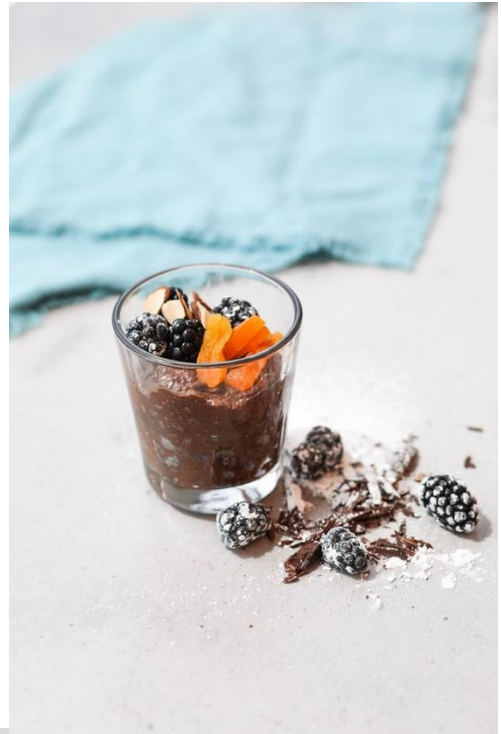




Redstone Highlands[®]
Communities

Veranda Resident Guide to Dining 2022



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DINING AT REDSTONE HIGHLANDS

General Information

The Dining Services team proudly offers several dining venues and services to Redstone Highland's residents. All components, including meal options, hours of service, grocery needs, menu guides, and a resource guide, This and more can be found in the following sections.

All of our services are designed to provide flexibility and variety that meet the diverse needs of all residents within our community. We offer catering, dining flexibility, take-out service, cooking expos, and many other programs geared to ensure satisfaction, and as a way for our team to upkeep our service promise; to be the best part of someone's day.

North Huntingdon
724-832-8401 Ext. 4416

Murrysville
724-832-8401 Ext. 5516

Greensburg
724-832-8401 Ext. 2306

DINING VENUES

The Veranda Dining Room

This formal dining setting allows you to select from a wide variety of menu items, including Daily Specials, always available entrées, and selections that change seasonally. We offer full meal options, in addition to A La Carte purchases and options for lighter meals. Guests are welcome, and we accept Visa and MasterCard. Guests can also be added to any resident account in the dining room.

Hours of Service

Monday – Saturday:

11:00am – 7:00pm

Sundays and Holidays:

11:00am – 3:00pm

Menu Setup/Always Available Menu

Our menu offers seasonally fresh daily specials, always prepared in house. Each day, we offer 3 lunch/dinner specials, and an additional selection of side dish specials. Any of these can be purchased at any time during service hours.

For special items, please call the apartments kitchen to discuss available options for off-menu requests.

Paper copies of any menu are available upon request in the Apartments Dining Room.

DINING SERVICES

Reservations

As we move through the Pandemic, the Veranda Dining Room operates using a reservation guideline in order to keep proper flow of guests and to ensure we remain in compliance with the most current CDC guidelines. Reservations are required for dinner service from 3:30-6:30. We do not require a reservation for our lunch service from 11:00-2:00. Additionally, as our hours are different for Sundays and Holidays, we do require reservations on these days, from 11:00-3:00.

Reservations can be made a day in advance, and offer an hour of flexibility for your time slot. Capacity allowances are followed by the most current state guidelines, and are subject to change.

To place an order or make a reservation:

Redstone Mitel Service Phone Users:

Dial extension 4416

Independent Phone Service Users:

Dial 724-832-8401 Ext. 4416

Take Out

Along with an extensive variety of dining room options, we also offer take out services of pickup and delivery. We offer delivery during all lunch hours, and between 4:00-4:30 during dinner hours. Pick up is available during all hours of service with no time restrictions or limitations. Takeout meals can be ordered by phone, or by using your CATIE device.

There will be a **\$2 delivery charge** for all take out meals delivered to a resident's apartment. Please let your server know of any illness, injury, surgery, or other related condition that would hinder your ability to pick up a meal in the dining room, as the delivery charged can be waived in these circumstances.

Catering Services

Our department provides endless options of catering services to residents and families. Personal events can be arranged and catered in any dining venue, a private dining room, reserved event space within the campus, or in a resident's apartment. Information about catering services, as well as arrangement for service can be made by calling any member of management within the dining team.

We kindly request at least a 2-week notice in advance for most events. Catering charges may be made to a Resident House Account, charged to a Dining Dollars account, or paid by check or credit card.

Feedback Programs

We love to hear from you! There are multiple ways to give feedback, and we encourage you to participate. With your feedback, we are able to compliment good service, make adjustments where needed, and continuously strive to accommodate the ever-changing community we proudly serve.

Comment Cards

Our most frequent mode of feedback is derived from our comment card program. This program offers a printed card that touches on all aspects of dining, including food temperature, menu variety, service, and many others. You are encouraged to rate your experience and provide handwritten comments. All comments are completely anonymous, unless a name and number is provided on the card. If you provide your name and number, a member of management may reach out to discuss your responses and gain more feedback. You may return completed comment cards to a slotted box in the dining room, or a basket located on the table outside the main dining room doors. We look forward to hearing from you!

Culinary Circle

Once per month, we gather for a scheduled meeting between residents and a member of management to discuss feedback, answer questions, and make announcements. Sign up sheets as well as flyers are posted outside of the Veranda Dining Room at least a week in advance. We would love to see you there!

PAYMENT OPTIONS

Full Guide to Dining Dollars Account

Upon moving in, every resident receives a 'Dining Dollars' account. This is the primary method for payment in all dining venues. All transactions are identified by your last name, and staff will provide you with a receipt at the close of every

transaction made with this account. At the time of sale, please check your receipt for name and balance accuracy. The remaining balance at the end of the transaction will be listed at the bottom of your receipt. If you move in after the 1st of the month, your initial account balance will be pro-rated for the remaining days in the month based on your individual move-in circumstance.

At the beginning of every month, each resident will receive \$250 in their account that can be used with flexibility throughout the month. For 3 months, any remaining funds at the bottom of the month will be transferred over and added to the additional \$250 added at the top of the next month. It is important to note that at the end of each quarter (or 3-month period), all remaining funds in your account will be zeroed to start fresh with \$250 at the beginning of the following calendar quarter.

Billing quarters run:
January 1st – March 31st
April 1st – June 30th
July 1st – September 30th
October 1st – December 31st

‘Dining Dollars’ is a flexible method that allows each resident the opportunity to use their finances in a manner that best suits their lifestyle and schedule. There is no restriction for how many Dining Dollars can be used on any day or at any venue. Any expenses exceeding the monthly Dining Dollars allotment will be charged to the residents’ House Account and is added to your monthly invoice. Exceeded expenses cannot be declined from the next month’s \$250 allotment. All sales must be finalized and complete at the end of the month for that particular month.

House Charge Account

All amounts charged to a resident’s House Account will appear on the respective monthly billing invoice. This account is charged only for items and services not paid for by the end of the month via a Dining Dollar Account or with personal finances. Common examples of charges that accrue in a House Account include catering services, non-food gift shop purchases, and amounts that exceed the Dining Dollar monthly allotment.

CHARGES AND CREDITS

Veranda Guest Meal Purchases

Guest meals may be deducted from a resident’s Dining Dollar account or via credit card. We cannot process cash transactions.

As we continuously adapt the CDC's guidelines to maintain the highest standard of safety for our community, we encourage you to ask your server about the most current guest policies, as they are subject to change.

Personal Care Meal Purchases

Guests may purchase a meal voucher in the Bistro for one valid meal in the PC dining room. This voucher may be used for dining room and take out services. A meal voucher runs at a fixed rate, and covers all meal expenses without extra fees. A receipt will be printed from the Bistro that can be presented to any server in the personal care dining room. A guest may then choose from the 'Daily Special' menu or the 'Always Available' menu, in addition to a beverage, varying side options, soup of the day (during dinner hours), and a dessert.

Skilled Care Meal Charges

Temporary Stay

When a resident is admitted temporarily in the Skilled or Personal Care departments, their Dining Dollar Accounts may be placed on hold upon request by the resident or their family. The account may also remain open for the family to use until the resident is discharged from the Healthcare or Personal Care facility.

Permanent Stay

If a resident is admitted permanently to a Skilled or Personal Care department, their Dining Dollars Account will be closed, and the remaining balance will be credited to the resident's Redstone Highlands account.

Extended Absence Dining Credit

An extended absence dining credit is honored in the following circumstance:

The resident is away from their apartment for 14 consecutive days or longer within the active billing quarter. If this criterion is met, the remaining amount in the Dining Dollars Account will be credited to the resident's Redstone Highlands account at the end of the billing quarter

A 'hold' may be placed on any Dining Dollars Account in which the resident that it belongs has been admitted for temporary care in a Skilled or Personal Care department.

Apartment Relinquishment

Prior to the date of relinquishment, any remaining funds available on the Dining Dollars Account will be credited to the resident's Redstone Highlands Account within the final billing statement. Upon relinquishment, the Dining Dollars Account will be finalized and closed.

MISCELLANEOUS INFORMATION

Dining Dollar Recommendations

Recommended:

- Use your Dining Dollars judiciously throughout the allocation period
- Use your Dining Dollars for guest purchases of those who are dining with you
- Check each receipt at the end of all sales for accuracy in your name and purchase amount
- Keep record of all receipts and transactions made within the billing quarter, should a situation arise where date-specific transactions need to be assessed

Not Recommended:

- Using the majority of your Dining Dollars at the end of the quarter. – This places an unnecessary burden on the production and service systems and hinders efficiency and quality
- Purchasing more than 2 meals per person at the end of the quarter to use excess funds

Phone Number Guide

For Redstone Phone Service users, you may dial the desired extension directly. For independent phone service users, dial 724-832-8401 prior to entering the extension.

Main Kitchen

Ext. 4416

Dining Director

Ext. 4415

Jessica Martin (General Manager)

Ext. 2327