



TOWNER CREST RESIDENT HANDBOOK October 1, 2024

OUR MISSION

To honor God by enriching the lives and touching the hearts of older adults.

Welcome! We are delighted that you have chosen to join us and hope that you find this Resident Handbook to be a convenient guide for Residents and families concerning our services and features.

This Resident Handbook contains information and policies related to your residency at this

Community and is incorporated into the Residency Agreement. Beyond the contents of this Handbook, there may be additional questions addressed by more detailed policies available from Management. The Handbook may be changed from time to time, and changes will be made in writing with appropriate notice to all Residents of these changes. To get the most from your experience here, Residents are encouraged to become familiar with the various policies and procedure outlined in this handbook. If you have questions, please contact Management.

This Handbook applies to communities with a variety of living settings. Not all provisions in this handbook apply to every living setting. Please contact Management for specific questions regarding applicability.

Statement of Intent to Serve:

This Community is intended to provide housing for persons over the age of 55. We may also provide housing for persons with compelling needs that our design and services may uniquely meet. At all times 80% of Residents of this Community will be persons over the age of 55.

**Resident Handbook
Table of Contents**

-A-

Absences
Activities/Life Enrichment
Alcohol
Americans with Disabilities Act
Annual Reports
Appliances
Automatic External Defibrillators

-B-

Balconies, Decks, Porches & Patios
Beauty Salon/Barber Shop
Bed Mobility Assistive Devices
Benevolence
Billing
Building Entry Systems

-C-

Cable TV
Candles
Carts/Dollies
Catering
Chapel
Commercial Enterprises
Common Areas
Computers
Confidentiality
Continuum of Care
Customizations

-D-

Damage/Security Deposit
Deliveries
Dementia Training & Support
Dining Services
Donated Items
Draperies/Window Treatments
Dress Code

-E-

Electricity
Elevators
Emergency Preparedness Plan
Emergency Exits
Emergency/Fire Procedures
Emergency/Medical Procedures

Emergency/Weather Procedures
Employee Gift Policy
Equipment

-F-

Fair Housing
Financial Assistance
Firearms and Weapons
Foundation

-G-

Gambling
Garage
Garage Stall/Storage
Garbage Disposal
General Store/Market
Glossary of Terms
Grievances
Grills
Guests and Suites

-H-

Heat/Cooling
Holiday Decorations
Hospitality and Ancillary Services
Housekeeping

-I-

Inspections
Internet

-K-

Keys/Key Fobs/Key Cards

-L-

Landlord and Tenant Handbook
Laundry
Legal Representative
Library
Liquor/Beverage Lockers
Locations
Lost and Found

-M-

Mail
Maintenance and Repair
Maintenance Emergencies
Maps
Memorial Services
Missing Person

Resident Handbook
October 2024

Movies

Moving Procedures/Policies

-N-

Newsletter

Newspaper Delivery

Nondiscrimination and Language Assistance

Notary Public

-O-

Office Hours and Services

Outdoor Garden/Patio

Outings

Oxygen

-P-

Parking

Pastor

Personal Property/Valuables

Pest Control

Pets

Plants

Policy Changes

Portable Space Heaters

Postal Services

Privacy

-R-

Recycling

Rent and Other Cost Increases

Renters Insurance

Resident Conduct/Expectations

Resident Daily Check System

Residency Agreement

Residency Requirements

Resident Meetings/Council

-S-

Safety

Safe Movement

Sales (Estate, Garage)

Security

Service and Assistance Animals

Signage

Smoking

Solicitation

Storage Area/Lockers

Suggestions

Syringes and Lancets

Resident Handbook

October 2024

-T-

Telephones

Television

Tips/Gratuities

Toilets

Transportation

Trash Disposal

-U-

Urgent Call Systems

-V-

Visitors

Volunteers

-W-

Waiting List/Priority

Waterbeds

Wellness Center

Wheelchairs/Walkers

Windows

Workshop

GLOSSARY OF TERMS

Towner Crest

Apartment – For purposes of this Handbook, this is an all-encompassing term for living unit, apartment, townhome, brownstone, mew, suite and/or room.

Arbor – The term used to describe memory care environments. The Arbor is located within Assisted Living or a similar housing setting with integrated supportive care services and is devoted to residents who have significant memory loss. Assisted Living Services are available 24-hours a day, meals are served family-style in the dining area, and activity programming takes place within common areas of the Arbor. Staff working in the Arbor are specially trained in care of individuals with memory loss.

Care Environments – The term used to describe the parts of the PHS continuum that include clinical care and integrated supportive services.

Commons – The term used to describe general assisted living or a similar housing setting with integrated supportive care services. Access to 24-hour Assisted Living services, meals, housekeeping, and activities are included in the monthly rental rate. Additional supportive services and care may be purchased based on individualized needs.

Community – The senior living community/campus named above. PHS Management, L.L.C., provides operational direction and oversight.

Independent Living – The term used to describe the senior housing settings of Brownstone, Mews, Terrace, Townhomes, Village Homes.

Life Enrichment – A department within the PHS structure that engages Residents in purposeful, fun, and stimulating events and activities, offering meaningful one-to-one connections.

Management – On-site Community staff including your Campus Administrator, Resident Services Director, Clinical Administrator and their designees

PHS – An abbreviation for Presbyterian Homes and Services.

Terrace – The term used for the congregate, independent living apartments in the Community. Continental breakfast and utilities are included in the rental rate.

Town Center – The main building common area featuring many Community amenities such as the Bistro, Barber/Beauty Salon, Library, Gathering Hall, Club Room, Fitness Center, and Dining room.

Visitor – All resident visitors, guests, vendors and contractors.

You – For purposes of this Handbook, this is an all-encompassing term for all Residents of your dwelling unit and to your Legal or Designated Representative, as named in your Residency Agreement.

ABSENCES

Please inform the Reception Desk when you are going to be absent from your apartment for an extended period of time (longer than seven days). Such information will be used for internal communication purposed and will enable Management to serve you better. Additionally, knowing an emergency phone number where you can be reached is greatly appreciated. If there is a need to enter your apartment, such as for a delivery, repair, etc. detailed written instructions are recommended. There may be an absence credit for meals or services, for absence in excess of seven days. Please see Management for more information.

Additionally, in our care environments, we ask that family members, private caregivers and Residents sign themselves in and out, so we can verify your whereabouts in case of an emergency.

ACTIVITIES/LIFE ENRICHMENT

All Residents are invited and encouraged to participate in daily activities. You are also encouraged to share with staff or volunteers the activities and programs that may be of interest to you. These may include Community outings, special events, parties, indoor and outdoor games, intergenerational groups and various small special interest groups. Activity calendars are available at several locations throughout the Community. They may also be viewed online at <https://www.preshomes.org/our-communities/towner-crest>. For activities with limited space, sign-up sheets may be used. Reservations for these types of events will be on a first come, first serve basis. For some activities, fees may be charged for cost of services such as transportation, tickets, or supplies. Please be aware that every effort is made to reach as many Residents as possible with our activities programming, however, not every activity will be appropriate for all Residents.

ALCOHOL

This Community may choose to serve, but not sell alcohol (wine, champagne and beer only) at Resident special events and theme dinners. Alcohol will be served only to those who are legally able to partake. Staff under the age of 21 are not permitted to serve alcohol. In our care environments, a doctor's orders may be required.

Residents are welcome to bring wine or other alcoholic beverages to the dining room during their dinner. However, our wait staff cannot open bottles/uncork or serve wine and other alcoholic beverages.

Residents and outside groups (civic or broader community Groups) who have reserved our common areas may be allowed to bring in and serve their own alcohol after signing a waiver as a part of renting the room and using our services. Reservations can be made with the Reception Desk.

AMERICANS WITH DISABILITIES ACT

This Community is compliant with all State and Federal regulations with regard to accessibility for persons covered by this act.

ANNUAL REPORTS

Annual reports are available by writing Presbyterian Homes & Services, Management and Services at 2845 Hamline Avenue North, Roseville, MN. 55113.

APPLIANCES

Major appliances such as range, refrigerator, garbage disposal, hood exhaust, dishwasher, microwave, etc. which are provided by the Community will be maintained, serviced, repaired and/or replaced at the Community's expense. You are not allowed to install or use additional air conditioning equipment, major appliances or supplemental heaters without prior written consent of Management. Safety inspections may be conducted to ensure that the operation of all appliances and fixtures are safe. Instruction booklets for major appliances are available upon request. Any damage as a result of negligence/misuse will be chargeable to the Resident.

AUTOMATIC EXTERNAL DEFIBRILLATORS

We currently have automatic external defibrillators (AEDs) installed in our building(s). The placement of the AED is based not only on the presence of residents, but also families, employees and visitors. AED's at Towner Crest are located outside of the theater and the fitness center. AEDs are designed to provide quick therapeutic intervention for adults experiencing ventricular defibrillation (a condition commonly referred to as a form of "heart attack"). The device was designed to be used without prior instruction.

There are risks associated with the use of AEDs. We cannot anticipate all such risks or describe all of them in this Agreement. However, some of the risks include the following:

- Use of an AED may not be effective in stopping an event of ventricular defibrillation.
- Even if use of an AED is effective, defibrillation alone does not insure survival. There are other essential components of intervention, including immediate identification of the life-threatening event, early notification of an emergency medical system (ambulance/EMTs), and follow-up therapy.
- Use of an AED may cause injury (such as electric shock or damage to bones or tissue) to the recipient and/or the AED user, although such injuries are rare.
- An AED may be used on a person who has a "Do Not Resuscitate" (DNR) directive. AED equipment is placed in common areas where access to DNR information may be limited, PHS should be considered just like any other public building that has this equipment available. It is most likely that the responder will not have the DNR information readily available at the time it is needed, and therefore an AED may be used.

Resident hereby acknowledges the foregoing and other unidentified and possibly unforeseeable risks related to the use of AEDs and, to the extent permitted by applicable law, releases Owner, its agents, employees, and all Owner invitees from liability related to the use of or failure to use an AED on Resident or any Resident invitee, except that no individual is hereby released from liability from his or her intentional wrongdoing.

BALCONIES, DECKS, PORCHES & PATIOS

Management reserves the right to ask Residents to remove items that may pose a hazard or negatively affect the aesthetics of the building. For those apartments featuring a balcony/deck/porch/patio, the following policies apply:

Residents **may** have the following (subject to applicable local ordinances):

- Chairs, small tables (chairs and small tables left out during the winter months-*if covered*-must be covered with well-fitting outdoor furniture coverings)
- Small flowerpots
- Small decorations
- Candles (battery operated only)
- Holiday/Seasonal lighting and artificial greenery should be put up no sooner than 45 prior to the holiday and removed within 30 days after the holiday. See also HOLIDAY DECORATIONS
- Electric Grills per PHS's Electric Grill Policy on Decks requirements (and as allowed by City codes)
- Other items with the prior approval of Management

Residents **may not** have the following:

- Grills that utilize an open flame. Charcoal, propane, wood, gas and smoker grills of any kind.
- Anything attached to, leaning up against, or draped over the railings including, but not limited to flags, towels, banners, signs, etc.
- Large, heavy planters
- Tarps or plastic wrap
- Candles (open flame type)
- Bird feeders
- Wind chimes

Smoking is not permitted on any balcony, porch or patio. Any customizations to your outdoor space require prior approval of Management. As a courtesy to your neighbors, when cleaning your balcony, please be aware of the balconies below yours. The feeding of deer, turkeys, ducks, geese, or other wildlife is not permitted.

BEAUTY SALON/BARBER SHOP

This Community is pleased to offer a Beauty Salon/Barber Shop on the premises. The service is contracted through a licensed, private contractor. Rates are set by the salon and approved by Management. Please see the salon for pricing. As a courtesy, Services will be charged to your apartment. Appointments are made by calling the salon.

The salon is a contracted space to the beautician. We license the shop, and per our space use agreement with the beautician, we do not allow others to use the space as the contracted beautician has their own equipment and supplies in the shop.

BED MOBILITY ASSISTIVE DEVICES

For the safety of our residents, and in compliance with various regulations, PHS has a defined policy and procedure for usage of Bed Mobility Assistive Devices in our care environments.

Residents who reside in one of our care environments must contact Management for assistance and review prior to installing any bed assistive devices. PHS has a defined list of approved devices for use in our communities.

BENEVOLENCE

The purpose of the Benevolence Fund is to provide financial assistance to Residents whose assets and/or income are not enough to meet costs of housing and/or care. Helping those in need is at the very heart of our Mission. Benevolence subsidies are granted through an application process, must be renewed annually, and Residents are required to demonstrate need in order to qualify. Resources are limited. Access to Benevolence support is based on both the needs of the resident and availability of funds. Support may be provided by offering relocation to another location within PHS's continuum of care. Should you need more information or require help in this area, please contact Management. See also FOUNDATION.

BILLING

Statements for rent, health care services and any additional charges will be mailed out around the first of each month. These charges may include, but are not necessarily limited to: meals, beauty salon/barber services, and maintenance or housekeeping services not normally included in the monthly rental charges. Full payment is due by the 10th day of each month, or within five (5) business days of Owner's delivery of any statement, whichever is later. PHS's expected method of payment is by electronic transfer via Automated Clearing House (ACH). Authorization for ACH will be completed upon move in/admission. By exception, an election to pay by check can be arranged. Any bank charges incurred by PHS for insufficient funds of a Resident's account will be billed back to you. Resident will pay for services and supplies provided by third parties according to the billing and payment policies established by those third parties. Each resident will indemnify, defend and hold Owner harmless from any claims by third parties for services or supplies provided that resident.

BUILDING ENTRY SYSTEM

Towner Crest is a secured building. Doors into our building are kept locked. Visitors arriving during business hours can be let in by the Receptionist. After hours, the "Call Button"- system in the vestibule can be used at any time. Visitor may scroll for the resident and call them on their phone. If the resident wants to allow visitor in, resident needs to answer phone, remain on the line and press "9" to unlock main doors.

CABLE TELEVISION SERVICE

Towner Crest is pleased to offer basic cable television services, through Spectrum, to all residents at no charge. DTA boxes are provided in the apartment. The DTA boxes are property of Spectrum and the responsibility of Towner Crest. Upon move out, the DTA box, remote and cable need to remain in the apartment.

A channel guide is provided in the Welcome Binder. Additional channel guides are available from the office. Upgraded and premium service is available through Spectrum for an additional

charge, and it is your responsibility to check with Spectrum on cost. Let Spectrum know you live at Towner Crest Senior Living Community and that we have a bulk account with Spectrum.

CANDLES

The use of candles in our Independent Living apartments is not restricted. No open flame candles are permitted in hallways or common spaces in Independent Living buildings. Open flame candles are not permitted within our care environments.

Extreme caution must be exercised due to potential fire hazard. Candles in enclosed containers are preferred. Do not leave burning candles unattended. Battery operated candles are recommended in Independent Living but required in other settings. Resident is responsible for all damages caused by use of candles by Resident or their visitors.

CARTS

Carts are available for your use. The carts are located in the garage and may be used on a first come, first served basis. Please promptly return the cart to the designated storage area after each use.

CATERING

Catering is available through our Nutrition and Culinary department on a fee-for-service basis. The Culinary staff will assist you in planning a special menu if you so choose, or to help arrange for other special items. For information, please contact the Reception Desk.

CHAPEL

Christian Ministry is at the heart of PHS's Mission. Our chapel (Gathering Hall) is open to Residents, family members and staff for quiet meditation, personal and group worship, and for other appropriate events. Ecumenical services are conducted on a regular basis. Please check the Activity Calendar for information regarding regular worship services, memorial services, and other special services. Other gathering spaces may also be available for group and individual use. See also PASTORS. A list of churches is available at the Reception Desk.

COMMERCIAL ENTERPRISES

Resident business or commercial enterprises are not permitted without the approval of Management. As a general rule, enterprises that require customers or suppliers regularly coming and going from the community would be prohibited. Further, use of equipment that could adversely affect the quiet enjoyment of other Residents is not allowed. No solicitation of other Residents is permitted. See also Solicitation Policy.

COMMON AREAS

Common areas within the building are provided for you and your visitors to enjoy. We trust that respect for one another will be shown and common areas will be kept tidy. Furnishings are arranged to enable use by many and therefore we ask they not be removed or altered. At times

of special events or gatherings, additional chairs and/or tables may be set up to provide additional seating space for large numbers.

Common areas may be available for private parties for both Resident and non-resident groups by arrangement. Reservation forms, rental agreements and information about fees are available from the Reception Desk.

COMPUTERS

Computers are available for resident shared use in the Library, located across from the Bistro. Free Wi-Fi service is available throughout the building. Our wi-fi network is “PHSGuest” and does not require a password (unsecured network). You may also contract for internet service through an outside provider at your own expense.

CONFIDENTIALITY

Resident files will be kept confidential. Management is authorized to release information of any type about you to your Legal or Designated Representative, as named in the Residency Agreement. Management is also authorized to release information to any health care provider who may be consulting with, caring for, or treating you, and to any person as may be required by law.

CONTINUUM OF CARE

PHS strives to implement its’ mission by coordinating a continuum of care and services. This continuum may include independent housing, home health services, assisted living, Alzheimer’s/dementia care, hospice, and specialty care. We do not guarantee that the specific apartment/suite/room or location preferred will be available at the time of need.

PHS is dedicated to helping individuals live as independently as possible while providing dignified and safe choices for care options within our communities. PHS offers a variety of services in the continuum of care at this and other PHS locations. Existing residents may have priority status for movement within the Community or transfer to other PHS communities, however we cannot guarantee that the specific apartment or location preferred will be available at the time of need. See also WAITING LIST/PRIORITY SYSTEM

Should you choose to utilize a provider other than PHS for services, we highly recommend you research and verify their credentials. For additional information contact Management.

CUSTOMIZATIONS

No structural customizations/modifications may be made to your apartment without written authorization of Management. You are welcome to make decorating modifications such as custom color paint, with prior authorization from Management and with the understanding that upon move out you may be required to pay for the apartment to be restored to its original condition. Please contact Management for assistance or a referral to hang large or heavy items on walls (additional charges may apply).

DAMAGE/SECURITY DEPOSIT

Your damage deposit is for any damage to apartment or building/grounds or unpaid portions of rent or fees. You may not use it as a substitute for final month's rent. Annual interest, where applicable, will be at the rate prescribed by state law. Any unused portion of deposit will be returned to you within 21 days of termination of occupancy when a forwarding address has been provided. The damage deposit will be retained for any damage beyond normal wear and tear as determined by Management. If your damage deposit does not fully cover the costs of the damage, additional charges may apply. For more details see your Residency Agreement.

DELIVERIES

Management, or the Reception Desk, may sign for deliveries/packages for you if the delivery service is unable to contact you directly. We do this as a convenience for you. We will not sign for deliveries that are alcoholic beverages or Resident medications. Occasionally there may be a delivery/package that you do not wish to accept. If that is the case it is your responsibility to let the Reception Desk know prior to its delivery. It is your responsibility to pick up packages upon notification. This Community is not responsible for packages left in common areas.

DEMENTIA TRAINING & SUPPORT

The DOVE Signature Program for Memory Care is the culmination of many years of thoughtful consultation with PHS staff, families, and leaders in the field of dementia research. We believe that caring for the needs of those with memory loss grants us an extraordinary opportunity for ministry and we've made it a priority to raise the standard for this care.

Dementia Training

Presbyterian Homes & Services provides specialized training in the area of Alzheimer's Disease and Related Disorders to all direct care staff and their supervisors. Initial training will be made up of at least 8 hours and at minimum two hours annually. The initial training includes education in the following areas:

- An explanation of Alzheimer's disease and other dementias
- Assistance with activities of daily living
- Problem solving with challenging behaviors
- Communication skills; and
- Person-centered planning and service delivery

Family Involvement & Support

- We seek a partnership in care giving with families or other support systems
- We recommend family involvement in support groups such as those offered by the Alzheimer's Association for those whose family member struggles with a form of Dementia.
- The Care Partner Guide is a valuable resource provided by PHS for Residents and families. Please see Management if you would like a copy.

DINING SERVICES

We strive to offer a wide variety of nutritious and appetizing meals. We value your suggestions and comments. Meal delivery service to your apartment is available for a nominal charge and may be limited to specific mealtimes. For meal delivery, please contact the Reception Desk. Visitors are welcome to dine with Residents of the Community, however continental breakfast (where offered) is provided for Residents and individuals utilizing our Guest Suites only. Reservations may be required for groups. Meal charges (where not explicitly included in your rent) for you and your visitors are included on the Hospitality and Ancillary Services Rate sheet.

DONATED ITEMS

We appreciate items (equipment, pianos, other furnishings, etc.) donated to this Community by you or your family. Due to need and storage limitations, please note Management reserves the right to accept or refuse donations. Disposition of items accepted will be at Management's discretion. Donated items become the property of PHS.

DRAPERIES/WINDOW TREATMENTS

We provide and maintain window blinds in all apartments. Residents may take the responsibility of providing draperies/window treatments of their choice; however, draperies must complement the aesthetics of the exterior of our facility. It is Management's responsibility to ensure the appropriate appearance of the building from the outside; therefore, it is possible that Management may request a drapery change. When installing window treatments, please do not drill or nail into the wood trim surrounding the window. If you choose to install your own window treatments, you will be responsible for removing the original window treatments and storing them within the apartment. You will also be responsible to re-install the original window treatments prior to move out. Resident is responsible for costs of replacement for any damages to the original window treatments. Maintenance may be available for assistance.

DRESS CODE

Residents and visitors are expected to be appropriately dressed when outside their apartments. Pajamas, bare feet, and exposed undergarments are examples of inappropriate attire. Management reserves the right to address inappropriate choices of dress privately with a Resident.

ELECTRICITY

Electricity is included in your rent. This is a direct service from Oconomowoc Utilities. It is Management's responsibility to contact the local electricity provider to arrange for service.

ELEVATORS

Elevators are available for your use and convenience. In the unlikely event that the elevator becomes stuck, please follow the instructions in the elevator. Please do not try to resolve mechanical problems yourself. If you notice any problems with the elevator or hear the alarm bell, please contact Management immediately. Elevators are checked and maintained on a regular basis. **Do not use elevators in case of fire.** Elevators may not be available for use in a power outage.

EMERGENCY PREPAREDNESS PLAN

A copy of our emergency preparedness plan is available in the Dining Room in our care environments, as well as the Reception Desk. It is available for your viewing upon request. If you have any specific questions, please address them with Management. Your Welcome Binder will also have information about severe weather and fire evacuation.

EMERGENCY EXITS

Emergency exit diagrams are posted on each floor. In the event of an evacuation, emergency personnel or staff will direct you to the appropriate exit.

EMERGENCY/FIRE PROCEDURES

In the event of a fire, all residents should shelter in place, or remain in their apartments unless: the fire is in your apartment, or an immediate evacuation is advised by Management or emergency personnel.

If the fire is in your apartment or the area where you are:

- Do not attempt to extinguish the fire yourself.
- Leave the immediate area of the fire.
- Call 911 from another apartment.
- Once the fire department has arrived, follow their directions.
- Remember do not use the elevator when there is a fire.

If the fire is NOT in your apartment:

- Stay in your apartment.
- Keep your door closed.
- Wait for further instruction.

This Community was constructed with numerous safety features to signal everyone in the event of fire and to contain any fires in certain areas to prevent the damage and loss of life. The building is zoned with firewalls through each floor and corridors. There are smoke detectors and sprinkler heads throughout every room, corridor, and common space in the building. If the alarm is activated, fire doors throughout the corridors and elevator lobbies will automatically close to contain the fire. Audible alarms will sound in all common areas of the building and resident rooms. Additionally, several fire panels throughout the building will be activated and signal the staff as to the exact location of the alarm. The fire panels are monitored by an outside company 24-hours a day and that company will contact the local Fire Department immediately in the event of an alarm. In our independent living environments, smoke will activate the smoke detectors and that room detector will sound only in the Resident's apartment. In our care environments, the smoke detector will also signal the staff through the emergency call box as to which apartment is affected. If the smoke is of sufficient nature to reach the corridor or any other common area of the building, then the main alarm system will be activated.

Residents should stay in their apartment with their apartment door closed if they hear the fire

alarm. Because of the way the building is zoned with firewalls and fire-rated doors throughout, it is safer for residents to remain in their apartment than to attempt to evacuate. However, if a resident feels they are in immediate danger, they should evacuate using the stairs and **not** the elevator. If there needs to be a building-wide evacuation, the Fire Department will make that decision.

EMERGENCY/MEDICAL PROCEDURES

Independent Living– If able, call 911 yourself as the emergency responders will prefer to talk to you directly. If possible, please let Management know that you have called 911. If you are admitted to the hospital, please ask someone to notify Management of your absence. Except as permitted by your Residency Agreement, Management will not share information of your whereabouts without your permission or the permission of a responsible party.

Care Environments– Residents are encouraged to use their urgent call pendant to call the clinical staff on duty in case of a medical emergency. The staff will assess the situation and contact 911 if an emergency response appears appropriate.

EMERGENCY/WEATHER PROCEDURES

This Community is built to withstand strong winds and severe weather; however, it is important that Residents be thoughtful about how to respond in the event of severe weather. The following are recommended:

1. BE PREPARED

We recommend keeping a few items handy in the event of threatening weather, the loss of power, and/or injury resulting from severe weather:

- Your cellular phone (cordless phones may not work during power outages)
- A flashlight with batteries that work
- A battery-operated radio
- A first aid kit
- A blanket (for protection and to keep warm in the event of power failure)
- For care environment Residents – your Urgent Call Pendant.

2. STAY ALERT

If there is severe weather in the area, local television and radio stations are a good source of up-to-date storm information.

- SEVERE WEATHER WATCH means that conditions are favorable for severe weather. Prepare your apartment, listen to the weather reports, locate your cellular phone, a flashlight and battery-operated radio, and close your curtains or drapes
- SEVERE WEATHER WARNING means that severe weather has been identified. Take shelter immediately and remain calm.

3. REACT CALMLY

If there is a SEVERE WEATHER WARNING in our area:

- Stay in your apartment but move away from windows and glass; the bathroom is the safest room in your apartment.
- Listen to your battery-operated radio for severe weather updates.

- Please contact Management should you have questions or require assistance with advanced severe storm related planning and/or preparations.

EMPLOYEE GIFT POLICY

Employees and contracted employees of PHS and its affiliates are not allowed to accept gifts or tips from Residents or their families. Receiving gifts from Residents or family members could make you or your family members feel that they need to give gifts in order to receive better care, or that employees are taking advantage of Residents. Therefore, as a condition of employment, staff of PHS are not permitted to accept tips or receive gifts. However, we realize that Residents have a right to exercise their own choices and may wish to acknowledge a specific service or individual. If you do wish to recognize an employee for outstanding work; we ask that you share your appreciation with a word of thanks, a card, or consider recognition through the PHS Shining Star program. If you wish to share a monetary gift with our Community, it can be designated to our Employee Appreciation Fund or to support other needs of the Community and/or Residents with financial needs. Please see Management or call the Foundation Office at 651-631-6418 for more information.

EQUIPMENT

In our care environments, there may be times when your needs require some adaptations to your environment for your safety and that of our staff. Some equipment needs such as lift equipment, assistive devices, bed assist devices, oxygen equipment or other health-related equipment needs, may necessitate moving furniture and/or making sure the equipment is installed per manufacture guidelines for safety.

It may also be required that mechanical lift equipment be used to assist you. This is intended to minimize the risk of injury to you and staff. Using lift equipment may also require a specific bed type to allow for access.

FAIR HOUSING

PHS does not discriminate on the basis of race, color, national origin, religion, sex or handicap. PHS complies with all Federal and State regulations regarding Fair Housing and Human Rights.

FINANCIAL ASSISTANCE

You may be eligible to receive certain public funds to assist in the payment of rent and/or service fees. Some, but not all, PHS Communities may participate on a limited basis in various state or county-administered programs. You may be required to move to another apartment within this Community or seek alternative housing to utilize public assistance. Your eligibility for public funds does not guarantee that such funds will be available or that a qualified apartment will be available at the time of need. You are responsible for applying for these programs and are also responsible for payment in full of any charges required to be paid by you.

FIREARMS AND WEAPONS

Under no circumstances are guns or firearms of any type allowed to be stored in any living unit, common area or garage/storage space at Towner Crest.

FOUNDATION

The PHS Foundation is a non-profit organization dedicated to raising charitable gifts to support the mission of PHS. Generous donors have been essential since PHS was founded in 1955. The Foundation welcomes gifts made through cash and stock contributions, future gifts through wills, bequests, designated beneficiary of IRA Funds or Life insurance, and life income gifts such as charitable gift annuities. The Foundation conducts endowment and capital campaigns to build new communities and renovate the existing communities of PHS. Gifts raised by the Foundation also support benevolence (providing funds for residents who have exhausted their assets), spiritual care, including the ministry of chaplains, and educational opportunities for employees, among other ministry priorities. Many residents and their family members choose PHS as one of their philanthropic priorities.

GAMBLING

This Community may offer gambling themed activities or events, such as Bingo or Casino Night. Winning prizes is acceptable, however, no paying to play a game is allowed. This is in accordance with state gaming commission rules. This Community does not sponsor casino outings. Residents may organize outings directly through casinos if they wish.

GARAGE

Underground garage stalls are available for an additional charge. See Hospitality and Ancillary Services Rate Sheet for rates. The following rules apply:

- Stalls are assigned by Management
- No warming up your car indoors
- Turn lights on when entering and exiting
- Be sure the garage door is shut completely after you enter or exit.
- Only one vehicle should enter or exit at a time
- Fobs are assigned and batteries expire from time to time. See Management for assistance as needed
- Report if opener/fob is lost - there will be a charge for lost garage door openers/fobs.
- Speed limit in garage is 5 miles per hour
- Park equally between lines
- Report any suspicious activity
- Follow appropriate directional signs
- Garage renters must provide complete information regarding vehicle and insurance
- Inform management of all changes related to vehicle registration or license plates

GARAGE STALL/STORAGE

Storage of personal items in your garage stall is not permitted. Storage lockers are available at Towner Crest for a monthly rental fee. Please see Reception if interested. Management is not responsible for the security or damage of items in storage lockers. Do not store flammable or corrosive materials in the lockers. It is recommended that items that may be damaged by

extreme temperatures or moisture not be stored in garage storage lockers.

GARBAGE DISPOSAL

If disposal is malfunctioning do not try to fix it yourself. Please call the Reception Desk to place a work order. Using your disposal may disturb your neighbors if used during early and late hours. Please be courteous. For normal operation, there is no need to run for extended period of time (more than 1 minute).

To keep your disposal a safe and functioning appliance:

- Do not put your hands in disposal
- Do not let any metal objects such as spoons, forks, and knives fall into disposal
- Do not dispose of bones, glass, rice, coffee grounds, large seeds, banana peels, onion skins or any hard- to-grind items such as celery or potato peels
- Run cold water while using disposal

GENERAL STORE/MARKET

The Market is located in the Town Center next to the Receptionist. Convenience store items are available for purchase in the Market during posted hours. Cash or account charges are accepted.

GRIEVANCES

If a time arises when a complaint or serious concern has not been resolved through routine channels, concerns may be directed to Management. If the Campus Administrator is unable to resolve the matter, you may contact the Regional Director of Operations (RDO). The RDO may be reached by contacting:

Regional Director of Operations
2845 Hamline Avenue N
Roseville, MN 55113
651-631-6100

GRILLS

Individual charcoal, electric, and gas grills generally are not permitted. Electric grills may be permitted by exception in some communities and according to local ordinances. PHS may provide grills in designated outdoor areas. Use of the grills must be approved by Management or other authorized staff. After each use, grills must be cleaned appropriately. Proper grilling utensils must be used. Individuals who use grills assume responsibility for safe use and any injury or damage resulting from that use. Also see PHS's Electric Grill Policy on Decks.

GUESTS AND SUITES

Family and friends are welcomed and encouraged to visit. We invite you and your visitors to use the common areas, grounds and amenities. Some areas or equipment may require reservation for use. Your guests are asked to respect the privacy and comfort of all and use proper discretion, so their visit does not interfere with others' quiet enjoyment of the Community. Children are to be always accompanied by an adult. Children are encouraged to

visit, but it is the parents', and ultimately your responsibility, to monitor the conduct of your young guests. Please be reminded that Towner Crest is a smoke free Community.

Guests in apartments

Guests are subject to same rules and expectations as you. Guests may stay up to 14 days per visit. If the guest wishes to stay longer or visit more than 12 times a year, Management approval is required.

Guest Suites

Towner Crest offers two guest suites available for a nightly fee on a first come first serve basis. Please contact the receptionist for availability, nightly fee and reservations.

Guests Meals

Family and friends are welcome guests at any meal. Advance reservations and payment can be made for required guest meal ticket. Reservations must be made by scheduled times prior to meals. Private dining accommodations are available upon request. Reservations for large groups (10 or more) need to be made at least one week in advance. Payments can be made directly to the Receptionist or be billed on your monthly statement. See Receptionist for guest meal information.

Guest Activities

Activity programs are designed for you and other Residents. We encourage friends and family to participate if space is available.

Guest Parking

Outside parking is available for guests.

Guests with Pets

Visiting pets are held to the same policies as pets that live here. You are ultimately responsible for the conduct of pets visiting you. Visiting pets should be registered at the front desk. See Visiting Pet Policy. In common areas, pets must be on a fixed length leash no longer than six (6) feet.

HEATING/COOLING

For your comfort, heat and air conditioning may be individually controlled in each apartment. If you plan to be absent from your apartment for extended period of time, please do not set your thermostat below 65 degrees. Space heaters are prohibited unless specifically approved by Management. Should any problems arise with your heating or cooling, please contact the Reception Desk to open a work order.

HOLIDAY DECORATIONS

The use of any natural green trees or wreaths is prohibited in individual apartments, hallways, decks or patios and common areas. Flame resistant artificial trees and greenery are permitted. Only U.L. approved tree lighting in good repair may be used. All holiday decorations that are outside the apartment (hallway, decks, patios) and visible to others, should be put up no sooner than 45 prior to the holiday and removed within 30 days after the holiday.

HOSPITALITY AND ANCILLARY SERVICES

PHS has a variety of services that are offered in our Communities. Some of these services are provided by our staff and some are provided by outside contractors. Please see the Hospitality and Ancillary Rate Sheet for additional information. PHS does not require that you use the services offered by us or our affiliates, however in some circumstances, our fees may still apply. For example: The lowest level service package will still be billed for primary Assisted Living Residents choosing to use another provider of Assisted Living Services. We strongly recommend that the provider of service you contract with be licensed, bonded, and insured. It is your right to ask any provider for these documents. PHS is not responsible for any outside agency or related services contracted individually by a Resident.

HOUSEKEEPING

Housekeeping of the common areas throughout the building is a service provided by staff. We are proud of the appearance of this Community and housekeeping schedules are developed to ensure ongoing cleanliness. If you become aware of any housekeeping needs please contact Management.

Commons/Arbor/Hearth: Residents will receive weekly light housekeeping services (up to ½ hour) included in the rent. Housekeeping schedules are subject to change. Services include trash removal, cleaning of bathroom and kitchen (floors and countertop) and vacuuming. Weekly linen changes are also provided. Clean linens need to be readily available. Additional services are available. Please see the Hospitality and Ancillary Services Rate Sheet for further information.

INSPECTIONS

Periodic inspections of the apartments by staff may be necessary to ensure the health, safety, and general maintenance of the building. At a minimum, you should expect an annual test of smoke detectors and other emergency systems. In addition, some municipalities or governing agencies require inspections by their officials on an annual or periodic basis. Whenever possible, Management or authorized personnel will notify you 24 hours in advance before inspections. You are welcome to be present during any inspection. For emergencies no notice may be given.

INTERNET

Public Wi-Fi is available to all Residents. It is not a secured connection. It is similar to what you would find in a public location such as coffee shop or public library and is therefore also subject to possible high usage/slowness as a result. If a private network is desired, you may contract directly with an internet provider.

KEYS/KEY FOBS/KEY CARDS

You will receive keys/fobs when you move into your apartment. You will be provided with the necessary keys for entering the building, apartment, and mailbox. Please report any lost keys/fobs to Management immediately. There will be a charge for replacing keys/fobs. See Hospitality and Ancillary Rate Sheet. For the security of this Community, duplication of keys or fobs is prohibited.

LANDLORD AND TENANT HANDBOOK

A booklet published by the Division of Trade and Consumer Protection is available by calling 1-800-422-7128.

LAUNDRY

Arbor: Assistance with laundry, up to three loads per week, is included in each Resident's care package. Additional laundry services can be arranged through the Clinical team for an extra charge.

Commons: Laundry machines are available at no charge. Laundry soap is to be provided by the Resident. Please refrain from using the laundry machines from 8pm to 8am, to respect the quiet enjoyment of each Resident. Assistance with laundry can be arranged through the Clinical team and can be added to the Resident's care package.

Please do not overload machines, use liquid bleach or dye laundry in machines. When finished with laundry, leave the doors of machines open. Upon completion of your laundry cycle, please remove clothing from the machine promptly and clean the lint trap in the dryer.

Terrace: Laundry machines are available in each apartment. Please use the machines according to manufacturers' guidelines. If your laundry machines are not working properly, please contact the Reception Desk to place a work order.

LEGAL REPRESENTATIVE

There are several ways that you may designate individuals to act on your behalf. Please provide Management with documentation of any formal Power of Attorney, Guardian or Conservator relationships which may apply. You may also choose to designate a representative in your Residency Agreement to be involved with Management on your behalf. The responsibility of this designee will be to assist you in fulfilling your financial obligations in full and on time, and to assist you in compliance with the terms of your Residency Agreement. This does not require the designee to use their own resources to fulfill their obligation on your behalf. Residents of our care environments are asked to provide Health Care Directives to Management.

LIBRARY

The library is open to all Residents and is made available for your enjoyment. Information and book check-out procedures may be found in the library. Donations of books may be accepted based on need and available space, please see Management for more information. Please be aware that donated books become the property of the community and we do not promise to offer every donation for lending.

LIQUOR/BEVERAGE LOCKERS

Liquor/beverage lockers are available for Resident use in the Club Rooms and are available on a first-come, first-served basis. There is no charge to have a liquor locker. If you are interested in

having a liquor locker, please contact Management.

LOCATIONS

PHS has many locations. For current information, a location guide is available from Management. You may also visit our website at www.preshomes.org.

LOST AND FOUND

Items which become separated from their owners should be reported to Management. PHS is not responsible for lost items. Lost keys or fobs should be reported to Management immediately.

MAIL

Each apartment is assigned an individual mailbox in the designated mail room. Delivery of mail, by the postal service, is Monday thru Saturday. You have a separate key to open your mailbox. The number which appears on your mailbox is the same as the number of your apartment. Outgoing mail boxes are located near resident mailboxes. Upon move-out, appropriate change of address forms must be completed with the postal service.

MAINTENANCE AND REPAIR

Management will make necessary repairs of electrical, refrigeration, heating, air conditioning, plumbing and other building related repairs. For service, please contact the Reception Desk to open a work order. If the problem is due to defective equipment or normal wear and tear, no charge will be made. If the problem is a result of your neglect or misuse of equipment, a charge may be made for the cost of the repair. Upon move-in, all light fixtures will have properly sized and working light bulbs. If you would like large items (i.e., mirror, large pictures, televisions) hung on the wall, please contact Management to initiate a work order or gain a referral. Additional charges may apply. Please see the Hospitality and Ancillary Rate Sheet. Painting, or any other decor alterations to the apartment, may be completed with Management approval and the understanding that upon move-out you may be responsible for the cost of returning it to its original condition. Please see Management for more information on how to customize your apartment and the terms of the Modification Addendum.

At any reasonable hour of the day with notice, and in the event of an emergency at any time, staff and agents of the Community have the right to enter the dwelling apartment of a Resident to address requested or necessary repairs, maintenance, and/or replacement. Further, staff has the right to authorize entrance for such purposes by employees of any contractor, utility company, municipal agency, or others. In any event, an effort will be made to contact the Resident prior to entering the apartment. Every effort is made to address work in a timely fashion. However, maintenance requests will be addressed on a priority rather than first come, first served basis. The priority will be:

- Life and safety issues
- Problems causing wide-spread or on-going damage
- Building fixtures, furnishings or equipment in apartments or common areas

- Resident personal requests (for example: hanging a picture or mirror).

MAINTENANCE EMERGENCIES

If you have a maintenance emergency such as a water problem, loss of heat, excessive heat, phone outage, please contact the Receptionist immediately. The Receptionist will notify the engineering team. If your emergency is “after-hours” please contact (262) 822-7125 or (262) 263-1054. They will contact an on-call engineering staff member to address the issue.

MAPS

For building maps, grounds maps, or all community location guides, please see the Reception Desk.

MEMORIAL SERVICES

Chapels or designated common areas are available for individual memorial services. Services in honor of all Residents who have died may also be planned. Please contact Management for support in planning.

MISSING PERSON

In our care environments, if we are unable to locate you, our staff will notify your responsible party and implement a coordinated search effort. Please see Management for more information regarding our Missing Person policy.

MOVIES

This Community is pleased to have a theater where movies are scheduled for your viewing pleasure. Our goal is to show films that will entertain the majority. Our policy is as follows:

- No movies rated above an “R” are permitted
- A balanced selection of movies including alternatives for those who are sensitive to content will be offered
- When promoting theater showings, objectionable features of “R” rated movies will be noted, to allow residents to make choices consistent with their preferences
- In our Arbor environments we don’t show horror movies, and use caution with movies that feature explosions or other loud noises

MOVING PROCEDURES/POLICIES

Moving In:

At time of move-in an Apartment Inspection Form will be provided for completion. Towner Crest strongly recommends the use of a licensed, bonded, professional moving company if family members and friends are not available. The date of the move-in must be scheduled with the Resident Services Director. For your convenience, keys/fobs and garage door openers may be available at the lease signing or when rent will begin. Carts are available in designated areas of the Community for moving boxes and furniture. An Elevator key is available at the front desk. Empty boxes should be broken down and stacked for recycling and taken to the basement-garage trash room. You may wish to order newspapers prior to the date of move-in,

so that they are available on your first day. Arrangements should be made with the Post Office to forward mail to your new address starting with the first day of occupancy.

Moving Out:

Proper notice is required prior to moving out of your apartment. Please consult your rental agreement for details regarding notice terms. Towner Crest retains the right to show your apartment to prospective residents during your notice period. Naturally, we continue to respect your right to privacy during this period and will give you adequate advanced notice prior to any tour. Upon moving out of your apartment, all keys/fobs and garage door openers must be returned, and the apartment must be cleaned per the move-out checklist provided. DTA Cable boxes and remotes are the property of PHS and need to remain in room. The original Apartment Inspection form will be reviewed. Any new damages, beyond normal wear and tear, will be noted and are your responsibility. Damages will be withheld from the damage deposit. Any damages exceeding the amount on deposit will be billed to you or your estate. Fees will be assessed for furniture and personal items left in the apartment without prior approval by Management. Please notify the local Post Office of the move out date. A forwarding address needs to be provided to Towner Crest so that we may send a final statement.

INTERNAL MOVES: Towner Crest recognizes that occasionally you may need or desire to move from one apartment to another, or to another Presbyterian Homes campus. As a current Resident, you will be given priority over a non-PHS residents. Please be aware that the costs associated with an in-house move (including utility changes) will be your responsibility. See also Continuum of Care. A transfer fee may apply. A reservation fee for the new apartment will be required.

NEWSLETTER

This Community publishes its own newsletter periodically. It is filled with interesting news and timely information regarding the many ongoing events and activities. The newsletter is an important medium of communication between residents, staff, family members, and volunteers. It may be viewed on the internet at www.townercrest.org.

NEWSPAPER DELIVERY

A copy of and The Milwaukee Journal/Sentinel is provided in the Library, Commons (AL) area and Arbor (MC) area. Please leave these papers for others to use. If you wish to subscribe to this or any other newspaper, you may order your own daily delivery. IL Residents can come to the lobby to pick up their newspaper.

Commons/AL or Arbor/MC Residents will have the paper delivered by Towner Crest staff or volunteers.

Journal/Sentinel: 414-224-2222

Any Journal/Sentinel account issues need to be resolved between you and the Journal/Sentinel.

NONDISCRIMINATION AND LANGUAGE ASSISTANCE

PHS complies with applicable civil rights laws and does not discriminate on the basis of race,

color, national origin, sex, age or disability in their health programs and activities. PHS also does not exclude people or treat them differently because of race, color, national origin, sex, age (except as allowable under law relative to our Statement of Intent to Serve) or disability. For the safety and wellbeing of all Residents, PHS does require Residents comply with the Residency Requirements of the Residency Agreement and will work with each Resident to address any concerns about those requirements.

PHS will (1) provide appropriate auxiliary aids and services free of charge and in a timely manner when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities, and (2) provide appropriate language assistance services free of charge in a timely manner when such services are necessary to provide meaningful access to individuals with limited English proficiency.

NOTARY PUBLIC

We are pleased to offer an on-site Notary Public as a free service for you. This service is subject to change without notice. Please see the Receptionist for more information.

OFFICE HOURS AND SERVICES

For services including photocopies, faxes, stamps, etc., please see Reception. Our receptionists are here from the hours of 8:00 am – 4:30 pm Monday through Friday, 9:00 am – 3:00 pm on Saturday and Sunday, and 10:00 am – 2:00 pm on PHS recognized holidays.

OUTDOOR SPACES (PUBLIC AREAS)

Walkways, gardens and patio furniture are provided for the enjoyment of Residents and Visitors. Reservation may be needed for private gatherings in outdoor areas. Bicycles, skateboards, and in-line skating is prohibited on walkways. Electric personal assistive mobility devices (motorized wheelchairs and scooters) may be used on the walkways. In the shared outdoor areas, the following are not permitted: birdfeeders, moving of or placement of additional patio furniture in non-designated areas. Pets must be leashed. Keeping our property clean is the responsibility of all who use our outdoor areas.

OUTINGS

This Community offers outings for shopping and social events on a scheduled basis. Please contact Management for information about signing up for outings. Outings may be cancelled for reasons including, but not limited to, severe or inclement weather and lack of interest. Safe and appropriate conduct is required.

OXYGEN

Persons with electric oxygen concentrators should have an alternative plan for oxygen in case of power outage. Some hallway outlets may be on a generator and available for use. Please see Management for more information. We recommend that you have a spare/portable tank available as well. Persons with pressurized tanks must be aware of and follow safety procedures. Please contact your oxygen vendor for information.

PARKING

Underground parking is reserved for a monthly rental fee, dependent upon availability. Outside parking is free. Handicapped parking spaces are for persons with handicap stickers or plates only. No personal belongings are allowed to be stored in the garage/parking stall other than mobility assistive devices. Residents are responsible to move their cars when snow plowing or parking lot maintenance is necessary. Outdoor storage of recreational vehicles or automobiles is not permitted. Outside parking is available for visitors. Inside visitor parking may be available on a limited basis - please check with Management. See also GARAGE

PASTOR

Spiritual Care is an important aspect of the ministry and services provided by PHS. Interdenominational services led by our on-site Pastor are offered on a regular basis and are included in the monthly program calendar. We welcome clergy of area churches. Please contact Management for assistance. If you desire a personal visit from our community Pastor, please contact 262-468-2256.

PERSONAL PROPERTY/VALUABLES

PHS encourages all residents to appropriately protect their personal property and their valuables. Residents should lock the door to their apartment. All Residents should secure their valuables and never leave jewelry, cash and credit cards exposed on dressers and tabletops. Arbor Residents are encouraged to not have valuables in their apartment. Family members should care for those items. In the event of a suspected theft please contact Management immediately. See also RENTER'S INSURANCE.

PEST CONTROL

A pest prevention program is in place. Please call Management if you see insects or other pests. If your neighbors have pests, we may make an appointment to treat your apartment also as a preventative measure. Please do not feel embarrassed if you see pests in your apartment. We realize that pests travel from one apartment to another and a report does not necessarily reflect upon your housekeeping efforts. It is to everyone's advantage that these problems be reported immediately. If Resident or his/her invitees are determined to be the source of an infestation, Resident may be responsible for extermination and control expenses.

PETS

Visiting Pet Animals

PHS allows domestic pets with current immunizations to visit the community. The owner of the pet is responsible for its behavior at all times. Visitors who bring pet animals may be asked to sign a Pet Release form, which is available from Management, and must respect and recognize that some Residents and other visitors do not wish to have contact with animals.

Documentation of immunizations and health records must be available upon request. Animals must be under the control of owners. No retractable leashes are allowed. Pets must be on a leash of a fixed length no longer than six (6) feet. Visiting animals must be kept out of kitchen areas, sterile supply areas, medication rooms and all dining areas. Exotic and/or domesticated farm animals are not permitted unless they are under the supervision of trained animal

handlers. All pet owners must clean up and dispose of waste appropriately. Contact management if assistance is necessary.

Resident Owned Pets

Certain animals are allowed as pets in most settings. Approved animals include small caged bird species, domesticated dogs and cats, and fish in aquariums not exceeding 20 gallons. Dogs may be restricted by size. Birds of prey and snakes are specifically prohibited as Resident pets, along with any wild, undomesticated, vicious, destructive or uncontrolled animals. With the exception of a working animal, defined as an animal trained and certified to assist the disabled (Service Animals), no Resident owned dog, cat or other pet will be allowed in the dining room, Community kitchen, and laundry room or beauty/barber shop. A pet owner may not take a pet into the apartment of another Resident without the explicit permission of the Resident. Management may limit pets to certain floors in the building. Pet owners are required to sign a Pet Responsibility Addendum to their lease and pay an additional Pet Fee. For details about these responsibilities, please see Management.

Service and Assistance Animals

For specific information on Service Animals, please see [SERVICE AND ASSISTANCE ANIMALS](#).

All Pets and Animals

The designated pet waste area is located on the grass along the walkway. Waste bags and bins are provided in a few locations along the walking path.

PLANTS

The plants in the common areas are maintained by staff or designated Resident volunteers. Please do not water, fertilize, etc. Accepting plants as a donation must be approved and is at the discretion of Management.

POLICY CHANGES

This Resident Handbook was developed as an evolving policy manual. Management reserves the right to alter or amend policies as circumstances warrant. Information regarding current policies is available from Management. This Resident Handbook will be updated periodically.

PORTABLE SPACE HEATERS

Because of fire hazards, the use of portable space heaters is prohibited unless specifically approved by Management.

POSTAL SERVICES

Oconomowoc has a post office located at 38 S Main Street in downtown Oconomowoc. The phone number is 262-567-7241.

PRIVACY

Staff will respect Resident's privacy by knocking or requesting permission to enter a Resident's apartment. All housing Resident apartments are furnished with a lockable unit door that the Resident can lock if desired.

Management reserves the right to enter apartment in the case of emergency, or safety. Safety

issues may include, but are not limited to health emergencies, maintenance emergencies, inspection for sanitation, pest infestation, issues relating to the quiet enjoyment of other Residents. Management will not enter your dwelling in your absence for non-emergency maintenance or scheduled services except as authorized or by prior arrangement.

RECYCLING

Recycling bins are located in the refuse rooms for your convenience. Please rinse containers that may develop an odor (cans, milk cartons, etc.). If possible, please collapse or crush the container to reduce the bulk. Recycled items can be co-mingled.

By participation in a recycling program, you are doing your share to help control waste management costs by reducing the need for sanitary landfills and conserve natural resources. Please do not place CFL bulbs or batteries in the trash.

See Management for full list of recyclable items.

RENT AND OTHER COST INCREASES

This Community strives to provide high quality housing and services at affordable rental rates. Management completes a budget projecting the expenses and revenues for this Community. Rental rates are then determined to offset the anticipated expenses. Consult your Residency Agreement for specific information relating to notice periods. We advise Residents to anticipate rental increases.

RENTERS INSURANCE

PHS strongly encourages prospective Residents to consider purchasing renter's insurance coverage prior to moving into a PHS owned or managed community. Renter's insurance can cover loss of your personal property from many risks including fire, lightning, windstorm, hail, explosion, smoke, theft or vandalism, water-damage from home utilities, electrical surges, as well as many other perils.

Your renter's policy can also protect you from loss for liability resulting from personal injury or property damage to a third-party, whether the incident occurred within your rented residence or elsewhere.

Renters insurance is relatively inexpensive and readily available from most insurance companies. If you are moving to a PHS community from your own home, your insurance agent may be able to transition your coverage from a homeowner's policy to a renter's policy with the same insurer.

RESIDENCY AGREEMENT/LEASE

All Residents of PHS Communities must sign a Residency Agreement, also called a lease. It is a legal contract between you and Management. It is enforceable by both parties. Please read it carefully, as information in the Residency Agreement will answer many questions. The rules set forth in the Resident Handbook are also a part of your rental terms and conditions. Consult

your Residency Agreement for specific rental terms and notice periods. Under the terms of the Residency Agreement, Resident is obligated to comply with the rules set forth in this Handbook.

RESIDENT CONDUCT/EXPECTATIONS

You are expected to conduct yourself in a respectful way. All Residents may expect the quiet enjoyment of their apartment and common areas of the building. Out of respect for fellow residents, “quiet hours” may be implemented. Disturbances may include excessive volume of TV or stereo, slamming doors, raised voices or noisy visitors. Please inform Management of any disturbances.

RESIDENT DAILY CHECK SYSTEM

All Residents in the Commons-AL and Arbor-MC will be checked at least once daily, either in person or by phone. This check does not include an assessment of the Resident’s well-being, but simply a visual or voice-to-voice confirmation that the Resident is responsive.

Residents in the Terrace-IL have the option to sign-up for the free daily “I’m OK” program. See Receptionist for more details and sign up.

RESIDENCY REQUIREMENTS

You must meet certain requirements in order to continue to live in this Community. Please consult your Residency Agreement for further information and a full description of these Requirements.

RESIDENT MEETINGS/TOWN HALL

This Community will hold monthly meetings with Residents for the exchange of information and ideas. The purpose of these meeting is to facilitate communication between Residents and Management. We welcome your feedback. If you have a specific issue please make an appointment with Management individually, as open meeting may not always be the proper channel for resolution.

SAFETY

Providing a safe environment is of utmost importance to this Community. Please report any safety concerns to Management immediately.

SAFE MOVEMENT

Residents and visitors are expected to use reasonable caution while moving about the buildings, grounds, garages and driveways of this Community. Precautions will be taken with regard to speed, suddenness and direction of movement. Individuals will be responsible for damages caused by movements lacking reasonable care. Individuals will not be unreasonably restricted by this policy. This policy will apply equally to all individuals, with or without the use of vehicles or assistive devices. Please see PHS’s Safe Movement Policy for more information.

SALES (ESTATE, GARAGE)

Other than community sponsored events, garage and estate sales are not allowed.

SECURITY

Building security is important to everyone. This Community is equipped with many features to limit the potential of incidents. These features may include controlled entry system, dead bolt apartment locks, peep holes, security cameras, and controlled access to building keys, fobs and codes. Common areas may be under video surveillance. Periodically, building locks and or garage entry codes may be changed. PHS also conducts criminal background checks on all our employees and volunteers. The task of keeping the building safe and secure is not up to the staff alone. You should always keep safety and security in mind. You play the most critical role in controlling access to the building by non-Residents. Here is a list of some of the expectations that Management has:

- Do not let anyone in the front door whom you do not know and trust. We have an entry phone for visitors to use. Instruct your visitors to follow the same rule.
- Never “buzz” the door open to let a stranger in the building. Criminals sometimes use names from the directory to gain access.
- When using the garage doors, stay just inside or outside the door and wait for it to close.
- Call the police (911) and contact Management if you see anything suspicious.
- Management recommends keeping your door always locked.

Management is not responsible for the actions of, or for any damages, injury or harm caused by third parties (such as other Residents, visitors, intruders or trespasser) who are not under Management’s control.

SERVICE AND ASSISTANCE ANIMALS

Animals used to assist, support or provide services to persons with disabilities will not be considered pets, and standard Pet Policies do not apply. Service and Assistance Animals will be reasonably accommodated. Please see Management for Reasonable Accommodation policies and rules regarding Service and Assistance Animals. Keepers of Service and Assistance Animals will be responsible for their care, and for clean-up of all waste, including the cost of damage caused by the animal. Except as permitted by law, Management will not charge additional fees, deposits or other amounts in connection with Services and Assistance Animals.

SIGNAGE

Signs will be allowed to be displayed on PHS property provided they are in accordance with the Community sign policies and/or procedures as well as applicable City Ordinances and State Statutes. Signs posted by Residents do not imply any statement of endorsement from PHS.

Generally accepted signs include community special events, educational events, political campaign/election ballot signs, and civic activities. Residents are encouraged to be respectful of other Residents and staff in discussion and advocacy. See also BALCONIES, DECKS, PORCHES & PATIOS and SOLICITATION

SMOKING

All PHS communities are smoke-free. This policy prohibits smoking of any kind (including, but not limited to vaping, e-cigarettes) in any area of the building or grounds, including your apartment, parking garage (inside or outside of your vehicle), balcony or patio by you or your visitors.

SOLICITATION

General

Door to door solicitation by Residents or non-residents is not allowed, subject to the exception below regarding Political Solicitation. Political or religious viewpoints/advertising/solicitation/material postings are limited to the interior of apartment or windows and balconies and not be posted on Resident apartment doors, corner shelves or in common areas. All apartment doors must be kept in a neat, orderly fashion. No stickers of any kind may be adhered to the doors. At the discretion of Management, an opportunity may be provided to solicit for fund raising activities, products, services, or types of educational programs that may be a direct benefit to the Residents.

Persons or companies providing educational programs are required to adhere to the following restrictions:

- No specific solicitation may be made for the company they represent.
- No pitch for a specific product may be made.
- No lists of Resident names or signup sheets may be taken.
- No distributed handouts can directly solicit their company products or services.
- Handouts should be of informational or educational nature only.
- No solicitation material to be posted outside a Resident door.
- It is permissible when requested by an individual Resident, to provide information about themselves, their company, or their products or services.

Residents are encouraged to be respectful of other Residents and staff in discussion and advocacy.

See also BALCONIES, DECKS, PORCHES & PATIOS and SIGNAGE.

STORAGE AREA/LOCKERS

You may have access to a storage area/locker. Storage lockers are assigned by Management. Lockers which are not officially assigned or appear to be abandoned are subject to inspection by Management and contents may be subject to disposal. Flammable, corrosive, and hazardous material may not be stored in areas/lockers. Items may not be stored within 18 inches of any water sprinkler. Management is not responsible for the security or damage of items in the storage lockers. Storage locker areas are not climate controlled. Contact Management for more information about renting a storage locker.

SUGGESTIONS

We encourage and welcome suggestions to improve or enhance the experience of our Residents and their visitors. Please submit suggestions in the suggestion box outside of the Gathering Hall or request a meeting with the Resident Services Director or Campus

Administrator.

SYRINGES AND LANCETS

All who use hypodermic needles are required to dispose of used needles appropriately. Never dispose of used needles in the trash receptacles or recycling bins. This could pose a danger to other Residents, employees, and trash haulers. "Sharps" containers are the only appropriate receptacles for disposing of used needles. They are available at any local drug store, medical supply store or through our Clinical department(s). Please contact Management when you have a full container, so arrangements can be made for proper disposal.

TELEPHONES *** *For new residency/admission agreements (including transfers) executed after 10/1/2024, phone service is not included in rent nor is it provided by the community.*

A landline phone number is provided with each apartment through a centralized building phone system. You do not have to contact the local phone company for phone service. Residents in housing environments must provide their own phone. This phone and line is useful for letting visitors into the secured building and is tied to the response system for location purposes. You will be billed monthly by PHS for your phone service. At your request, this Community will forward your phone number for placement in the white pages and list it with 411/information service. Also, an in-house phone directory will be distributed and updated periodically, and your number will be included unless you instruct us otherwise. If you have any difficulties with phone service please contact Management.

TELEVISION

This Community provides basic cable television in all living areas. Each apartment is equipped with television outlets. A coaxial cable is needed for hook up to these outlets. Please be considerate of the other Residents in the Community with television volume. If your television volume disturbs the quiet enjoyment of your neighbors, management may suggest the use of a hearing device or other assistive services such as closed captioning. A list of channels and service options is available from Management. See CABLE TV

TIPS/GRATUITIES – SEE EMPLOYEE GIFT POLICY

TOILETS

Please do not place any items in toilets other than toilet tissue. If you have any toilet problems contact Management immediately. If your toilet overflows please try to shut the water valve off (which is located directly behind and below the tank) and then call Management or on-call staff immediately. We suggest that each Resident have a plunger on hand for emergency use.

TRANSPORTATION

Please see Management for more information and the Guidelines for Riding on PHS Vehicles which outlines rules and restrictions. Outings may be cancelled under certain circumstances including, but not limited to, weather conditions and group size.

TRASH DISPOSAL

A trash chute has been provided for you on each floor in Towner Crest. It is prohibited to deposit lighted cigarettes or ashes into the chute. In addition, please wrap and tie securely all garbage in plastic bags. Please make an effort to dispose of garbage between the hours of 7:00 am and 7:00 pm. Regular household trash may be put down the trash chute found on each floor.

Recycling bins are located in each refuse room. Recyclable materials are to be handled according to posted directions. We request your help and adherence to this recycling process. Together we can make it a great success!

URGENT CALL SYSTEMS

The housing care environments of this Community are equipped with an urgent call system. The system allows Residents to move freely around the interior of the Community and summon help with the push of a pendant. If Residents of our housing care environments need assistance, they are able to press the pendant to request assistance. The pendant alerts will identify the part of the building the alert call is coming from for housing support staff to respond. Please do not move from the area in which you pushed the pendant. Pendant calls will be responded to as soon as possible with the safety of other residents taken into consideration.

There will be a charge for pendant replacement due to loss or Resident-caused damage. The pendants will not work outside of the building. For extended time away from the Community (more than two hours), we encourage you to leave your pendant in your apartment. The pendant will attempt to communicate wirelessly every 15 minutes which may lead to shorter pendant battery life.

In the bathrooms of the care environment apartments, pull cord alert stations are available.

VISITORS

Residents' family and friends are welcomed and encouraged to visit. We invite Residents and their visitors to use commons areas, grounds and amenities. Some areas or equipment may require reservation prior to use. Visitors are asked to respect the privacy and comfort of all and use discretion, so their visit does not interfere with others' enjoyment of the Community. Children are always to be accompanied by an adult. Children are encouraged to visit, but it is the parent's, and ultimately the resident's, responsibility to monitor the conduct of young visitors. Please be reminded that this Community is a smoke free community.

Visitors are subject to same rules and expectations as you. You may not have more than two overnight visitors and visitor stays should not be longer than two weeks per stay, without prior approval of Management. Overnight visitors are to sleep within your apartment or reserved visitor/guest room.

Activities programs are designed for you and other Residents. We encourage friends and family to participate if space is available.

VOLUNTEERS

Volunteerism is an important part of the ministry at PHS. You are encouraged to find a way to become involved in the life of the Community through volunteer service. All volunteers are to register and be approved with the Volunteer Department before serving. Please note that in our care environments, volunteers may be subject to a background check. From time to time you may see volunteers within the Community. You may identify them by their volunteer nametag.

WAITING LIST/PRIORITY SYSTEM

We are committed to serving you through our continuum of care as your needs may change. Residents of PHS have priority access to other PHS communities and services. Because our Communities are sometimes full, we are not able to promise that the preferred room or apartment will be available in the preferred Community at the time of need. At times there may be two or more parties with priority seeking the same room or apartment. At such times, Management will review all of the circumstances, including need, and make a determination. Please see Management if you have questions.

WATERBEDS

Due to the potential of water damage, the use of water beds is not permitted.

WELLNESS CENTER

The Wellness Center is available to help you to achieve your wellness and fitness goals. You will receive fob access to the Wellness Center, after reading and signing a Wellness Center Waiver & Consent and receiving an orientation to the equipment. Residents of our care environments may be asked to receive a Wellness Medical Clearance as well before using the Wellness Center.

No fee is charged to participate in any Wellness Center activity. See the activity calendar for class offerings, fitness programs and initiatives. Wellness Center hours may have designated hours of operation. Please contact Management to complete required forms or if you have questions.

WHEELCHAIRS/WALKERS/MOTORIZED CARTS

This Community recognizes that the use of motorized carts or electric wheelchairs may be necessary and beneficial for some Residents. Individuals who use motorized carts or electric wheelchairs assume the responsibility for safe use and any injury or damage resulting from that use. Any repair costs due to damage done to the Resident's apartment or common areas will be the responsibility of the resident. Management reserves the right to prohibit the use of a motorized cart or electric wheelchair if it proves to be unsafe to the resident or others, and/or if the vehicle causes excessive damage. Motorized carts and/or electric wheelchairs must be operated at speeds slow enough to ensure the safety of the operator and others and must be stored in the Resident's apartment. We ask that you travel at a pace no faster than a normal walking pace. Operators are asked to drive on the right side of the hallway or room, and to be particularly careful when driving in and out of elevators and resident dining rooms. Residents

are responsible for the care and maintenance of their motorized wheelchair/scooter. All Resident owned wheelchairs, walkers, and motorized scooters/wheelchairs must be stored within your apartment.

This Community owns wheelchairs/walkers that can be used by Residents on a temporary basis for hospitality purposes. If needed for longer than a 24-hour period, please consult with Management. If you require use for an extensive or undefined period, you will be required to purchase or rent one for personal use. See also SAFE MOVEMENT.

WINDOWS

Exterior window washing is completed on all buildings at least once per year by the Community. In Independent Living environments, interior window washing is the Residents' responsibility. We welcome you to reach out to our housekeeping department to have them perform your interior window cleaning for an additional charge. In PHS care environments, interior windows are also cleaned by the Community at least once per year at no additional cost to the Resident. If you discover a cracked or damaged window, please contact Management.

WORKSHOP

Our Community is pleased to offer a Resident workshop that is equipped with various power and hand tools for your use and enjoyment. For your protection and others, only those individuals who have received orientation and have signed the release of liability form are authorized to use the workshop. Please contact Management for workshop key and orientation information. When using power tools, you are urged to work with another individual for safety reasons. You are required to use appropriate safety equipment. Residents of our care environments may also be required to complete a safety assessment.

END OF RESIDENT HANDBOOK