

The Inn Resident Handbook

A Residents Guide to Rights, Responsibilities, Policies and Procedures



THE FOUNTAINS
at Millbrook
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Millbrook, New York 12545
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*This handbook supersedes and cancels
all other previous Handbooks*

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WELCOME

Thank you for selecting The Fountains. We are delighted that you have decided to become part of our family. Our commitment is that living at The Fountains will be pleasant, comfortable and carefree. This Handbook has been developed to answer many of your questions and serve as a guide for you. Please take the time to read the Handbook. It will help you understand our community and the services we provide.

We are honored to serve you and delighted to have you as a member of our community.

RIGHTS

1. You have the right to your individual values, beliefs, cultural practices and personality.
2. You have the right to expect confidentiality in relation to resident information and records except when such information is made available to health care professionals.
3. You have the right to considerate and respectful treatment by our staff.
4. You have the right to receive information and explanations about any changes in services or care provided.
5. You have the right to refuse care or treatment. If treatment is refused, you will be informed of the risks to life and health involved in refusing the care or treatment.
6. You have the right to receive written notification of any required transfer to another community better suited to handle your care if we are no longer capable of providing the necessary level of care or if you refuse the care necessary for you to live safely in your suite, as determined by the Executive Director.
7. You have the right to expect that the Executive Director will uphold the Terms and Conditions of the current Residency Agreement and this Resident Handbook.

RESPONSIBILITIES

1. You have the responsibility to pay your Monthly Fee. The current Late Fee policy is described in the Residency Agreement.
2. You have the responsibility to uphold the Terms, Conditions and Policies of the Residency Agreement and the Resident Handbook.
3. You have the responsibility to receive any care necessary to live in your suite safely, as determined by the Executive Director and within the residential care community level-of-care limitations.
4. You are responsible for personal valuables. Please ensure that valuable items have been appraised and properly insured. It is advisable to purchase low cost renters insurance and to keep your valuables in a bank safety deposit box.

ADMINISTRATION

MOVING-IN

We are here to assist with the many details of moving in. To reduce confusion and stress, please coordinate all move-ins with our Marketing Department. Notify the Marketing Department to plan your move. They will be available to assist you and answer your questions before and after your move.

ABSENCE FROM THE COMMUNITY

When you are away overnight or for a period of time, please notify the front desk. This provides accountability for the daily census, and is the basis for credit after twenty-one (21) consecutive days of absence. Residents going on vacation for twenty-one (21) days or more are eligible for a credit if the Business Office is notified in advance. A form must be filled out in order to be entitled to any credit, and this notification must be made in writing. All adjustments on resident accounts will be retroactively given on statements following the month of return, or, if gone for several months, each consecutive month. Please inform the front desk regarding your departure and your return.

AUTOMOBILES

Automobiles may be parked only within the painted lines of the designated parking area. Please do not park in front of any entrance or exit driveways. Inoperable or unlicensed vehicles parked on the grounds for more than forty-eight hours may be moved or towed, as necessary, at the owner's expense, and without liability for damage. Due to the limited amount of parking spaces, we do not have available storage for boats, trailers or motor homes. Please advise the front desk with the make, color, year and license number of your car.

EMPLOYEE GRATUITIES/HOLIDAY FUND

It is the firm policy of The Fountains that no staff member is permitted to receive direct tips or gifts. For those who wish to show appreciation to employees, an Employee Holiday Fund for which money may be anonymously contributed has been established. The fund is maintained in a Resident Association bank account. These contributions are divided among employees as determined by the Resident Association Board of Directors. Residents can decide the amounts they would like to contribute, no amount is specified and all deposits are kept completely confidential. Please respect our no gift policy by not putting a staff member in an awkward position by offering them a gift of any kind.

INSURANCE

The property of the Community is insured. Residents are responsible for insuring their personal property. Each resident may want to check with his/her insurance agent about insurance. (Remember, you are responsible for all damages to your property—clothing, furniture, etc., and for your possible negligence to the property of others.)

We are not responsible for theft, accidents, or hazards to your personal, motored vehicles in our parking lots or driveways. Residents should have their own health and auto insurance.

Residents should have personnel liability coverage as is deemed necessary. Please refer to the Health Services section of this Handbook regarding liability for independent caregivers.

LOST AND FOUND

The Resident Association maintains a lost and found in their office on the third floor of the Highlands building that you may check for missing items. Simply notify the front desk of your loss and they will inform the resident association.

PET POLICIES AND PROCEDURES

The objective of the pet policy is to:

- Provide an atmosphere in which both pet owners and non-pet owners can be content.
- Make clear pet owner's responsibilities and limitations.
- Establish a policy that is firm, fair, and consistent.

Management has the sole discretion for approval or disapproval for any pet.

The pet owner must be able to provide management proof of the pets' good health. Dogs and cats must have a license and a copy will be kept on file. Proof of spaying or neutering may also be required. A Pet Deposit will be required and paid at the time you sign your Residency Agreement. If damages caused by your pet exceed the deposit amount, the Resident or Residents legal representative are fully responsible for all costs incurred in restoring the suite to its original condition.

Pets are limited to the following:

DOGS

- Maximum number - 1
- Weight - less than 25 pounds
- All required vaccinations
- Housebroken
- Licensed
- Spayed or neutered may be required

CATS

- Maximum number - 1
- All required vaccinations
- Trained to litter box
- Spayed or neutered may be required

BIRDS

- Maximum number - 2
- Must be maintained inside of cage

FISH

- 20 gallon aquarium, maximum size
- Must be maintained on an approved stand

PET RULES:

- Residents with dogs are restricted to 1st floor outer perimeter suites with only one common wall. Dogs and cats must be kept on a leash and under control of the resident at all times. Under no circumstances shall a cat or dog be permitted in the hallways or in the common areas. The only exception will be the "house" cat.
- Resident must remove pet waste from the grounds. Litter boxes shall be changed frequently and waste placed in sealed plastic bags.
- Resident pet owners agree to control the noise of their pet such that it does not constitute a nuisance.
- No pet shall be left unattended for longer than 12 hours.
- In the event of a resident's sudden illness or death, the resident pet owner agrees that Fountains' management shall have discretion with respect to the provision of care for the pet. It is recommended that the resident provide Fountains' management written instructions for the care of the pet in the event of illness or death. The resident must be financially responsible for costs incurred providing for the resident's pet.
- Pets are only allowed in your apartment and must be on a leash when outdoors.

Management will request removal of a pet from the premises under the following circumstances:

- If the pet continues to create a general nuisance.
- Excessive barking of dogs or screeching of cats.
- Unruly or dangerous behavior.
- Excessive damage to suite or community.
- Failure to provide adequate care for pet.
- Failure to provide adequate vaccination of the pet.

RESIDENT CONCERNS

The Fountains practices an open door policy. We encourage you to voice your concerns. Your ideas and input are critical to our continued success. We work hard to ensure that any difficulties you may experience are settled as quickly and efficiently as possible. If you are having any difficulties please follow these procedures:

- If the problem involves a repair in your suite, please call the reception desk and request that a work order is completed. Be as specific as possible. If the work is a minor repair, the maintenance supervisor will schedule it to be completed as soon as possible. If you feel there is an emergency, please tell the Receptionist so we can request assistance immediately.
- If you are concerned with the quality of service you are receiving, you should immediately bring the issue to the attention of the appropriate department head, the Executive Director or a member of the resident council. If the concern is directed to the Resident Council it will be investigated and discussed at the next council meeting. At that meeting, the Resident Council will inform the Executive Director of the concern if warranted and the Executive Director will respond to the council within seven (7) days.

Please note that the vast majority of difficulties that arise can be resolved by a call to the appropriate department supervisor. Please do not let problems fester. It is better to bring

complaints to the appropriate people who can help you resolve them. Always remember that we are here to serve you.

SMOKING

Residents may NOT smoke in their apartments. There also is no smoking allowed in any of the interior common areas of the community. We have made accommodations on a covered patio outside the living room for those residents who choose to smoke.

The designated smoking area will be monitored for cleanliness at least once per eight hour shift daily and more often if we deem necessary. The area will be equipped with approved containers for disposal.

The Fountains reserves the right to charge a resident for any damages or revoke smoking privileges if there is evidence of careless smoking.

SECURITY AND SAFETY INFORMATION

SECURITY

The Fountains provides staff on duty 24 hours a day. Someone can be reached by dialing "0" at all times or in case of an emergency dial 911. In addition, the Fountains have security staff on duty weekdays during the evening and over-night, and 24 hours per day on the weekend.

CALL SYSTEM

Each apartment is equipped with an emergency call system consisting of a push button in each bathroom and a personal push button device worn by the resident either on a wrist band or on a neck chain. This system is directly connected to the Resident Aide and Nurse on duty through a beeper. Our staff will immediately call your room to determine if the emergency system was activated by accident. Should they receive no answer a staff member will respond to your apartment to determine the need for emergency professionals and to assist you until help arrives.

DOOR MATS

For safety reasons we will not allow any door mats in the hallway.

INSPECTIONS

The Fountains reserves the right to make inspections at reasonable hours from time to time, to ensure that the apartment is being maintained properly and is in good repair, and to ensure compliance with fire, health, and general safety standards.

SOLICITATIONS

From time to time residents become involved in various fund raising projects. Any solicitation activities on the premises must have the prior approval of management. Solicitation under no circumstances will be door to door, but instead will be limited to general announcements describing the project and indicating where and to whom contributions may be made. Solicitation by employees is not allowed. Please inform the management if any salesman or charity that seems suspicious approaches you. Fraud is one of the most common crimes against the elderly.

FIRE SAFETY

The Fountains is in compliance with State and Federal fire safety codes. Carpeting and drapery material is of flame retardant quality. However, should there be an emergency involving smoke or fire, please follow the following procedures:

FIRE IN YOUR APARTMENT

1. Remain CALM!
2. Activate the emergency call button.
3. Leave your apartment and close the door tightly behind you to contain the fire.
4. Activate the nearest fire alarm box
5. Evacuate the area using the stairs. Do not use the elevators!
6. Inform the front desk immediately

FIRE OR SMOKE IN THE BUILDING

If the fire alarm sounds or if you are aware of smoke and are uncertain of the location of the fire, follow these procedures:

If you are in a common area:

1. Remain CALM!
2. Exit the nearest door and report to the designated area. Stay in the designated evacuation area. Valuable time and effort can be lost looking for you!

If you are in your apartment:

1. Remain CALM!
2. Before opening your door to the hallway, feel the top of the door with the palm of your hand.
3. If the door is HOT, DO NOT OPEN THE DOOR!

Instead:

- If you live on the ground floor and can exit through a patio door, do so immediately and report to the designated evacuation place.
- If you do not live on the ground floor and you have a balcony, evacuate to your balcony and close the balcony door behind you. Alert Fire Department

Personnel or near by persons by using a flashlight, mirror, or bright colored cloth.

- If you can't exit through a patio door or onto a balcony, place a wet towel or blanket at the bottom of the front door. Go to the room that is farthest from the front door closing the door behind you. Stay as low to the floor as you can and wait until emergency personnel arrive. Remain calm and follow their directions.
4. If the door is NOT HOT then calmly walk to the nearest exit and report to the designated evacuation area. Always use the stairs and NEVER use the elevators. Upon exiting the building, proceed to your designated assembly area.

GENERAL SECURITY TIPS

1. Provide protection for valuables by use of a locked box or drawer, or safe deposit box at a local bank.
2. Maintain an inventory of valuables as to location, description, and value. Serial numbers should be recorded when available.
3. Always lock the doors to your apartment when you are away.
4. Do not hide extra keys outside of your apartment.
5. Report to administration the names of all persons who have keys to your apartment so that we are aware of anyone who can enter the building after hours. Companions are not to be given keys except upon the approval of the administration.
6. Employees of the Maintenance and Housekeeping Departments are not issued master keys to perform their jobs. There is a daily accountability with issue and turn-in of individual keys.
7. Apartments are keyed to a master key system so that staff may respond to an emergency, fire, or perform maintenance and housekeeping duties. Residents are not authorized to put bolts, door chains, or other devices on apartment doors which restrict entrance in an emergency.
8. When entering or leaving the building at night, make sure the door is closed and locked. Do not prop the door open to go for a walk or other activity. We need your total cooperation to keep unauthorized persons out of the building, and to safeguard the residents, their personal property, and the property of the community.
9. Report all lost keys to the front desk.
10. Lock your automobile.
11. Immediately report the loss of valuables to the Executive Director with a description and when last seen.
12. When you see suspicious persons in the building, please report them immediately.

GENERAL SAFETY TIPS

1. Don't step out of the tub onto the tile without a bath mat.
2. Don't bathe or shower without a rubber suction mat or other safety device.
3. Don't put your arm or hand in the elevator-wait for the next one.
4. Don't feed any birds or throw food on the yard area.
5. Don't put aluminum pans or foil in the microwave oven.

SUITE FEATURES

AIR CONDITIONING

Each suite has an individually controlled thermostat located in the entrance foyer.

In order to obtain air conditioning:

1. Turn the right lever from the "Off" position to the "Cool" position.
2. Move fan lever to "Auto".
3. Set temperature to comfortable setting. (Recommended 76-78° F)

APPLIANCES

Each suite is furnished with a refrigerator, microwave, and air conditioning and heating units. Instructions will be provided to persons operating these appliances. The Fountains is responsible for repairs of all furnished appliances. Residents may not make repairs to premises or appliances and charge the community; all repairs will be handled by The Fountains' maintenance staff. If a resident obtains permission from the Executive Director to purchase additional appliances, the resident is responsible for their maintenance.

CABLE TV

The Fountains is pre-wired for cable TV and basic service is provided and billed to you on your monthly statement. Should you desire extended services, it is available through your local cable provider.

CALL SYSTEM

The call system located in your apartment bathroom will enable you to summon help and should be kept clear of obstruction and ready to use. When activated, the system will signal a resident aide or nurse on duty. A staff member will enter your apartment to assist you or call for help. Residents will be given instructions regarding use of this system.

HEAT

Each suite has an individually controlled thermostat located in the entrance foyer. In order to obtain heat:

1. Turn right lever from "Off" position to "Heat" position.
2. Move fan to "Auto"
3. Set temperature control to comfortable setting (Recommended 70-72° F)

KEYS

You will be given one key to your new apartment, one mailbox key and a key to the outside doors. Additional apartment keys will be available at a nominal cost. Please report lost keys to the front desk. In the interest of security do not duplicate keys. Additional family members may be issued a key with management approval. Keys for family members must be signed for and a small charge will be charged to your statement. If keys are not returned upon vacancy, you will be charged a fee to cover the cost of re-keying your lock. Please be careful with your keys, since they are the "key" to our security.

SMOKE DETECTOR

Each apartment is equipped with a sensitive smoke detector, which will sound a buzzing alarm in your suite. This smoke detector will trigger an alarm in the building.

The community is equipped with sprinklers.

TELEPHONE

Each apartment is equipped with a telephone that serves a dual function of phone and emergency system. Payments for telephone service are made to The Fountains at Millbrook and will be billed on your monthly statement. The Resident will supply any additional phones for other rooms.

UTILITIES

All utilities except cable TV services and telephone are included in the monthly fee. Residents are requested to conserve electricity and water in every way possible. Please turn off lights and appliances when they are not needed, when you are out of your apartment and when activities are over. Your support in saving energy and costs is appreciated.

COMMUNITY LIFE

RECREATIONAL ACTIVITIES

The activities program at The Fountains has been designed to encourage social and recreational involvement by all residents. A wide range of programs is scheduled to meet the many varied needs of our population. If you have suggestions for new activities please do not hesitate to communicate them to the Community Life Director. Your involvement is welcomed and critical to our continued successful programming. Be sure to check the monthly newsletter for our calendar of events as well as flyers posted around the community.

Many activities necessitate early sign up so we can determine needs such as transportation, lunches and seating. Some events will be on a first-come, first-serve basis so sign up early. The activity sign-up book is located at the front desk. The receptionist will be happy to assist you in signing up for a special event.

If there is a hobby or craft you enjoy, and would like to share with others, let us know! The Fountains encourages those who wish to volunteer. Volunteers are always needed and welcomed with open arms. If you would like to participate in organizing activity programs, please let us know!

Our community newsletter, the "Fountain Views", includes the calendar of events and is published semi-monthly. Special updates will be posted on the residents' bulletin board and placed in your in-house mailbox. In addition, a daily schedule of activities and announcements is recorded on the announcement boards located at the Front Desk and Country Store. Daily updates are posted on the first floor near the mailboxes.

ACTIVITY ROOMS

The activity rooms are located on the 1st floor. Activity rooms are utilized for numerous activities as well as arts and crafts. Some projects may entail a small fee if outside instructors are brought in or special supplies must be purchased.

AUDITORIUM

The auditorium is located on the main floor of the Highlands/School House. It is used for showing movies, musical productions, bingo, religious services, and other activities. Please contact the Community Life Department to reserve this room.

BEAUTY/BARBER SHOP

Beauty and barber services are available in the hair salon located on the 2nd floor near the elevator. For your convenience, salon services are billed directly to your account. Please check with the Salon for days and hours of service and current rates. The salon may be reached by dialing 905-8146.

BULLETIN BOARD

A resident bulletin board is located on the 1st floor near the lobby providing you with information concerning the daily schedule of activities, the monthly calendar of events, and other community information. The board should be checked daily for important announcements and changes in community activities and programs. Resident sign-up sheets for various trips and activities may be found.

CENTRAL LOUNGES

Several lounge areas are located on each floor where residents may relax and entertain. Each user should take responsibility for leaving the area the way it was found. Smoking is not allowed in lounges or other public areas.

COMPUTER

There is a computer with Internet access located on the 2nd floor in the Library/Private Dining Room for the resident's use.

ELEVATORS

The elevators at The Fountains are equipped with safety devices to make them dependable and self operating. However, in case of emergency, pick up the telephone below the control panel and someone will assist you.

GAME ROOM

The game room is located on the first floor, next to the living room.. Use by guests and residents is restricted to persons age 16 and over, and guests must be accompanied by a resident.

GUESTS

Your guests are welcome at The Inn. We ask that all guests come through the front entrance of the Highlands Building, sign in at the front desk, and use designated guest parking. Residents are responsible for the conduct of their guests. Please advise your guests of community policies. It is particularly important that an adult accompany young children at all times.

Please note that any guest who stays more than 30 days must be considered a permanent resident and will be charged accordingly.

Arrangements for guest dining may be made with the Dining Room Supervisor with 24-hour notice. Guests are urged to dress appropriately in the dining room. Please, no "short" shorts, halter tops, sleeveless T-shirts, housecoats, flip-flops without socks, or bare feet.

GUEST ROOMS

A guest apartment is available on, first come, first served basis. Reservations are essential. To reserve the guest apartment, please stop at the reception desk. The receptionist on duty will check the availability and give you a reservation confirmation receipt. The guest apartment may be rented for a maximum of seven days. Please inquire about rates and availability prior

to finalizing your plans. You may also rent a cot when available to accommodate guests in your apartment.

INTERNAL MAIL

A message center with numbered slots corresponding to your apartment number is located in the lobby adjacent to U.S. mailboxes. Messages, newsletters, and your monthly billing statement will be put in your message slot. If you receive someone else's "mail", please place in the proper slot or bring to the front desk. Please do not throw it away. If you have messages or notes you wish to exchange with another resident, you may also use this system. However, use of the slots for outside solicitations is not permitted. If you find solicitation material in your slot, please notify the Receptionist.

LIBRARIES

The library, located off of the Dining Room, is always open for resident use. Other than basic reference books, any book may be borrowed on the honor system for three-week periods. Residents volunteer in the library and are there to help you. Our books are donated and gifts are always welcome. By accepting the best of the donations, we are building an unusually good collection. Limited shelf room imposes strict restraints on the number of books accepted by the Library Committee. Books that we cannot accommodate will be returned to the donor or passed on to one of the several local organizations that specialize in the sale or distribution of used books for community benefit. The Library Committee trades many donated books with local used bookstores to obtain large print books and other selections.

The Fountains will assist the visually impaired in obtaining library services.

LOBBY

The main lobby features comfortable seating where you can wait for a guest.

MAIL

Mail is delivered to the mailboxes located on first floor by the elevator nearest the North entrance. A card is placed in your mailbox if you have a package, or when postage is due. Please bring this card to the Business Office when picking up your package or paying for postage due. Arrangements with the Post Office need to be made for forwarding of mail when you are on a trip, in an outside hospital, or other circumstances.

Your new mailing address is:

The Fountains at Millbrook
Suite # _____
79 Flint Road
Millbrook, NY 12545

The outgoing mail drop is conveniently located by the mailboxes and in the main lobby of the Highlands Building. Postage stamps are available for purchase at the Country Store.

NEWSPAPERS

Ordering and delivery of the New York Times can be arranged through the Front Desk. You will be billed on your monthly statement for the New York Times. The Millbrook Roundtable and the Poughkeepsie Journal are available and arranged for privately.

PARKING/CARPORTS

Assigned, spaces are provided for one car per suite if you have a vehicle. Please check with the Move-In Coordinator for your assigned space. Limited space is available for guest parking. No parking is permitted at the curb along the sidewalk at any time.

RECEPTION DESK

The Town Center front desk is staffed from 8:00 a.m. to 8:00 p.m. Monday through Saturday and 8:00 a.m. to 6:00 p.m. on Sunday and some major holidays. If you need information or assistance you can reach the reception desk by dialing "0". Services coordinated through the front desk include the payment of rent, and sign-up sheets for activities and scheduled transportation.

RESIDENT COUNCIL

Inn residents are represented by the Resident Association. The Association board meets monthly and meetings are open to all residents. The Resident Association is a vital part of this community and provides many programs, and although it has no managerial responsibility, it is encouraged to make suggestions and to confer with the Executive director.

RESIDENT COMMITTEES

The following are the Resident Committees of the Fountains:

- Activities
- Building, Grounds, and Beautification
- Care and Share
- Assisted Living
- Esslie Morrison Holiday Fund
- Food Service
- Library
- Resident Newsletter
- Resident Services
- Safety and Security

Elections for new committee chairpersons are held annually. Slates of candidates are presented to all residents at a Town Meeting and are accepted by voice affirmation. Committee Chairpersons are limited to three-year terms.

UPDATE MEETINGS

Update Meetings are an open forum for all residents. They are held monthly and are designed to update the Fountains' community. The Executive Director and Program Director will present to the community a "state" of the Fountains report. The residents may also present issues of general concern to them.

VOLUNTEERS

The Fountains encourages those who wish to volunteer. If you would like to participate in organizing an activity program, please let the Community Life Coordinator know

WORSHIP OPPORTUNITIES

A non-denominational worship service is held each Sunday in the chapel. (See the activities board).

FOOD SERVICES

DINING

Dining is one of the most enjoyable activities of the day. Our beautifully decorated dining room has been designed to provide warm, intimate, and comfortable surroundings. We provide table service with menus that offer a wide selection and are designed to meet the varied needs of our residents. Most low salt, low fat and no concentrated sweets diets can be managed within our menu selections.

SEATING

We make every effort to seat you at the table and time that you desire but please remember there are no assigned seats in the dining room. We strive to provide top quality service and we can only accomplish this by monitoring the number of residents that are seated at a given time.

THE FOOD

We take great pride in the quality of the food we serve. We also know that every item that we serve might not please you. If you receive an item that isn't what you want, or doesn't please you, let us know right away, we will gladly make every effort to correct your concern promptly. The portions we serve are normally 3-4 oz. for meats and seafood and 3 oz. for vegetables and starches. These are the recommended portions for a heart healthy diet. If you have a hearty appetite we will gladly serve you a larger portion. If you have a light appetite we can offer you a smaller portion as well.

In our food preparation we minimize the use of salt(NaCl); we use oils low in saturated fats; all canned fruits are packed in juices with no added sugar, so they are good for weight watchers.

MEAL PROGRAM

Residents receive three meals each day. Any unused meals may be taken with your friends and family. For example, if you are going away for the weekend and miss three meals, you may invite three guests to dinner at a reduced guest meal rate. Meals not taken during a "meal-month" are lost. If you are away from the community for 21 consecutive days you will be issued a credit on your next monthly statement. Please note that the credits are based on the food cost, not the total price of the meal.

For billing purposes the "meal-month" begins on the 26th of the month and ends on the 25th of the following month.

RESERVATIONS

We encourage you to invite your family and friends to dine with you. If you have guests, a minimum of 24 hours notice is required for reservations. This is to ensure that we prepare enough food for our residents. Please call the front desk by dialing "0" for reservations. For special occasions, we can reserve the private dining room for you and your guests. Please contact the Food Service Director to reserve the private dining room.

ROOM SERVICE

Room service is available only for those who are temporarily ill and not able to come to the dining room. Contact the kitchen or the aide at least one hour before the meal to arrange for delivery.

OTHER SERVICES

We will be pleased to cater your next party or get-together. Whether a banquet for a large group, or simply snacks for a few friends, we can make your next event extraordinary. Please contact the Food Service Director for more information.

WALKERS, CANES, AND CRUTCHES

For everyone's safety please store all canes and walkers so that they do not cause an accident or restrict Food Service personnel or other residents.

WHEELCHAIRS/MOTORIZED CARTS

For your comfort, guests requiring wheelchairs or motorized carts will be assisted, as needed, in transferring to/from our dining room chairs. Please leave all carts and wheelchairs in the designated area until you are ready to leave.

TIPPING

Please, tipping is not allowed in the dining room.

"PEOPLE BAG" POLICY

Residents are not allowed to take foods from the dining room. It is our policy to serve you as much or as little as you desire. Larger portions are available for the asking, however, we ask that you enjoy your meals in the dining room and do not take them to go.

COMMENT CARDS

We want to know how we are doing! Comment cards are provided in the dining room. If you have a complaint or compliment do not hesitate to bring it to our attention personally or with the comment cards.

MAINTENANCE SERVICES

MAINTENANCE

The Fountains is responsible for maintaining your suite, the community buildings and the grounds of the campus. In order to manage this task, we utilize an automated work order system and have established the following procedures for work order requests:

PROCEDURE FOR MAINTENANCE REQUESTS

There are two types of maintenance requests:

EMERGENCY - Classified as anything that presents an immediate threat to life, property, or the well being of the residents or staff. Examples of emergencies include plugged commodes, broken water lines, electrical failure, and a loss of heat or cooling. Report these types of emergencies immediately to the front desk.

TO REPORT A MAINTENANCE EMERGENCY: Call the front desk by dialing "0" immediately 24 hours a day. For emergencies, management reserves the right to enter your suite to make necessary repairs.

NON-EMERGENCY - General maintenance items that can be placed on a regular schedule. Examples of non-emergencies include dripping faucet, changing a light bulb in a ceiling fixture, hanging pictures and minor repairs.

TO REPORT A NON-EMERGENCY:

1. Contact the front desk by dialing "0" and request that a work order be filled out stating date, time and brief description of the problem. The information will be entered into the work order management system and a work order will be issued.
2. If the work has not been completed within three working days, please request that a second work order be submitted. Second requests are given special attention. The maintenance supervisor will assign work orders on a priority basis.

Please be certain to contact the front desk for all maintenance requests and resist the temptation to ask the maintenance person that you pass in the hallway. We need a written record of all requests and it is likely the maintenance person may forget before they get to write down your request. For routine maintenance, residents must be present in their suite or have given explicit instructions that maintenance personnel may enter in their absence.

GROUNDS AND LANDSCAPING

The Fountains has been designed and landscaped to provide an attractive living environment. Please report any down trees or dying plants to the Front Desk. All outdoor ornaments and fixtures must also have prior approval before being displayed.

APARTMENT/PATIO APPEARANCE

We all want our community to remain attractive and comfortable. The Fountains is your home. Please be considerate of your neighbors. Your patio or balcony is not to be used for storage or as a laundry area. Clotheslines are not permitted. All outdoor ornaments and fixtures must

also have prior approval before being displayed. All patios must be kept neat and clear of storage.

APARTMENT IMPROVEMENTS

Any alterations or upgrades to the interior of your apartment must have prior approval by management. Alterations are considered permanent improvements and must remain with the apartment. This includes upgrades, such as new carpet, additional grab bars, wallpaper, paint, shelving, built-ins, decorative door knockers, drapery rods, accordion doors, etc. No credits can be issued for these improvements upon move out. Our staff will conduct a final walk through with you to determine repairs that may be necessary to re-lease the apartment.

The Fountains Maintenance department's primary responsibility is building and apartment maintenance. Items such as fan assembly, shelving, bookcases, or other assembly can be done by our staff at an hourly charge and need to be scheduled with the maintenance department.

A maximum of two hours can be allotted to picture hanging. If there is more than two hours of labor involved in picture hanging, we will charge at our current hourly rate. It would be best to have family members or an independent contractor assist you in picture hanging since this is often a very time consuming task.

HOUSEKEEPING AND LAUNDRY SERVICES

HOUSEKEEPING SCHEDULE

Your suite is on a housekeeping schedule so you will know which day and the approximate time to expect the housekeeper. Housekeeping is done on a weekly basis and our housekeepers will not enter your suite if you are not present unless prior written authorization is given. This policy protects you and our staff. If you cannot be at home please notify the housekeeping supervisor as soon as possible.

If you have any concerns about your schedule or your housekeeping service, please direct them to the Program Director. Extra housekeeping is available for an additional charge. This may be on a regularly scheduled basis or a one-time basis.

Each suite will be cleaned on a scheduled basis as follows:

KITCHENETTE

- The entry floor will be swept and mopped during each cleaning.
- Counter tops, front and tops of refrigerator washed with each cleaning. Residents should remove all items from the top of the refrigerator and counter tops.
- Microwave ovens will be cleaned as needed.

DUSTING

- Residents should remove all personal items from tops of furniture and dressers if able to do so.
- Pictures will be dusted.

CARPET AND FURNITURE

- Furniture will be vacuumed as necessary.
- All carpets will be vacuumed with each cleaning.
- Throw rugs will be shaken or vacuumed.

Note: All houseplants should have water retainers under pots when set on carpeting and window ledges.

WINDOWS

- The inside of windows and tracks will be cleaned as needed.
- Window screens will be brushed as needed.

PATIOS/BALCONIES

- Patios or balconies will be swept or vacuumed as needed.

BATHROOM

- Mirror will be cleaned.
- Sink and counter tops will be cleaned but the Resident must remove all personal items from these areas if able to do so.

- Toilet will be cleaned inside and outside. Residents should remove personal items from tank tops if able to do so.
- Shower will be cleaned. Grab bar and chrome will be cleaned.
- Floor will be mopped.

BEDROOM

- Housekeeping will strip and make-up beds.

EXCLUSIONS

Routine cleaning does not include;

- Washing dishes
- Cleaning refrigerators
- Cleaning upholstered furniture
- Watering plants

CANCELLATIONS

Should you cancel your regularly scheduled cleaning day, every effort will be made to accommodate a new day. However, you may have to wait until your next scheduled day.

CARPETING

Carpet cleaning is provided by The Inn at The Fountains yearly. Additional carpet cleaning is as an extra charge and varies with the condition of the carpet, stains, and wear. You may hire a carpet cleaning company of your own choice. However, we strongly encourage you to hire the vendor recommended by the Fountains management to properly clean your carpet.

If you have lived in the same apartment for five years we will evaluate your carpet for replacement. At that time we will also review your apartment for repainting and other repairs.

TRASH

Resident Aides will pick up your trash daily. If you have a cat the litter is to be disposed of in double bags and the Aides will pick it up with your trash.

Please assist us by strictly following the above policy on trash disposal. Note: The housekeepers do not pick up trash during their cleaning. Please have the Front Desk arrange for the trash pick-up service of unusual size items. You may reach the front desk by dialing "0".

LAUNDRY

Housekeeping provides weekly flat linen service. The bed will be changed on the same day as your weekly cleaning. You will be notified of the schedule for your personal laundry. It will be picked up laundered and returned the same day.

TRANSPORTATION SERVICES

SCHEDULED TRANSPORTATION

One of the many conveniences of living at The Inn at The Fountains is scheduled transportation. Transportation is provided to special events that are planned by our community Life Department. We also have daily transportation so you can plan your doctor's appointments and shopping trips. Daily transportation schedules are listed in the Monthly Newsletter on a separate transportation calendar. To reserve a seat for a trip, sign up in the transportation book at least one week in advance. When you sign up for a trip, please be in the lobby at least ten minutes prior to departure. The driver will board those who are present at the scheduled time of departure.

MEDICAL TRANSPORTATION

For medical transportation check the transportation calendar for the days we are going to the area where your doctor is located and schedule accordingly. If you can not go on the bus and need private transportation call the front desk by dialing "0".

SPECIAL TRANSPORTATION

Scheduled transportation is free. However, if you wish to have transportation services that are not a part of our regular schedule our Community Life Department can arrange for private transportation at an hourly charge plus mileage. We will try to accommodate all requests, but can not always guarantee we will have a driver available. We limit our private transportation to a radius of 35 miles.

AIRPORT TRANSPORTATION

Many taxi or shuttle services can provide you with transportation to the airport. Be sure to ask for a price quote from the service prior to scheduling. The Fountains does not provide airport transportation except for private transportation to Stewart Newburgh only.

GROCERY SHOPPING

Shopping trips to the grocery store are listed on our transportation calendar. Please sign up in advance at the front desk. The local grocery store in Millbrook does accept phone orders and our driver will pick up groceries provided you have an account. There is a charge if we deliver your groceries to your apartment.

HEALTH SERVICES

The Inn at The Fountains is designed to provide a comfortable lifestyle for persons 62 years and older. It is important to recognize that we are not a nursing home. A resident in need of such services will be asked to seek the appropriate level of care. We will assist you in every way to obtain proper medical attention when you need it. The Fountains reserves the right to provide you the care we deem necessary to enable you to live in our community safely.

Unless specifically ordered by a court, a resident may refuse services unless the refusal of services endangers the health, safety or welfare of other residents or staff members. In the case of refusal of non-medical services, the resident representative must be notified as soon as possible. If a resident refuses medical or nursing services, the primary care provider is to be notified immediately.

Any refusal of services whether medical or non-medical must be documented in the resident's service plan.

HEALTH ASSESSMENT

You will be required to complete a Health Assessment thirty (30) days prior to entering The Inn at The Fountains. You may have your physician complete the Health Assessment if you prefer. However, it is the policy of The Inn at The Fountains to have the Health Assessment reviewed by our Program Director prior to moving in. In rare cases, a resident may be asked to come in on a trial basis to see if The Inn at The Fountains is the proper environment for them. We reserve the right to monitor your general health and consult with your physician concerning your health.

Medical Assessments may also be required prior to return from the hospital or after an accident or injury, which has resulted in a change in the health status of the resident.

ADVANCE DIRECTIVES, DURABLE POWER OF ATTORNEY/LIVING WILLS

If you have any of these arrangements, please give us a copy for your file.

WELLNESS PROGRAM

We are committed to creating an environment that enhances your life and promotes independence. The Fountains maintains a Wellness Program to encourage good health and nutrition, as well as social-emotional well being. The Wellness Clinic has regularly scheduled hours and offers:

- Health screening, including general health status, periodic monitoring, blood pressure checks, glucose and cholesterol level tests, nursing consultations and medication reviews.
- Nutrition consultation and coordination with the Food Service Director for special diets, (if possible), balanced meals, weight control, and good eating habits.
- Age appropriate physical exercise programming designed for the age ranges of our residents.
- Education for wellness, self-care, consumer awareness, and emotional well being.
- There may be charges for some of the above services. Please inquire for information concerning current charges.

OUTSIDER SITTERS AND COMPANIONS

All sitters or companions and others hired independently by residents or families must adhere to the policies and procedures of The Fountains and sign an Independent Contractor Agreement. They must be prior approved by the Executive Director and adhere to applicable state licensing laws.

MEDICAL EMERGENCY CARD

All health related information and emergency numbers must be kept in the Program Director's office. It is absolutely critical that your medical emergency forms are completed as soon as you move in. Any changes in physicians, hospitals, or emergency telephone contacts should be immediately entered into your file.

ELECTRIC CARTS

The Fountains is one of the few retirement communities that allow electric carts. We recognize the possibility that some type of assistance may be needed due to the distances residents have to walk, as well as changing medical conditions associated with aging. The following policies concerning electric carts were developed to protect the rights and SAFETY of cart riders and pedestrians. Please keep in mind that the use of an electric cart is a PRIVILEGE, NOT A RIGHT, AND MAY BE REVOKED ANY TIME AT THE SOLE DISCRETION OF MANAGEMENT.

ELECTRIC CART POLICY

Electric carts are to be used only when *absolutely necessary* to keep a resident functioning independently. Our policy is based on the desire to promote the health, safety, and well being of all our residents. This policy is subject to any changes in Fire Safety Regulations or interpretations by the Fire Department concerning safe operation and parking.

In the interest of promoting good health, cart usage is discouraged. Walking is one of the best exercises for people of all ages. By using the electric cart to avoid walking, the cardiovascular system is deprived of this very important exercise. Lack of exercise results in weight gain, loss of muscle tone, sleep disorders, and sometimes a noticeable increase in depression and irritability.

Carts can present a danger if not operated in a safe and prudent manner. Fountains' residents can be injured and property damaged by careless operation. Repair costs will be charged to the cart operator. Most importantly, people can be easily injured if the carts are operated in an unsafe manner or parked improperly. Cart operators must be aware that they are liable and can be sued if they injure another resident, guest, or visitor. Proof of liability insurance will be required prior to the purchase of an electric cart. Evidence of insurance must be presented to the Program Director prior to receiving your permit to operate a cart. Your insurance carrier should be able to provide you liability coverage not less than \$100,000. Proof of insurance must be updated annually.

Carts must be parked in designated areas only. Routes of egress for fire safety must and will be kept open at all times. Check with the Security Director for designated parking. All rules concerning cart operation are subject to review and change. The Fountains reserves the right to limit the number of carts in the building or assign a designated mealtime for cart operators.

Authorization for cart operation is obtained from the Director of Security/Transportation after an approval is received from the Program Director. Permits for cart operation are required. You must submit the required physician's statement with the permit application to the Program Director PRIOR TO PURCHASE OF AN ELECTRIC CART.

Submit a statement from your physician stating that you cannot walk more than 150 feet. Submit the physician's statement with the permit application to the Program Director. The Program Director will review your ability to operate an electric cart. If it is determined you do not have the skill level necessary to operate a cart SAFELY; you will NOT be issued a permit.

The Program Director has the right to review your ability to operate a cart safely at any time. The Inn at The Fountains reserves the right to require a new health statement if we feel you are unable to safely operate a cart. Your physician will have to update your physical statement YEARLY and assure that you are able to operate a cart safely. This statement will be maintained in your file.

The resident must be willing to prove that they are capable of safe cart operation at the request of management. It is the right of the management to issue or revoke your cart privileges.

ELECTRIC CART "RULES OF THE ROAD"

All carts must have gel type batteries. Cell type batteries have been determined to be a fire hazard and are not allowed.

Residents must operate their cart under control and in a safe manner at all times.

Walking residents have the right of way at *ALL* times. Extreme caution must be used when backing out of an elevator or coming around corners.

Stop at intersections and look both ways.

Only cart owners, their spouses, or appropriate staff may operate them. Do not leave keys in your cart ignition.

Cart parking or driving to any special event or other social or recreational activity where they present a danger will be limited.

The Fountains reserves the right to limit the number of electric carts, if management determines they are presenting a danger.

Designated parking areas will be made available to promote the safe, and smooth flow of traffic in public areas.

A non-refundable \$250.00 fee is assessed when a resident purchases a cart.

MARKETING

The Marketing office is located in the School House Building next to the auditorium. In addition to obtaining information from this office, there are always brochures available through Marketing. Residents are encouraged to refer names of friends and prospective residents to the Marketing Department. If you wish the name to be given to a marketing consultant, please specify the consultant's name when you give the referral. You can be assured that all referrals will be handled courteously, tactfully, and promptly. Residents wanting to host prospective residents for a meal may contact the Marketing office and may be eligible to receive a complimentary meal ticket.

Residents wishing to assist the Marketing Department in hosting people for meals, assisting in events, or who would like to make their suites available for showing, please contact the Marketing Director at any time. We welcome your valuable assistance.

THANK YOU

Thank you for choosing The Fountains as your new home. We hope this handbook has answered a number of questions and has been helpful as you get settled in. However, please do not hesitate to ask for any clarification of our policies and procedures. We are here to serve you.