Change in Reception Hours
Effective Monday, Nov. 7, Reception staff will be on duty Monday – Friday, 8am – 4pm

Frequently Asked Questions

How will emergency personnel get into the building and the apartments?

- Boulder Fire Department has full access to the buildings and the apartments.
- The Fire Department is dispatched with the ambulance and will make sure the ambulance crew can get into the building and your apartment.
- Boulder Police have access to the buildings and can contact assisted living staff if access to apartments is needed.
- Assisted Living staff is on duty 24/7 and will assist emergency personnel to get into the building and Towers apartments, if needed. Assisted Living staff are not available to respond to Towers resident emergencies other than to help emergency personnel enter the building and apartment.

How will emergency personnel receive my emergency information?

- You will be responsible for posting any information you want emergency personnel to have access to, in a visible location in your apartment.
- This would include forms such as the Golden West emergency information form, medication lists, advanced directives, MOST forms, Vial of Life, Medical Power of Attorney and/or Do Not Resuscitate forms.
- Residents can request a copy of their current Golden West emergency information form to keep in their apartment. Golden West is also happy to provide blank forms to make it easy for you to update the form as information changes.
- The back of the apartment door or on the refrigerator are locations where emergency personnel look for such forms. Golden West can provide sheet protectors to use to hang the forms on the back of the door or on the refrigerator with a magnet.

Without the daily checks, how will anyone know if something has happened to me in my apartment?

- You can establish your own daily check in system with family or friends.
  - If family or friends have a concern about your well-being outside of reception hours, they will need to check on you themselves or contact 911 and request a wellness check. Reception staff are on duty Monday – Friday, 8am – 4pm.
  - Golden West can issue a door card for an emergency contact, that will give them access to the building and your apartment.
    - You will need to directly request the card; the emergency contact cannot request the card.
    - Contact Donna Ruske, ext. 1880 if you wish to request a card.
Without the daily checks, how will anyone know if something has happened to me in my apartment?

- You may also sign up for a personal emergency alert system, such as Lifeline.
  - This type of system provides a pendant that can be worn at all times and if you experience an emergency, the pendant can be pressed to call the monitoring company who can dispatch emergency personnel.
  - Denise Ramunda, Resident Services Coordinator, can provide information on these systems.

How will visitors get into the building outside of reception hours?

- Visitors will need to call your apartment from the door phone.
  - Instructions on how to use the door phone are posted at the east and west doors into the Central building.
  - Visitors can look up residents in the electronic directory or use your door code to dial directly to reach the apartment.
  - Press 9 on your apartment phone to unlock the door for a visitor.
  - Door codes were shared with residents in September.
    - The door code is used at the door phones to call the apartment.
    - The door code will not open the door.
    - Please contact reception if you need your door code.

- If you do not use the apartment phone line, visitors will have to call your cell phone and you will have to go to the door to let the visitor in.

- Golden West will issue a door card to access the building and/or apartment, to one of your emergency contacts.
  - Contact Donna Ruske, ext. 1880 to request a door card.
  - The card will be assigned to a specific person and use of the card is tracked by the system.

How will mail and packages be delivered outside of reception hours?

- The mail carrier has access to the building and can enter to deliver mail as needed.
- UPS, FedEx, Amazon, Door Dash and other delivery services should be delivering packages directly to your apartment.
  - The delivery person should call your apartment using the door phone.
  - Packages should be delivered directly to your apartment.
  - Please include these delivery instructions when you place your order.

- Deliveries made Monday – Friday, 8a – 4pm might still be left with reception (though this will be discouraged and the delivery person will be asked to deliver to the apartment, if possible).
  - If a package for you is left at reception, you will be notified.
  - You can pick up the package Monday – Friday, 8am – 4pm.
What if I get locked out of the building in the evening or on a weekend?

- The assisted living staff is on duty 24/7 and will answer emergency calls from the door phone and can open the door for you.
- The emergency door code is posted at each door.

What if I get locked out of my apartment in the evening or on a weekend?

- Assisted living staff is on duty 24/7 and can unlock your apartment door for you.
- Please use the phone by the Reception desk or in the South Tower first floor elevator lobby to call the assisted living staff.
- Instructions on how to reach the assisted living staff in case of an urgent or emergency situation are posted by the phones.

Do visitors need a door card to enter the building?

- No, visitors can call you from the door phone and you push the 9 on your apartment phone to unlock the door.
- Door cards are only issued to residents and one emergency contact.

Questions? Please contact John McCarthy, jmccarthy@gwboulder.org or Donna Ruske, druske@gwboulder.org