:

- Studio, 1 Bath - \$35.00
- 1 Bedroom, 1 Bath - \$50.00
- 2 Bedroom, 2 Bath - \$80.00

## Condo Cleaning Includes

### **KITCHEN AREA:**

Clean all counter tops, appliance surfaces, kitchen sink and basic wipe down of front of cabinets. Floors will be swept & mopped, trash will be emptied and bag replaced.

*The service does not include oven & refrigerator cleaning or waxing of the floor.*

### **BATHROOM AREA:**

Clean & sanitize the sink, faucet & mirrors, toilet bowl & basin, vacuum & mop floor and rugs, scrub the tub, tile, shower doors & curtains, wipe down cabinets.

*The service does not include, grout cleaning or removal of heavily caked on soap scum or water deposits.*

# Housekeeping Services

## **CARPETS & FLOORS:**

Vacuum carpets throughout the condo, sweep & vacuum all other flooring and apply appropriate cleaning solutions. *The service does not include, the moving of heavy furniture over 50 pounds (couches, beds etc). We will do our best to clean under and around them.*

## **DUSTING:**

Dust all surfaces, including fire place mantel, baseboards & ledges.  
*The service will not remove delicate or overcrowded surfaces with nick knacks etc.*

## **BEDS:**

Straighten up room and make bed, put clothing in laundry basket.  
*This service will not include the changing of sheets.*

## **BALCONY/PATIOS:**

Sweep the patio floor

## **TRASH:**

Trash will be pulled, taken to the trash room and a new bag replaced in the can.  
*This service will not include picking up diapers and other soiled or hazardous waste items.  
These items must already be in a bag that can be easily sealed and thrown away.*



# Events

<ul style="list-style-type: none"> <li>“ Tuesday Night Movie Jane McElfresh 404-943-9117</li> </ul>		7:30pm	Hammond Hall
<ul style="list-style-type: none"> <li>“ Catholic Service 1<sup>st</sup> Friday – Monthly 3<sup>rd</sup> Wednesday - Monthly Father John Kieran 770-312-6074</li> </ul>		11:00am	Sun Porch
<ul style="list-style-type: none"> <li>“ Episcopal Eucharist Wednesday – Monthly</li> </ul>		11:00am	Magnolia
<ul style="list-style-type: none"> <li>“ Tuesday Night Vespers Hank Sturgess</li> </ul>		6:30pm	Sun Porch
<ul style="list-style-type: none"> <li>“ Wednesday Bible Study Hank Sturgess</li> </ul>		3:00pm	Magnolia
<ul style="list-style-type: none"> <li>“ Presbyterian Fellowship Last Friday - Monthly Nikki Hughes 404-237-0889</li> </ul>		1:30pm	Sun Porch
<ul style="list-style-type: none"> <li>“ United Methodist Women’s Circle (Last Wednesday - Monthly)</li> </ul>		10:45am	Azalea
<ul style="list-style-type: none"> <li>“ Prayer Discussion Group</li> </ul>		3:00pm	Azalea
<ul style="list-style-type: none"> <li>“ Focus on Fitness      M-W-F</li> </ul>		11:00am	Hammond Hall
<ul style="list-style-type: none"> <li>“ Water Aerobics      M-W-F</li> </ul>		10:00am	Pool (Summer)
<ul style="list-style-type: none"> <li>“ Chair Yoga      M</li> </ul>		9:00am	Summer
<ul style="list-style-type: none"> <li>“ Chair Yoga      M</li> </ul>		10:00 am	Regular
<ul style="list-style-type: none"> <li>“ T’ai Chi      T-TH</li> </ul>		11:00am	Hammond Hall
<ul style="list-style-type: none"> <li>“ Trivia      T</li> </ul>		1:45pm	Magnolia Room
<ul style="list-style-type: none"> <li>“ Poker      M-W-F</li> </ul>		6:30pm	Game Room
<ul style="list-style-type: none"> <li>“ Saturday Matinee</li> </ul>		2:00pm	Sun Porch
<ul style="list-style-type: none"> <li>“ Ladybird’s Luncheon(Ladies)</li> </ul>	<ul style="list-style-type: none"> <li>Bull’s Brunch(Men)</li> </ul>	<ul style="list-style-type: none"> <li>Diner’s Night Out(Men &amp; Women)</li> </ul>	

Sign up with Activities for Ladybird’s Luncheon, Bull’s Brunch and Diner’s Night Out.  
Sign up sheets are available on the wall next to the activity’s door for “outings.”





## Helping Hands

It might surprise you that this logo represents the “Helping Hands” umbrella for resident-driven service groups at MVT. Through several years of planning and organizing, many residents have stepped forward to create a platform of robust support and caring ambiance for the Mount Vernon Towers Community.

Chaired by Patti Gambrell, and with the help of numerous resident leaders, everyone is invited to join with a loving heart, a pair of willing hands, and a measure of time in promoting the on-going projects and programs.



## Helping Hands Opportunities

You are invited to VOLUNTEER for one or more of the Projects/Programs by calling the contact at the telephone number listed below each opportunity.

1. Channel 18 Audible Information– Services for the Visually Impaired  
Pattie Gambrell - 404-236-2136
2. Heart Warmer Cards & Notes  
Mary Lou Newman - 404-252-5750
3. Kitty Kat Surveillance  
Susan Robertson - 404-255-3534
4. Library  
Meg Brinckman - 678-891-4701
5. Nifty Nineties /Grande Centenarians & USO Snack Pacs for  
Hartsfield Airport  
Patti Gambrell - 404-236-2136
6. Sandy Springs - MVT Civic Liaison  
Dr. Ellyn Musser - 678-891-4754
7. Sunshine & Smiles PCC  
Emerson Peet/Bingo - 404-255-5445  
Toby Ellison/Current Events - 678-891-4660
8. VIP's Saturday Readings  
Agnes Benson - 404-497-0848  
Carol Hanner - 770-315-8522
9. Visitations in PCC - To Be Filled
10. Voter Registration  
Rosa Marie Owens - 404-233-3130

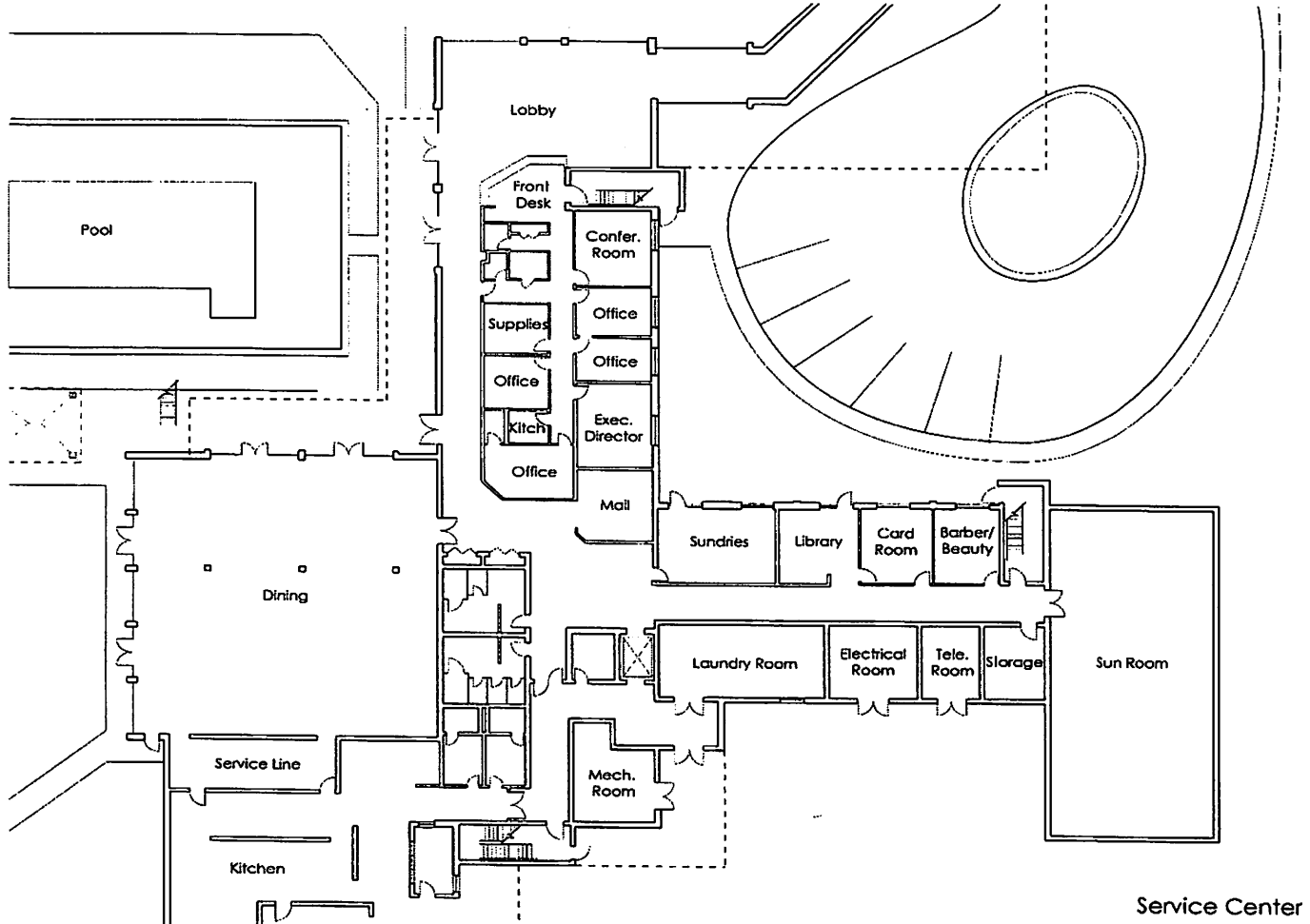
# Tips to Know

- Close Circuit on MVT Television
  - Channel 1-6 Daily Activities, Bus Schedule & Important Information
  - Channel 1-18 Audio Information
  
- MVT Website
  - [www.mountvernontowers.com](http://www.mountvernontowers.com)  
(See Condo Documents under the “About” tab)
    - Bylaws
    - Declaration of Condominiums
    - Amended Declaration
    - Certificate of Insurance
    - Residents Manual
  
- Guest Rooms
  - There is one (1) guest suite available for overnight guests. Make reservations at the front desk in advance.  
NO PETS ALLOWED.
  
- Medical Bus
  - Monday & Tuesday a bus departing from the front door will take you to a medical appointment within a radius of five (5) miles.  
Call the front desk to reserve a place on the bus a day before your appointment. Provide the doctor’s name, phone number, address, & time of appointment.
  
- Questions regarding parking
  - Speak to Susan Robertson, call front desk
  
- Maintenance issues
  - Call the front desk to place a work order, or you may use the MVT website to place work orders.

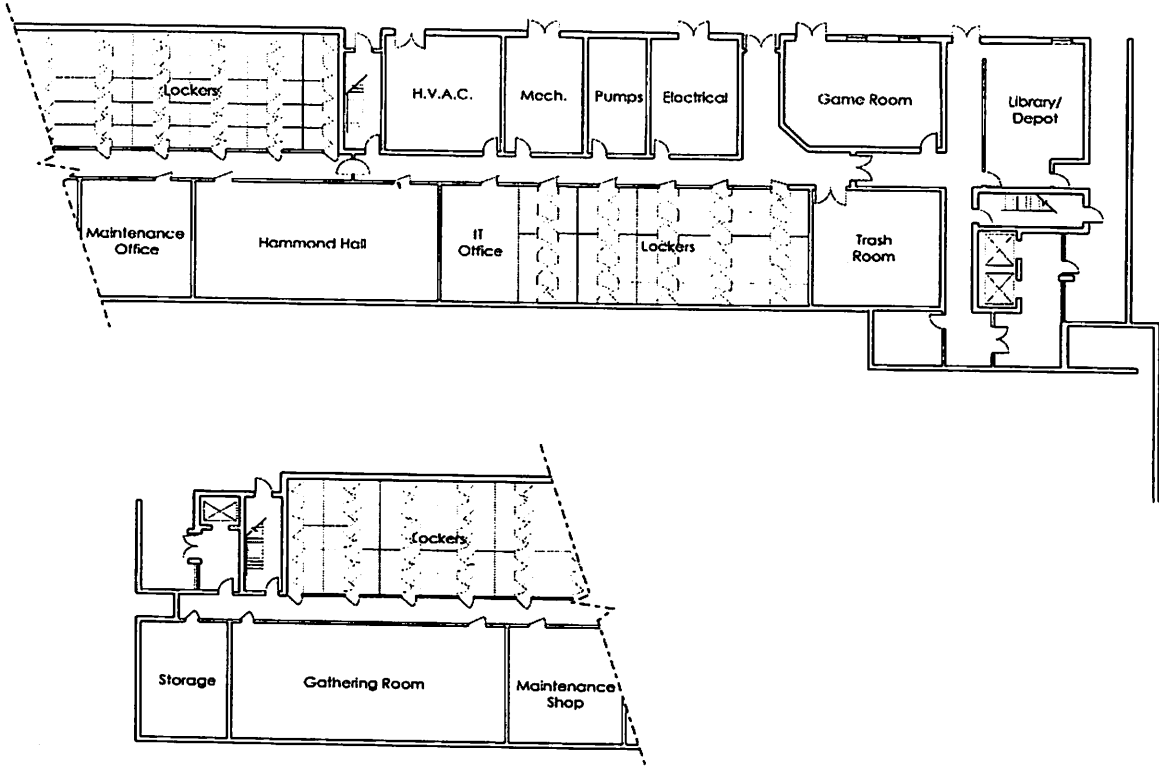
# Tips to Know

- Benson Senior Center - Senior Center for activities, classes, swimming, trips both local & long distance, auto tags & many more.  
6500 Vernon Wood Dr. NE  
Sandy Springs, GA  
404-613-4900
- TOPS - NORTH FULTON COUNTY SENIOR SERVICES  
To sign onto this program call Andrea or Jennifer at  
770-993-1906
- Lyft Transportation Program  
Contact the front desk to schedule a time and destination  
and the front desk will give you the cost of the ride and  
schedule it for you
- Beauty Shop 404-256-0673  
Located next to the Sun Porch.  
Hours of operation: Tuesday-Friday 10:30am 3:00pm
- Regency Caregiver Service  
Located next to The Sun Porch - Monday-Friday
- Tower Talk Weekly News Letter  
Information about MVT

# Service Area

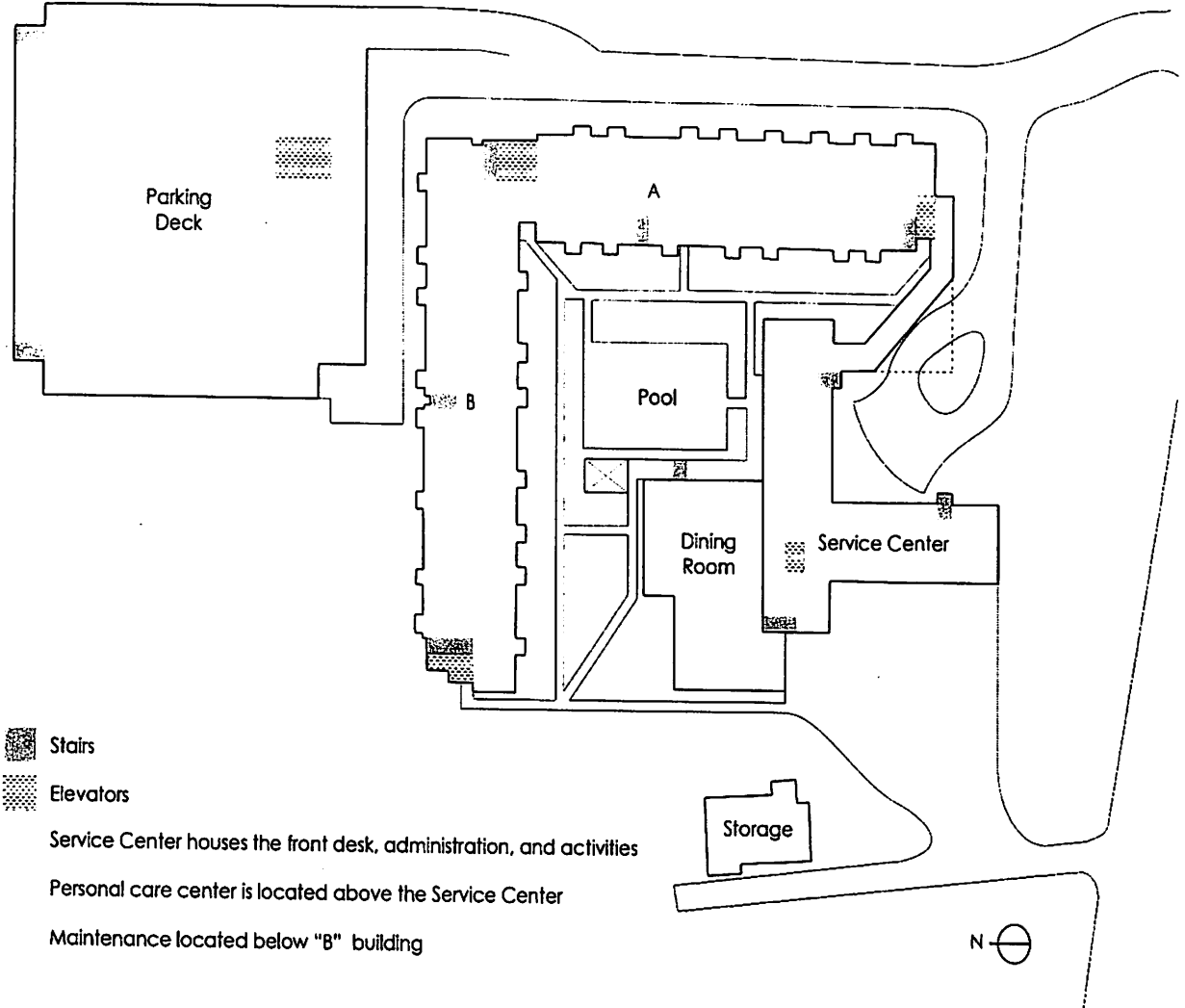


# Basement Area



Basement

# Facility Map



 Stairs

 Elevators

Service Center houses the front desk, administration, and activities

Personal care center is located above the Service Center

Maintenance located below "B" building



Notes

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## HOLIDAY BUFFETS

HOLIDAY	DATE	TIME	RESERVATION REQUIRED	GUES
New Year's Day	Tuesday, January 1 <sup>st</sup> .	11:30am- 3:00pm	No	No
St. Patrick's Day	Sunday, March 17 <sup>th</sup> .	11:30am- 3:00pm	No	Yes
Memorial Day	Monday, May 27 <sup>th</sup> .	11:30am- 3:00pm	No	Yes
Picnic (off-site)	Monday, June	11:30am- 2:30pm	Yes	No
4 <sup>th</sup> of July – Independence Day	Thursday, July 4 <sup>th</sup> .	11:30am- 3:00pm	No	Yes
Labor Day	Monday, September 2 <sup>nd</sup> .	11:30am- 3:00pm	No	Yes
Thanksgiving Party	Thursday, November 21 <sup>st</sup> .	4:00pm- 7:00pm	Yes	Yes
Thanksgiving Day	Thursday, November 28 <sup>th</sup> .	11:30am- 3:00pm	Yes	Yes
Christmas Day	Wednesday, December 25 <sup>th</sup> .	11:30am- 3:00pm	No	Yes

## RESIDENT PARTIES

HOLIDAY	DATE	TIME	RESERVATION REQUIRED	GUES
Valentine's Day (four course plated meal)	Thursday, February 14 <sup>th</sup> .	4:00pm- 7:00pm	Yes	Yes
Mardi Gras (buffet)	Wednesday, March 6 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Cinco de Mayo (buffet)	Wednesday, May 8 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Luau (buffet)	Wednesday, June 12 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Hoedown (buffet)	Wednesday, August 7 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Homecoming (buffet)	Wednesday, September 18 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Halloween (buffet)	Wednesday, October 30 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Christmas (buffet)	Wednesday, December 18 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No

**\*\*NEWCOMERS DIRECTORS LUNCHEON – INVITATION ONLY**  
 Thursday, May 16, 2019 – Sun Porch



Mount Vernon  
*Towers*

**RESIDENTS  
&  
NEWCOMERS  
INFORMATION BOOK**

**BARBARA BORDERS, CHAIRMAN  
THE NEWCOMERS COMMITTEE**

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# Newcomers Committee

Gloria Cook  
Linda Rakowski  
Nikki Hughes  
Carol Hanner  
Sylvia Warden

Barbara Borders, Chairman  
404-358-5386

MOUNT VERNON TOWERS  
300 JOHNSON FERRY ROAD NE  
SANDY SPRINGS GA, 30328  
404-255-3534

[www.mountvernontowers.com](http://www.mountvernontowers.com)

# **THE NEWCOMERS TABLE**

*“Where friends & neighbors come to  
gather & dine.”*

We welcome you to attend every event  
and we look forward to seeing you.

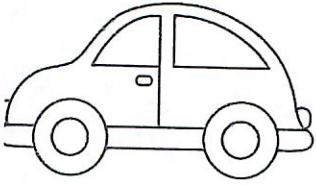
## **Monday Luncheon**

11:45 am - 1:30 pm

## **Wednesday Dinner**

4:45 pm - 6:15 pm

Advise the Host/Hostess you are a  
Newcomer so they will direct you to the  
Newcomers Table



# TOP Transportation Program And/Or Lyft Transportation Program

## **Top Transportation Program of North Fulton County**

- It enables a person to travel to medical facilities or shopping when one doesn't drive for free.
- A person must be 61 or older to use this service
- A person is entitled to 2 trips a month
- A person places a call to the office of TOP to schedule a trip and TOP will assign you an approved driver to assist you.
- To sign onto this program call Andrea or Jennifer at 770-993-1906
- For immediate questions call Barbara Borders at MVT 404-358-5386

## **Lyft Transportation Program**

- We have a contract with Lyft to provide a ride service for MVT residents
- The fee is cheaper than a regular taxi service
- Contact the front desk to schedule a time and destination and the front desk will give you the cost of the ride and schedule it for you
- When you are ready to return to MVT contact the front desk and they will call Lyft service to bring you home
- The cost will be on your monthly invoice
- If you want to tip them, it is your decision





# The Couples Club

Contact Doris Davies  
[Dgd0719@prodigy.net](mailto:Dgd0719@prodigy.net)  
404-256-2435

The Couples Club is made up of “committed” couples where both persons reside at the Towers. If one of the pairs passes on, the remaining member had the option of staying or leaving the club. The surviving member may invite a guest if they so choose.

The parties for 2019 are scheduled as follows:

Saturday, May 4<sup>th</sup>- Kentucky Derby Party

Social Hour begins at 5pm with a buffet supper at 5:30 and post time around 6:20

Wednesday, July 17<sup>th</sup>- New Couples Welcome Party

Open bar and heavy appetizers from 4-6pm

Monday, September 23<sup>rd</sup>- Oktoberfest

Social Hour starts at 4:30pm with a buffet supper at 5

Monday, January 6<sup>th</sup> 2020- Twelfth Night Dinner

A sit-down dinner with a Social Hour at 4:30 and dinner served at 5

All parties are on the Sun Porch and are by invitation only.







## Dining Services

Our Dining Services Division is headed up by our Assistant Executive Director of Facility Operations who works with the Table 300 Executive Chef and Restaurant Manager to provide the food and services to the residents of Mount Vernon Towers.

### TABLE 300

*“Where friends & neighbors come to gather & dine”.*

Table 300 is our “upscale casual”, full-service dining room where you can enjoy breakfast, lunch & dinner using freshly prepared meals created by our chef and his culinary team. It also holds our Sweet Spot, where you can grab a cup of coffee or a delicious dessert.

We want the dining and social experience to be an enjoyable one for all so please work with our staff to follow the dining expectations so that everyone’s experience a positive one.

Table 300 - 404-255-7246

Table 300 Extension - # 3128

Dining Management Extension - #3122

Dining Management- 404-255-6251

#### Dining Hours of Operation:

Breakfast:	Sunday-Saturday,	8:00am-11:30am.	<u>Last seating 11:00am</u>
Lunch:	Monday-Saturday,	11:00am-3:00pm.	<u>Last seating 2:15pm</u>
Dinner:	Monday-Saturday,	4:00pm-7:00pm.	<u>Last seating 6:15pm</u>
<b>CLOSED:</b>	<b>Monday-Saturday,</b>	<b>3:00pm-4:00pm</b>	
Brunch:	Sunday Only,	11:30am-2:00pm.	<u>Last seating 1:15pm</u>
Holidays:	Varying Days,	11:30am-3:00pm	<u>Last seating 2:15pm</u>

#### **\*Holidays Include\***

New Year’s Day    Memorial Day    July 4<sup>th</sup>    Labor Day  
 Thanksgiving Day    Christmas Eve    Christmas Day

# Dining Services

## Dine-In Reservation Process:

The information below applies to normal dining services, not Sunday Brunch or specialty dinner buffet service.

- Reservations are not required but a reservation can be made for any meal period.
- Reservations are given priority over walk-ins.
- A reservation does not mean that there won't be a wait. It simply puts the party ahead of the line to be seated in the next rotation.
- If a reservation has been made then check-in immediately with the greeter to let them know that the party is there and ready to be seated.
- Reservations that are more than 15 minutes late may lose their reservation and their table given to another party.
- The majority of the party must be ready when the table is ready. We will wait to seat any party that is not more than 50% available.
- Reservations will require the name of the person booking the party and their condo number. We will also require the names & condo numbers of all residents attending and guest names and who they are guests of. This is required to ensure accuracy of charges.
- Please cancel your reservation in a timely manner so that we can give your table to another party if you cannot make it. We will release your reservation after 15 minutes if no one has checked-in with the greeter.

## Dine-In Seating Process:

The information below applies to normal dining services, not Sunday Brunch or specialty dinner buffet service.

- Seating without a reservation is based on a first come, first serve policy.
- Table 300 servers have a section consisting of 5-6 tables each, with about 25-30 potential seats.
- Seating is done on a rotational process. We give each server two tables in a row and then wait for 10 minutes to allow the server time to get the tables orders before we seat another round of two tables.
- An open table on the floor does not mean that a table will be seated. A wait may be necessary to allow the server time to take and place the orders.
- A wait will happen when seating availability is not ready. A pager will be given to the guest who will then be paged when the table is ready.
- Our goal is not to have anyone wait. However, there are many reasons a wait will happen. Wait times can take anywhere from 1-20 minutes depending on a number of factors.
- We ask for patience and to wait outside of the dining room until paged.



# Dining Services

## Dine-In Table Service:

Table 300 is a full-service restaurant. Our service staff will take your order, place the order and deliver the order to the table. The exception to this will be Sunday Brunch and when we have special dinner buffet parties. The information below applies to normal dining service.

- Servers take the entire tables order at once. This is one of the reasons why we seat a majority of the party. We want to avoid the continual add-ons of individuals to a table that will run the server more than is necessary. The server will ask for the resident to show their door card or key FOB, which must have the resident's condo number on it. If asked to see this, please make sure that it is available to show the server. You may be denied service if you do not have it.
- Servers utilize a table number, seat number and condo number to determine location of an order and where to charge it. This is entered into a point of sale (POS-iPad).
- Service is done in courses – beverages, soup, salad, entrée, dessert. The server will take the entire order and send each course to the kitchen as needed. Each course will then be delivered to the table collectively once they are ready.
- A food runner runs the orders from the kitchen to the table and will utilize the table # and seat # to determine who the order is to be delivered to.
- Menu items are charged to the resident based on the pricing listed in the menu. Guests will be charged an additional \$2.00 because residents are priced at below cost rates.
- Alcoholic beverages, beer & wine are charged at cost and include labor, mixers, garnish etc. These items are not sold at retail. Alcoholic beverages are not to be carried out of the dining room.
- Food items are charged at the cost of the menu item and include spices, sauces, seasonings and labor. These items are not sold at retail.
- Our desire is your satisfaction. If, for some reason, you are not satisfied or the menu item did not come out as you requested please ask to see the dining room manager immediately and explain the situation to them. This helps us to resolve the issue quickly and determine where and how to fix it in the future.

# Dining Services

## Brunch Service:

Brunch is a self-service buffet with a variety of breakfast & lunch options, including made-to-order omelets.

- Reservations are not required but can be made. Sunday Brunch can be very busy and with larger groups so reservations are preferred. Wait times are likely to be longer without a reservation.
- Reservations require a list of the people in attendance, including other residents and their guests. We will require each resident's condo number and the name of the guests that they are with so that we can bill each resident accordingly.
- Reservations help determine how much food we prepare for brunch. If a reservation fails to show or cancel the resident(s) will be billed nonetheless.
- Residents must swipe their key card or FOB before they are seated to register and to be charged. Guests will be signed-in on a sign-in sheet.
- Two tickets will be provided to each resident or guest. One will be for omelets and the other will be for using the main buffet and dessert bar. Tickets must be taken to the line and given to the appropriate attendant. The attendant will then give a plate to the resident or guest or an omelet made.
- When ordering omelets, please be patient and give them time to make them. Omelets take about 5 minutes and there are many omelets needing to be made. Go back to your table and we will deliver it when it is ready.
- Tickets allow one-time through the buffet and the omelet station. More tickets can be purchased if further trips are desired at the full-cost of the meal. Residents are \$9.00, Guests are \$11.00
- Attendants will provide the menu selections in a portioned manner. Desserts are limited to 3 Petit Fours per person
- Table 300 does not provide to go boxes during Sunday brunch.



# Dining Services

## Sweet Spot Coffee & Dessert Bar:

The Sweet Spot is located within Table 300 and offers a variety desserts and coffee options. From regular & decaffeinated to espresso & latte with flavored syrups, you can enjoy a cup of Joe and/or a delicious dessert at almost any point during the day.

- Place your order at the Sweet Spot Coffee & Dessert Bar if not dining-in.
- Coffee is complimentary. All other items will require a condo number to charge. Please show your key card or FOB upon request.

## Sweet Spot Hours of Operation:

- The Sweet Spot opens when Table 300 opens and closes when it closes. Coffee and dessert are readily available all day but it is closed at 3:00pm and will reopen again at 4:00pm, Monday-Saturday. On Sunday the Sweet Spot only offers the brunch petit fours and coffee to-go. We ask that you respect the closing time of 3:00pm.

## In-Room Dining:

Table 300 offers our residents the convenience of in-room dining. This service allows our residents to place orders from the existing menus and specials and have it delivered to their condo. Call extension #3128, 404-255-7246, or go through the MVT website to place your order.

- In-room dining is available to our residents for an additional \$3 delivery fee.
- Orders will be placed in delivery boxes and delivered within a specific time frame based on meal period.
- *In-Room Dining is available when Table 300 is open for service only.*
- *Phone in your orders to Table 300 for the following meal periods.*

## In-Room Dining Hours of Operation:

Breakfast:	Sunday-Saturday,	Orders in by 8:30am	<u><i>Delivery by 9:30am</i></u>
Lunch:	Monday-Saturday	Orders in by 11:30am	<u><i>Delivery b/w 12:00-12:30pm</i></u>
Dinner:	Monday-Saturday,	Orders in by 4:30pm	<u><i>Delivery b/w 5:00pm-6:00pm</i></u>
<u>CLOSED:</u>	<u>Monday-Saturday,</u>	<u>3:00pm-4:00pm</u>	
Brunch:	Sunday Only,	Orders in by 11:30	<u><i>Delivery b/w 12:00-12:30pm</i></u>

# Dining Services

## Pick-Up:

Table 300 offers our residents the convenience of pick-up. This service allows our residents to place orders from the existing menus and specials and pick the order up at Table 300.

- Call extension #3128, 404-255-7246, or go through the MVT website to place your order or come into Table 300 and place your order in person.
- Specific times of pick-up can be given when placing an order and the order will be ready at that time. Orders placed for dinner must be made by 4:30pm and will be ready for pick-up at 5:00pm regardless of the time given to pick-up due to the level of dinner business. Our focus must be on the dining room during the dinner meal period. It is best if the order is picked up by 5:00pm.
- Orders will be placed in delivery boxes and delivered within the specific time frame listed based on meal period.
- Pick-up is available when Table 300 is open for service only.

## Pick-Up Hours of Operation:

Breakfast:	Sunday-Saturday,	Orders in by 8:30am	<u>Pick-up at any time</u>
Lunch:	Monday-Saturday,	Orders in by 11:30am	<u>Pick-up at any time before 3:00pm</u>
Dinner:	Monday-Saturday,	Orders in by 4:30pm	<u>Pick-up by 5:00pm</u>
<u>CLOSED:</u>	<u>Monday-Saturday,</u>	<u>3:00pm-4:00pm</u>	
Brunch:	Sunday Only,	Orders in by 11:30	<u>Pick-up any time before 2:00pm</u>

## Catering Events:

Mount Vernon Towers offers a full-service catering option for our residents utilizing our event space throughout the facility. Fees and charges will be based on what is provided and the services given. A contract will be put together by the Assistant Director of Facility Operations and submitted for client approval prior to the event. Charges will be charged to the owners condo or can be paid by check (sorry, no cash transactions).

To book an event:

- See the Activities Department to book the event space that you prefer or that fits your group size. An Activities Manager will look up the date & time to determine if it is available and block the space. They will then submit the information to Steve Hamilton who will reach out to the client to discuss details.
- An event contract will be put together and approved by the client. Once signed, the go-ahead to publish the event and begin organizing & planning for it will begin. This will not be done without approval by the client.
- The event contract will define the menu selections, room set, pricing, fees and other details of the event. It is important to read the event contract details in full to understand the fees and charges.
- Catering events are charged independently from resident meal plans.



# Dining Services

## MVT Special Dinner Events:

These are themed dinner buffet parties that are a set price, which includes a specialty cocktail and access to the main buffet. The parties are pre-determined the following year and menus are put together by Table 300 to fit the theme.

- Parties are reservation only.
- Parties are for residents only due to limited seating.
- A reservation is required for these events. Residents will be expected to provide the names of all those included in the reservation and their condo numbers. This helps us to determine the amount of food to make and service staff to schedule.
- In the event of a cancellation, we require that the cancellation is made one (1) day prior to the reservation date or the event will be charged, in full, to all residents included in the reservation. If the reservation does not show, the full amount of the dinner will be charged to all residents listed on the reservation.
- Residents are expected to swipe in for these events with their key card or FOB upon arrival.
- Residents will be charged a preset amount for the dinner, which varies based on the type of food & cocktails served.
- Cocktails are inclusive in the event meal and are charged as a part of the inclusive price regardless of whether a cocktail is consumed or not.
- Table 300 will not provide take-out boxes and we ask residents not to bring them to these events.
- Service staff is available to assist with getting those who cannot self-serve their meals or provide assistance with carrying plates back to a table.
- Buffet attendants are available to explain the menu and assist with the food onto plates.

## To-Go Boxes:

Table 300 provides take-out boxes for pick-up and delivery meals only. Residents are welcome to bring their own personal take-out box for leftover items during normal dine-in times.

Take-out boxes will not be provided and personal boxes are not allowed to be brought into the dining room for any buffet meals; (including Sunday Brunch) and specialty dinner buffet events.

## Large Party Bookings/Floor Events

Large parties are considered anything over 10 people and have specific requirements depending on the group's size.

## Reservations:

Reservations for large groups must be made at least one (1) week in advance. This is to ensure that we have the staff available to service the group and to plan the event. Reservations for large groups will require a list of attendee names with condo numbers and guest names to be turned in at least three (3) days prior to the events scheduled date. A failure to provide the list will result in Table 300 cancelling the reservation.

- Not showing for the event will result in charging each attendee and their guest \$10.00 to cover the loss of production and service used in preparing for the event.
- Cancellations are accepted if made at least 3 hours prior to the event start time.



# Dining Services

## Styles of Service:

Depending on the size of the party it will determine the manner in how the party is serviced. To ensure that the service staff can handle the size of the group and keep the kitchen from being overwhelmed the following styles of service will need to be decided upon before the event happens.

- SPLIT TABLES – Groups over 10 guests will be allowed to order off of the menus, but the group will be split into multiple tables with different servers. This is done in order to help the servers handle the size of the group and efficiently service the table. The group will be placed next to each other but in different sections.
- FAMILY STYLE – Groups that want to keep a large party of 10 or more together at one table can utilize this service method. This requires the person who has booked the event to determine menu options ahead of time. Food items are delivered on platters to the table and passed around the table. The group will have individual salads but the entrées will be shared and so will the dessert. Menu selections will need to be predetermined at least 3 days ahead. (*see Table 300 manager for service & menu details*)
- PREORDER – Groups that want to keep a large party of 10 or more together but still want to order off of menus will need to pre-order. This requires the person booking the event to get those attending it to determine what they want in advance. These orders will be turned in to Table 300 and we will have the orders ready. Preorders will need to be turned in at least 3 days ahead.
- EVENT SPACE – Larger groups of 25 and more are considered catering events and will be directed to book an event space with Activities. This size group will need to have a preplanned menu or buffet. See the Catering Events section (page 29) for details.

## Holiday Meals:

Table 300 is open for major holidays, but holiday hours are similar to Sunday brunch hours but with an extended time of 3:00pm. Last seating for holiday hours will be at 2:15pm. Because dinner is not served during holiday evenings, Table 300 provides a specialty buffet meal from 11:30am until 3:00pm. Menu selections will vary depending on the holiday in question and the price of the buffet will be determined on what menu options are provided.

Easter and Mother's Day, because they are always on Sunday, will be treated like a regular Sunday brunch but with upgraded lunch menu options.

Reservations will be required for some holiday meals due to the volume of business expected.

Reservations are based on 1 ½ hours of service. Reservations will be taken at the following times:

11:30am-1:00pm,  
12:00pm-1:30pm,  
1:30pm-3:00pm

## Dress Code:

Dress code is dress casual. Please do not wear shorts, tank tops, ball caps or hats.

# Dining Services

## Tipping Employees:

We have a no tipping policy at Mount Vernon Towers and ask our employees to decline tips. However, they are welcome to accept “thank you” notes & cards, which go a long way. Residents are welcome to contribute to the **RED BOX** during the holiday season. These tips are distributed to all of our non-management staff throughout MVT for their hard work. An employee may be terminated if they are found to have accepted tips from a resident.

## Newcomers:

New residents will be encouraged to dine at our “Newcomers” tables. Our Newcomers Committee will reach out to those new residents and provide information regarding the times and set you up to join them if you choose to be a part of it.

## Food Purchases:

Table 300 does not keep a large inventory of grocery items and supplies on hand, most of what we serve is purchased fresh daily or every few days and providing staple grocery items to our residents for purchase is not possible. However, the facility does offer “Extras” services that will send someone out to pick up grocery items at the grocery store. Call the main desk if interested in this service.

## Wheel Chairs, Power Chairs, and Walkers:

Dining services asks that you park your wheel chair, power chair or walker in the delegated spots around the dining room or outside in the hallway. If you need assistance getting to a table, we can assist you or we can park the wheel chair, power chair or walker for you once you have been seated. Only wheel chairs (manual or powered) that are pulled up to a table are permitted during meal times.





## Personal Care Center/PCC

Mount Vernon Towers has a 26 bed Personal Care Center above the service center. It is accessible via the elevator between the dining room lobby and the sun porch. It is staffed 24 hours a day, seven days a week, every day of the year.

This facility clearly identifies its priority - the mental, physical, and social enhancement of the resident who wants or needs the Personal Care Center.

Private or Semi-Private accommodations

Menu Choices

Laundry

Housekeeping

Assistance with medication

Assistance with bathing and dressing

Companionship

Security

Active and alert staff 24 hours a day

The Personal Care Center offers a full range of social activities in a warm and caring atmosphere. A friendly, caring, professional staff provides supervision and assistance in all activities of daily living. The Personal Care Center occupies the entire second floor of the Service Center at Mount Vernon Towers with easy access to the beauty shop, library, and swimming pool. An adjacent shopping center is within easy walking distance. To comply with state regulations, a Personal Care Center Admission packet with a physician's form must be completed. This is valid for only 30 days and must be completed upon admission.

Mount Vernon Towers' residents always have first preference for a room. Any time from 24 hours to one month is considered a short-term or respite stay. A stay of longer than one month requires permanent admission guidelines and paperwork.

Remember to update the information sheets you filled out when you moved into PCC. The Business Office and the Health Center keep the current addresses and phone numbers of individuals that need to be notified in case of an emergency. Update your info with the front office when you change doctors as well as any other pertinent information.



# Personal Care Center/PCC

There is a Wellness Center in the front office of the Personal Care Center. This area can be accessed via the elevator between the dining room lobby and the sun porch. A Wellness Nurse is available 24 hours a day and can be contacted at any time by calling the front desk, using your emergency call system in your condominium or calling the Front Desk to be transferred. Security/front desk can also reach them by Walkie-Talkie. The Director of Wellness / (Personal Care Center) is available from 9:00am to 5:00 pm Monday through Friday. Specific time appointments can be made by calling the Front Desk.

## Wellness Center Services:

Free First aid at any time for cuts, bruises, burns, etc. After initial emergency treatment there will be a charge for any follow up services provided.

- Free vital sign check. Between the hours of:
  - 10:00 am-11:00 am
  - 1:30pm-2:30pm
  - 6:00pm-7:00pm.
- Assistance with setting up Home Health and other outside services to meet health care needs.
- Assistance with Eye Drops, Medication Management. (There is a fee for Medication Management based on the complexity and individual need). The cost for service and any supplies will be billed to your monthly statement. See FEES section.
- Treatments as ordered by your doctor such as ice packs, etc. *if* we can provide them.
- Services such as removal of stitches or catheters cannot be done by the Wellness Center and must be done through your Doctors or Home Health Services.
- The Wellness response to a Health Emergency in your condominium is included in your monthly association fee.

## Other Wellness Services      Provided in the Personal Care Center:

- |   |                      |
|---|----------------------|
| • Blood sugar check<br>(Resident must have his/her own equipment) | \$5.00               |
| • Calls to Condo-Emergency  | FREE                 |
| • Calls to Condo-Non Emergency, non-medical                       | \$25.00              |
| • Eye Drop Assistance   | FREE                 |
| • First Aid-Initial treatment                                     | FREE                 |
| • First Aid-Additional Treatment                                  | \$5.00               |
| • Medication Management   | VARIES BY INDIVIDUAL |
| • Oxygen Tank loan  | \$35/tank            |
| • Weight Check  | FREE                 |

# Personal Care Center/PCC

## State Regulation Policy for Admission of Residents

1. The person admitted must be ambulatory. He or she may use a walker, wheelchair, or other assistance device but they must be able to assist with their evacuation in the event of an emergency.
2. He or she may not be bedridden.
3. A physician's form and TB clearance must be presented at admission or within 24 hours. In an emergency, a written or an oral order will be accepted for the first 24 hours.
4. A contract must be signed upon admission for the admission to be valid.

**For a tour of the Personal Care Center please contact:**

Ann Peterson, Director of Wellness  
300 Johnson Ferry Road, NE  
Atlanta, Georgia 30328  
404-255-8001

## Personal Care Center/Wellness

The Personal Care Center is located above the service center and offers living quarters and other services to residents as well as outside parties when the person needs more care than is typically found in an active senior living community.

The living quarter fees\* are as follows:

- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| • Private Room, bath and restroom | \$3,650 per month                 |
| • Private Room and restroom       | \$3,550 per month                 |
| • Processing Fee                  | \$250 (one time) (non-refundable) |

\*Permanent residents of The Towers (residents in PCC longer than 30 days) will receive a \$300 per month credit for each month they are billed while in the personal care center up to three months. After three months the \$300 credit is not applied.

## Short Term Respite Care: (less than 31 days)

- |                 |               |
|-----------------|---------------|
| • Residents     | \$100 per day |
| • Non-Residents | \$125 per day |

# FLOOR REPRESENTATIVES

- 1st Floor:
- 2nd Floor: Sibyl Plumly      B-212    678-891-4753
- 3rd Floor: Julie Maisel      A-306    404-216-4562
- 4th Floor: Edith Ihlanfeldt    A-404    404-219-1147
- 5th Floor: Linda Young      B-510    404-255-3514
- 6th Floor: Judy Edwards      A-609    404-218-9455
- 7th Floor: Lorraine Horner    B-709    404-257-0424
- 8th Floor: Ellyn Musser      A-815    678-891-5754
- 9th Floor: Meg Brinckman    A-909    404-401-3614
- 10th Floor: Carol Hanner      B-1006    770-315-8522





# Housekeeping Services

## Housekeeping Schedule

The facility runs a housekeeping schedule from 8:00am until 5:30pm Monday-Saturday. The department is overseen by the Housekeeping Supervisor, who reports to the Assistant Executive Director of Facility Operations. The Housekeeping Supervisor oversees three other employees (attendants) that maintain the overall cleanliness of the public space during the times aforementioned. Sunday is the only day where housekeeping is not on premise. Any issues or requests that need to be addressed concerning housekeeping can be directed to the main desk at extension #3106 or 404-255-3534.

## Schedule of Work

Housekeeping keeps a pretty tight schedule and they have a large amount of space to take care of. There are three housekeepers scheduled daily in a combination of attendants and the supervisor during the weekdays and two on Saturdays. During the week there are two attendants scheduled to work the A&B high rises and one other, usually the supervisor overseeing, the main lobby, laundry and other tasks.

- Saturdays tend to be filled with projects – window washing, carpet shampooing, floor polishing etc.
- Carpets are vacuumed Monday-Saturday with floors 1-5 being vacuumed Monday, Wednesday & Friday and floors 6-10 being vacuumed Tuesday, Thursday and Saturday. Included in this are the elevator lobbies.
- The basement is cleaned Monday-Saturday and refreshed again in the afternoon. This includes the fitness center, game room, Hammond Hall, The Depot, hallways, elevator lobby and restrooms.
- Stairwells are cleaned Monday-Friday. Two floors are swept & mopped as needed every day until all ten floors are complete.
- Elevators are polished and cleaned Monday-Saturday
- The outside perimeter, parking decks, employee parking, pool, court yard and dog walks are cleaned Monday-Saturday and revisited again in the afternoon.
- All laundry rooms are cleaned once each day Monday-Saturday. Maintenance takes care of recycling during the week and housekeeping handles it on Saturday in the afternoon.
- The lobby, office, mail room, public restrooms, event space, employee entrance, connector and kitchen restrooms are cleaned Monday-Saturday in the morning and continually checked throughout the day. This is usually done by the supervisor.
- Laundry is done Monday-Thursday (see “extra” services for more details).
- Condo cleaning is done based on appointment (see “extra” services for more details).
- All other work detail is done as needed or added to a daily list of tasks to complete



# Housekeeping Services

## Housekeeping Extra's

Our housekeeping staff can provide additional services to our residents to help make living at MVT easier and allow life to be enjoyed more.

To book any of these services call the main desk at extension #3106 or 404-255-3534 and tell them the services of interest. A request will be sent to the appropriate department, who will reply with available times and dates to complete the work that is convenient.

## Bed sheets: \$3/bed

Remove dirty sheets and replace with clean sheets supplied by the resident. This service does not include the washing of sheets (see laundry services for details).

## Refrigerator Cleaning: \$5

Clean the inside and outside of the refrigerator walls, doors & drawers using warm, soapy water. Price may vary based on the cleanliness of the refrigerator

## Oven Cleaning: \$5 self-cleaning, \$10 traditional oven

Self-cleaning ovens will be turned on and the housekeeper will return when the cleaning has been complete. They will wipe down the inside of the oven and clean the outside.

Traditional oven cleaning will involve spraying an oven-cleaner throughout the inside of the oven. The housekeeper will allow the cleaner to sit according to directions and return to damp wipe the inside clean. The outside will also be cleaned.

## Windows: \$2/set

Clean the inside window top & bottom using a glass cleaner, wipe down window ledges. Outside windows are not included in this price due to their accessibility. Wipe down window ledge.

## Sliding Glass Door: \$10

Clean the inside and outside of the sliding glass door, clean and lubricate the track.

## Dusting & Wet Damp Cleaning Walls- \$10 (entire condo)

Walls will be cleaned with a damp towel up to the ceilings. Scuff marks will be removed with eraser sponges to the best of our ability without ruining the wall or paint.

## Ceiling Fans: \$2/fan

Fans blades and motor casing will be cleaned with a duster.

## Trash Removal (without condo cleaning): \$2/bag

Trash bags will be removed from the condo and taken to the trash room.

## Grocery Shopping: \$25/ten bags of groceries

Submit a grocery list to the desk with the items to be picked up and the facility will send someone to the grocery store to pick up the items. These items will be charged to the resident's condo based on the amount of the receipt and the items will be hand delivered to the condo. We do not accept cash as payment. All payment will be billed to the condo.

## Putting Groceries Away: \$10

Groceries will be put away neatly into the refrigerator or cabinets per the resident's direction.

# Housekeeping Services

## Laundry: \$1.25/pound + \$4 convenience fee

Laundry service must be scheduled by 5:00pm the day prior to needing laundry cleaned. Leave the bag of laundry outside of the condo by 9:00am the next morning and it will be picked up, cleaned and returned that afternoon. Items will be washed, dried and folded. The laundry bag is weighed to determine the charges. Ironing is not included in this service.

## Ironing Service: \$2/article of clothing

Schedule items to be ironed by 5:00pm the day before and leave the items outside the condo by 9:00am the next morning and it will be picked up, ironed and returned that same afternoon. This service does not include laundering.

## Shoe Shine: \$5/pair

Schedule shoes to be picked up by 5:00pm the day before and leave them outside the condo by 9:00am the next morning and they will be picked up, cleaned, polished and returned that same afternoon.

## Condo Cleaning

MVT offers condo cleaning services at competitive pricing. A condo cleaning requires an appointment to set up the service.

- Call the main desk at extension # 3106 or 404-255-3534
- Housekeeping will respond the following day and provide available dates/times
- An inspection of the condo will need to be done first to determine the charges. While there are set prices for condo pricing the initial cleaning may require more work.
- You can book one-time condo cleanings or regularly scheduled condo cleaning with the Housekeeping Supervisor.

## Condo Cleaning Prices:

- Studio, 1 Bath - \$35.00
- 1 Bedroom, 1 Bath - \$50.00
- 2 Bedroom, 2 Bath - \$80.00

## Condo Cleaning Includes

### **KITCHEN AREA:**

Clean all counter tops, appliance surfaces, kitchen sink and basic wipe down of front of cabinets. Floors will be swept & mopped, trash will be emptied and bag replaced.

*The service does not include oven & refrigerator cleaning or waxing of the floor.*

### **BATHROOM AREA:**

Clean & sanitize the sink, faucet & mirrors, toilet bowl & basin, vacuum & mop floor and rugs, scrub the tub, tile, shower doors & curtains, wipe down cabinets.

*The service does not include, grout cleaning or removal of heavily caked on soap scum or water deposits.*

# Housekeeping Services

## **CARPETS & FLOORS:**

Vacuum carpets throughout the condo, sweep & vacuum all other flooring and apply appropriate cleaning solutions. *The service does not include, the moving of heavy furniture over 50 pounds (couches, beds etc). We will do our best to clean under and around them.*

## **DUSTING:**

Dust all surfaces, including fire place mantel, baseboards & ledges.  
*The service will not remove delicate or overcrowded surfaces with nick knacks etc.*

## **BEDS:**

Straighten up room and make bed, put clothing in laundry basket.  
*This service will not include the changing of sheets.*

## **BALCONY/PATIOS:**

Sweep the patio floor

## **TRASH:**

Trash will be pulled, taken to the trash room and a new bag replaced in the can.  
*This service will not include picking up diapers and other soiled or hazardous waste items. These items must already be in a bag that can be easily sealed and thrown away.*



# Organizations

- ♦ Book Club Ann Henshaw 404-252-3743
- ♦ Bridge Ann Henshaw 404-252-3743
- ♦ Couple's Club Doris Davies 404-256-2435
- ♦ Idea Discussion Group Joyce Leddo 678-915-1505  
Tony Shibona 404-538-3690
- ♦ Melodears Bruce King 404-255-3534  
Nikki Hughes 404-237-0889
- ♦ Nifty Nineties & Centenarians Patti Gambrell 404-236-2136
- ♦ The Forum & The Tower Bells Nikki Hughes 404-237-0889



# Events

“ Tuesday Night Movie Jane McElfresh 404-943-9117		7:30pm	Hammond Hall
“ Catholic Service 1 <sup>st</sup> Friday – Monthly 3 <sup>rd</sup> Wednesday - Monthly Father John Kieran 770-312-6074		11:00am	Sun Porch
“ Episcopal Eucharist Wednesday – Monthly		11:00am	Magnolia
“ Tuesday Night Vespers Hank Sturgess		6:30pm	Sun Porch
“ Wednesday Bible Study Hank Sturgess		3:00pm	Magnolia
“ Presbyterian Fellowship Last Friday - Monthly Nikki Hughes 404-237-0889		1:30pm	Sun Porch
“ United Methodist Women’s Circle (Last Wednesday - Monthly)		10:45am	Azalea
“ Prayer Discussion Group		3:00pm	Azalea
“ Focus on Fitness	M-W-F	11:00am	Hammond Hall
“ Water Aerobics	M-W-F	10:00am	Pool (Summer)
“ Chair Yoga	M	9:00am	Summer
“ Chair Yoga	M	10:00 am	Regular
“ T’ai Chi	T-TH	11:00am	Hammond Hall
“ Trivia	T	1:45pm	Magnolia Room
“ Poker	M-W-F	6:30pm	Game Room
“ Saturday Matinee		2:00pm	Sun Porch
“ Ladybird’s Luncheon(Ladies)			Bull’s Brunch(Men) Diner’s Night Out(Men & Women)

Sign up with Activities for Ladybird’s Luncheon, Bull’s Brunch and Diner’s Night Out.  
Sign up sheets are available on the wall next to the activity’s door for “outings.”



## Helping Hands

It might surprise you that this logo represents the “Helping Hands” umbrella for resident-driven service groups at MVT. Through several years of planning and organizing, many residents have stepped forward to create a platform of robust support and caring ambiance for the Mount Vernon Towers Community.

Chaired by Patti Gambrell, and with the help of numerous resident leaders, everyone is invited to join with a loving heart, a pair of willing hands, and a measure of time in promoting the on-going projects and programs.



## Helping Hands Opportunities

You are invited to VOLUNTEER for one or more of the Projects/Programs by calling the contact at the telephone number listed below each opportunity.

1. Channel 18 Audible Information– Services for the Visually Impaired  
Pattie Gambrell - 404-236-2136
2. Heart Warmer Cards & Notes  
Mary Lou Newman - 404-252-5750
3. Kitty Kat Surveillance  
Susan Robertson - 404-255-3534
4. Library  
Meg Brinckman - 678-891-4701
5. Nifty Nineties /Grande Centenarians & USO Snack Pacs for  
Hartsfield Airport  
Patti Gambrell - 404-236-2136
6. Sandy Springs - MVT Civic Liaison  
Dr. Ellyn Musser - 678-891-4754
7. Sunshine & Smiles PCC  
Emerson Peet/Bingo - 404-255-5445  
Toby Ellison/Current Events - 678-891-4660
8. VIP's Saturday Readings  
Agnes Benson - 404-497-0848  
Carol Hanner - 770-315-8522
9. Visitations in PCC - To Be Filled
10. Voter Registration  
Rosa Marie Owens - 404-233-3130



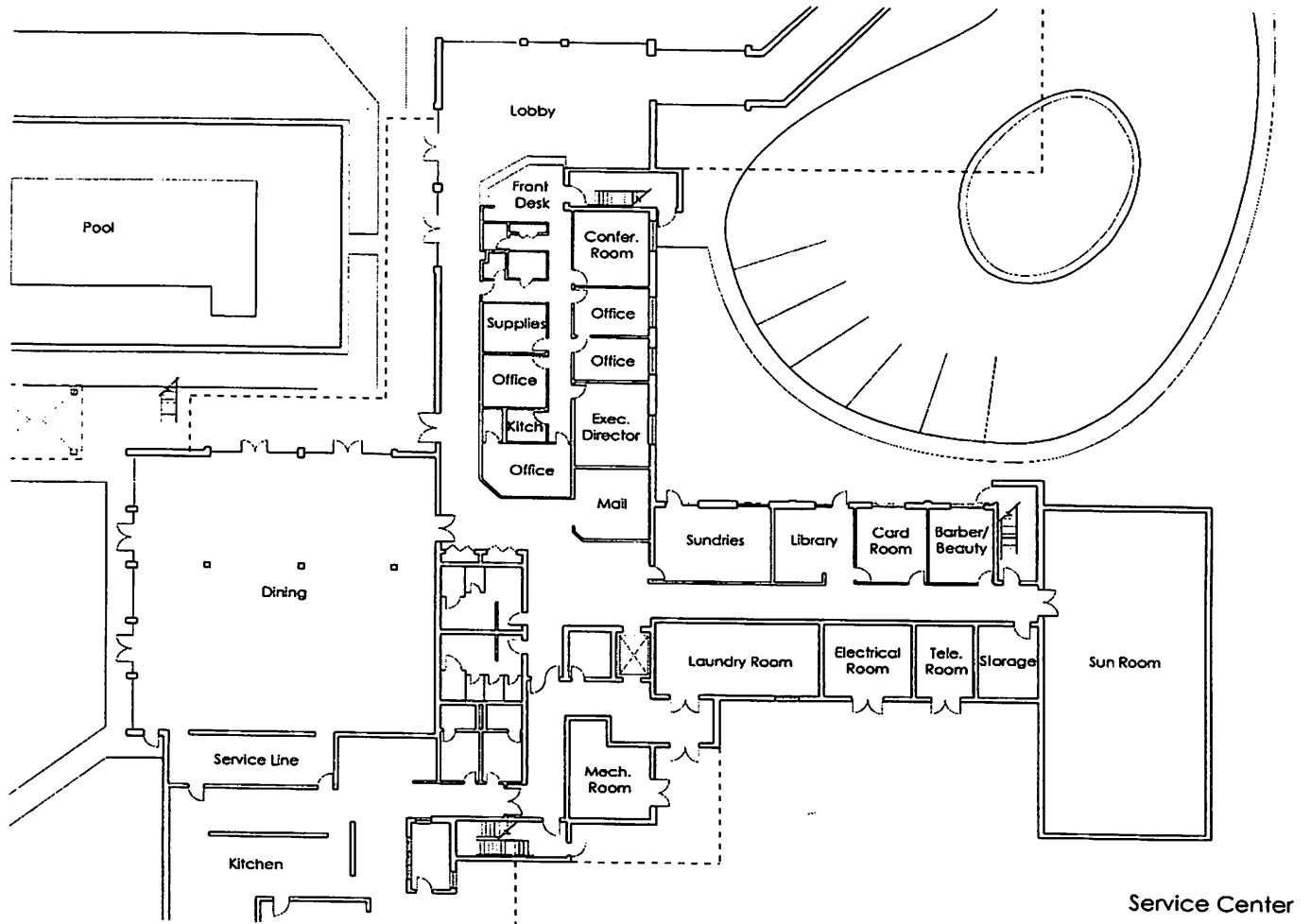
# Tips to Know

- Close Circuit on MVT Television
  - Channel 1-6 Daily Activities, Bus Schedule & Important Information
  - Channel 1-18 Audio Information
  
- MVT Website
  - [www.mountvernontowers.com](http://www.mountvernontowers.com)  
(See Condo Documents under the “About” tab)
    - Bylaws
    - Declaration of Condominiums
    - Amended Declaration
    - Certificate of Insurance
    - Residents Manual
  
- Guest Rooms
  - There is one (1) guest suite available for overnight guests. Make reservations at the front desk in advance.  
NO PETS ALLOWED.
  
- Medical Bus
  - Monday & Tuesday a bus departing from the front door will take you to a medical appointment within a radius of five (5) miles.  
Call the front desk to reserve a place on the bus a day before your appointment. Provide the doctor’s name, phone number, address, & time of appointment.
  
- Questions regarding parking
  - Speak to Susan Robertson, call front desk
  
- Maintenance issues
  - Call the front desk to place a work order, or you may use the MVT website to place work orders.

# Tips to Know

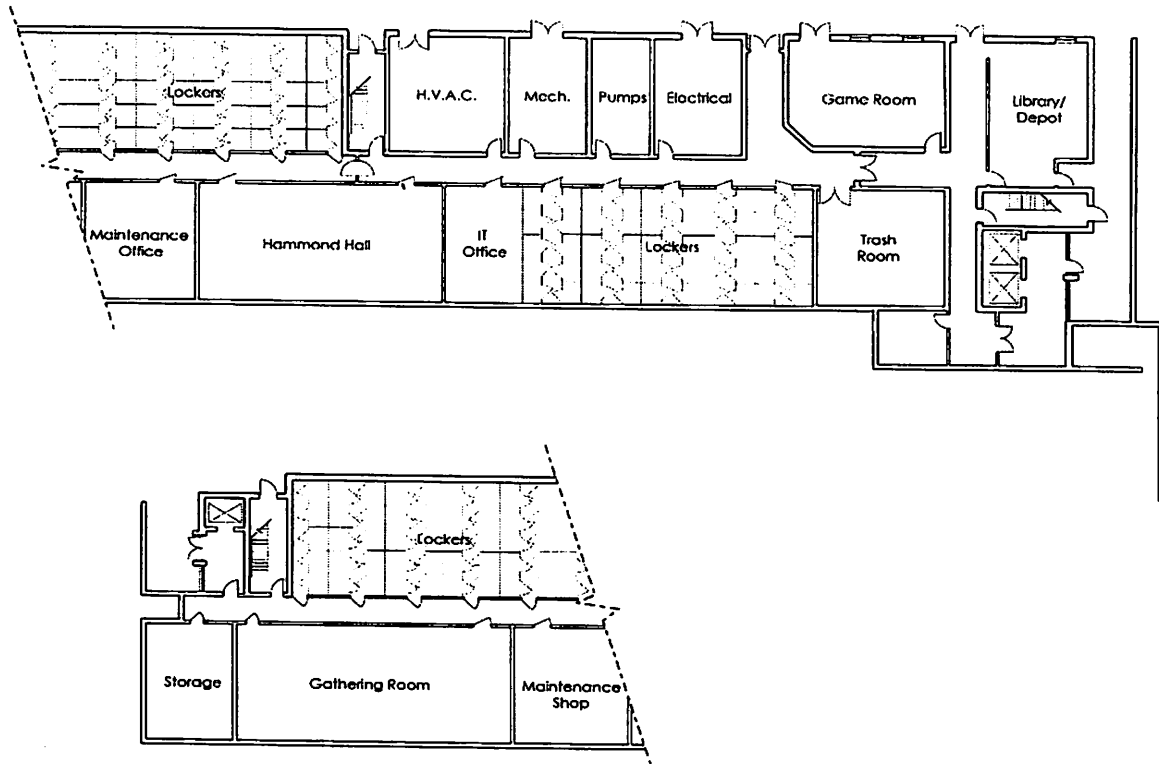
- Benson Senior Center - Senior Center for activities, classes, swimming, trips both local & long distance, auto tags & many more.  
6500 Vernon Wood Dr. NE  
Sandy Springs, GA  
404-613-4900
- TOPS - NORTH FULTON COUNTY SENIOR SERVICES  
To sign onto this program call Andrea or Jennifer at  
770-993-1906
- Lyft Transportation Program  
Contact the front desk to schedule a time and destination  
and the front desk will give you the cost of the ride and  
schedule it for you
- Beauty Shop 404-256-0673  
Located next to the Sun Porch.  
Hours of operation: Tuesday-Friday 10:30am 3:00pm
- Regency Caregiver Service  
Located next to The Sun Porch - Monday-Friday
- Tower Talk Weekly News Letter  
Information about MVT

# Service Area



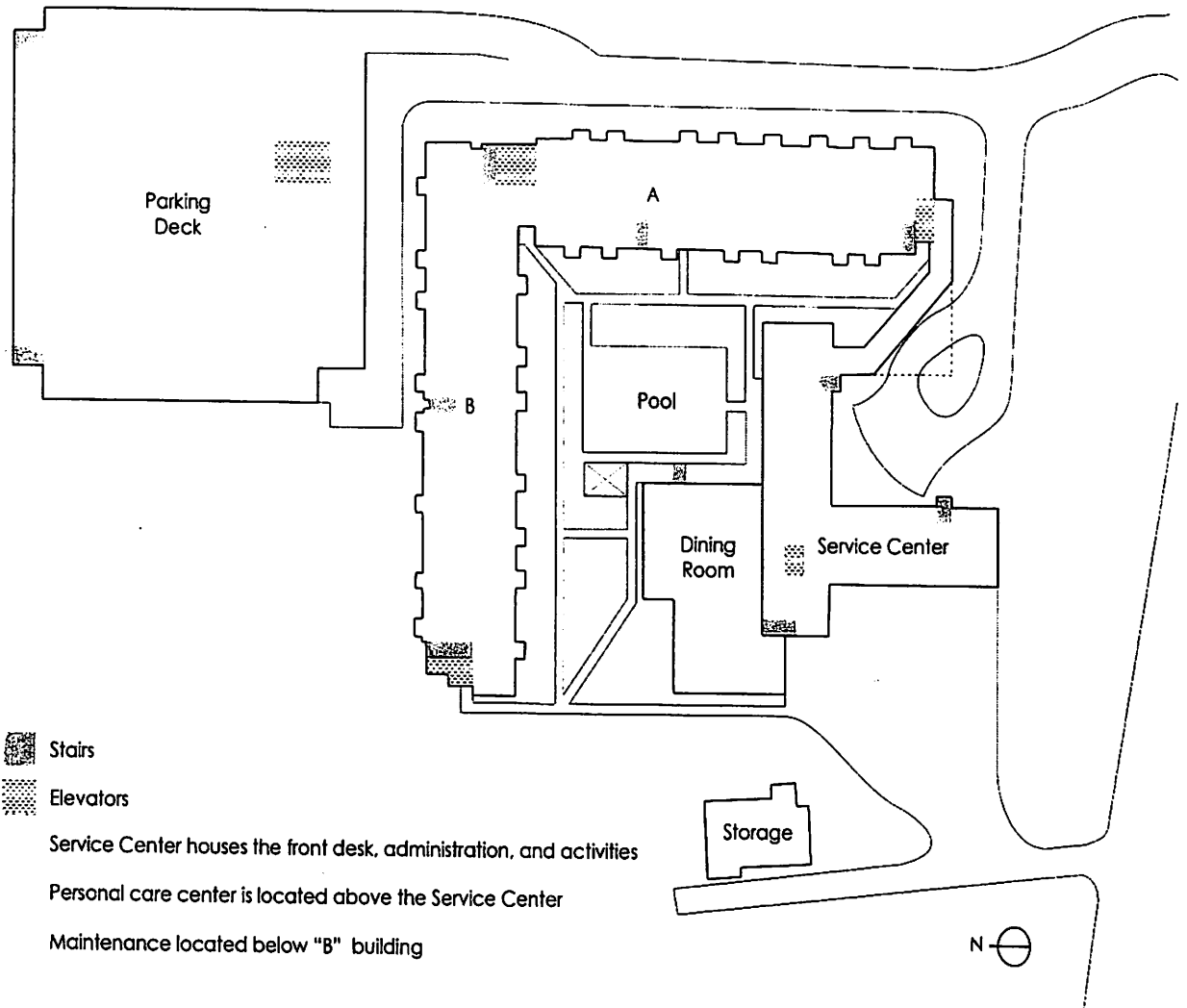


# Basement Area



Basement

# Facility Map



 Stairs

 Elevators

Service Center houses the front desk, administration, and activities

Personal care center is located above the Service Center

Maintenance located below "B" building

Notes

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## HOLIDAY BUFFETS

HOLIDAY	DATE	TIME	RESERVATION REQUIRED	GUES
New Year's Day	Tuesday, January 1 <sup>st</sup> .	11:30am- 3:00pm	No	No
St. Patrick's Day	Sunday, March 17 <sup>th</sup> .	11:30am- 3:00pm	No	Yes
Memorial Day	Monday, May 27 <sup>th</sup> .	11:30am- 3:00pm	No	Yes
Picnic (off-site)	Monday, June	11:30am- 2:30pm	Yes	No
4 <sup>th</sup> of July – Independence Day	Thursday, July 4 <sup>th</sup> .	11:30am- 3:00pm	No	Yes
Labor Day	Monday, September 2 <sup>nd</sup> .	11:30am- 3:00pm	No	Yes
Thanksgiving Party	Thursday, November 21 <sup>st</sup> .	4:00pm- 7:00pm	Yes	Yes
Thanksgiving Day	Thursday, November 28 <sup>th</sup> .	11:30am- 3:00pm	Yes	Yes
Christmas Day	Wednesday, December 25 <sup>th</sup> .	11:30am- 3:00pm	No	Yes

## RESIDENT PARTIES

HOLIDAY	DATE	TIME	RESERVATION REQUIRED	GUES
Valentine's Day (four course plated meal)	Thursday, February 14 <sup>th</sup> .	4:00pm- 7:00pm	Yes	Yes
Mardi Gras (buffet)	Wednesday, March 6 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Cinco de Mayo (buffet)	Wednesday, May 8 <sup>th</sup>	4:00pm- 7:00pm	Yes	No
Luau (buffet)	Wednesday, June 12 <sup>th</sup>	4:00pm- 7:00pm	Yes	No
Hoedown (buffet)	Wednesday, August 7 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Homecoming (buffet)	Wednesday, September 18 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Halloween (buffet)	Wednesday, October 30 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No
Christmas (buffet)	Wednesday, December 18 <sup>th</sup> .	4:00pm- 7:00pm	Yes	No

**\*\*NEWCOMERS DIRECTORS LUNCHEON – INVITATION ONLY**

Thursday, May 16, 2019 – Sun Porch