



2100 Utz Terrace
Hanover PA 17331
717-637-0633

Residential Living Handbook

MEDICAL EMERGENCIES

Dial 911 first

and then

use the emergency call system



Dear Residential Living Resident,

I want to welcome you to SpiriTrust Lutheran, The Village at Utz Terrace. The team members and I are here to make you feel at home and to provide you with assistance any time. We take pride in our community, our services and hope you feel the same.

As stated in your Residency Agreement, this handbook is provided for you as a reference. It constitutes the living standards and services at this community. Our hope is that it will answer questions you may have regarding life at The Village at Utz Terrace.

I trust you will find this information helpful. Should you have any further questions or suggestions about how we may improve the quality of services at SpiriTrust Lutheran, The Village at Utz Terrace, please share your ideas with me. My office is located on the second floor of our Community Center, or please feel free to call me at 717-637-0633.

Sincerely,

Marcia Hoffman,
Executive Director



Mission Statement

SpiriTrust Lutheran, witnessing to the Gospel of Jesus Christ, provides exceptional health, human and senior living services by supporting persons in achieving an optimal quality of life.

Vision Statement

SpiriTrust Lutheran is recognized as a leader in service excellence as we compassionately care for the children of God.

Core Values

Heritage

We honor our Lutheran heritage to reach out in love to those in need, recognizing no one is outside of God's mercy.

Service

We commit ourselves to the total well-being of those who place their trust in us.

Integrity

We hold as a sacred trust each life we touch.
We honor our promises and act ethically in all we do.
We dedicate ourselves to excellence in all we do.

Dignity

We respect and honor the uniqueness of all God's children.

Stewardship

We celebrate that all gifts are entrusted by God.
We dedicate ourselves to being good stewards of these gifts.



Non-Discrimination Policy

It is the policy of SpiriTrust Lutheran® that all of its services and programs will be in full compliance with all relevant state, federal, and local laws governing non-discrimination. Toward that end, no person shall, on the basis of race, color, national origin, sexual orientation, ancestry, age, sex, handicap, disability, or religious creed, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination in the provision of any care or service provided by the Agency or in regard to employment with the Agency.

Under no circumstances will the application of this policy result in the segregation or resegregation of buildings, wings, floors, and/or rooms for reasons of race, color, national origin, sexual orientation, ancestry, age, sex, religious creed, or handicap/disability, unless the nature of the disability mandates that appropriate segregation or quarantine be implemented in order to protect the health and safety of the public, visitors, residents, and employees.

Adopted by the Executive Committee of the Board of Directors of SpiriTrust Lutheran® April 10, 2015.

A handwritten signature in dark ink, appearing to read "Robert C. Bawn", written over a horizontal line.

Chair

A handwritten signature in dark ink, appearing to be a stylized "B. D. E.", written over a horizontal line.

Secretary



RESIDENTIAL LIVING NON-DISCRIMINATION POLICY

SpiriTrust Lutheran, Lower Susquehanna Synod, Evangelical Lutheran Church in America, operates a continuing care retirement Village and provides housing for persons 62 years of age and older, or 55 years of age and older if a spouse or co-resident of a resident 62 years of age or older, in its residential living units. SpiriTrust Lutheran conducts its operations in accordance with the Fair Housing Act (The Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988). SpiriTrust Lutheran does not discriminate against any person because of race color, religion, sex, handicap, or national origin in the provision of housing.

Table of Contents

ABSENCES	1
ADMINISTRATIVE OFFICES	1
ADVANCE DIRECTIVES/CARE PLANNING DOCUMENTS	2
APPLIANCES	3
CABLE TELEVISION	4
CODE OF CONDUCT	5
COMMON AREAS.....	5
COMMUNICATING CONCERN	5
CONDITIONS OF OCCUPANCY	6
CONFIDENTIALITY and PRIVACY	6
DECORATIVE and STRUCTURAL CHANGES	7
DINING SERVICES	9
DISASTER PLANNING.....	10
DRESS CODE	11
ELECTRICAL SERVICES	11
EMERGENCY CALL SYSTEM	11
EMERGENCY PROCEDURES – RESIDENTIAL LIVING.....	12
RESIDENTIAL LIVING EMERGENCY RESPONSE.....	12
FEES	13
FIRE and SAFETY PROCEDURES.....	15
FIREARMS	16
FITNESS CENTER.....	16
GARDEN PLOTS	16
GAS SERVICES	17
GIFTS and GRATUITIES	17
GRILLS	17
GUESTS	18
HANDBOOK and DISCLOSURE STATEMENT	18
HEALTH SERVICES	18
HEAT and AIR CONDITIONING.....	20
HOUSEKEEPING.....	20
IN-HOME SUPPORT	21
INSPECTIONS.....	22
INSURANCE	22
LANDSCAPING and LAWN CARE.....	22
LIBRARY and COMPUTER NOOK.....	23
LOST and FOUND.....	23
MAIL SERVICE and DELIVERY	23
MAINTENANCE.....	24
MEDICAL APPOINTMENTS – (SEE TRANSPORTATION)	26
MOTORIZED VEHICLES and GOLF CARTS	26
MOVE-IN PROCEDURE	26
MOVE-OUT PROCEDURE	27
NEWSPAPER DELIVERY.....	29
OUTDOOR DECORATIONS and OTHER ITEMS	29
OXYGEN	30
PARKING.....	30
PEST CONTROL	31

PETS	31
PONDS	33
RECORD KEEPING	34
RECREATIONAL VEHICLES	34
REFURBISHMENT	35
RESIDENTIAL LIVING COUNCIL	35
SALON SERVICES	35
SECURITY	35
SHOPPING (SEE TRANSPORTATION)	37
SOLICITING/SALES	37
SNOW REMOVAL	37
SPIRIT360 TM	38
SPIRITUAL CARE	38
STORAGE AREA	38
TELEPHONE SERVICE	38
TOBACCO and SMOKING	39
TRANSPORTATION	39
TRASH DISPOSAL and RECYCLABLE COLLECTION	40
VEHICLES	41
VOLUNTEER OPPORTUNITIES	42
VOTING	42
WALKING TRAILS	42
WEB-SITE	42

ABSENCES

Residents who will be away from their cottage or apartment for an extended period of time are asked to notify the Administrative Assistant by calling 717-637-0633. The Administrative Assistant will complete a Leave of Absence form for distribution to appropriate team members. A sample of the Leave of Absence form is in the back of this handbook.

In addition, residents must make arrangements concerning the following:

- **Pets:** The resident and/or designee must arrange to have his or her pet fed, watered and walked during the resident's absence. In the event a pet is left unattended an alternate caregiver will be arranged by the Village at the owner's expense.
- **Mail and Newspapers:** Residents must make arrangements to have their mail and newspapers picked up by another resident, friend, or family member during their absence. Alternatively, residents may request that the post office or newspaper company hold their mail or newspapers until they return.
- **Walk-through of the Residence:** The Buildings and Grounds/Facilities team members will visit the cottage or apartment at scheduled intervals during a time of extended absence to ensure the residence is secure and the systems are functioning correctly.
- **Payment of Fees:** Arrangements must be made to make all required payments on a timely basis during a resident's absence.

ADMINISTRATIVE OFFICES

The Community Center is the contact point for assistance. Regular office hours are 8:30 a.m. to 4:30 p.m., Monday through Friday. During these hours, a team member will be available to answer your questions. Administrative offices will be closed on major holidays.

- **Administrative Records:** It is important to keep administrative records up-to-date. On an annual basis, residents will be asked to review the personal contact information held on file and provide an annual physical form. However, should there be any changes regarding names, addresses or telephone numbers (land lines and cell phones), power of attorney, executor/executrix, advance directives, doctors, hospital preference, church or pastor the information should be reported

as soon as possible--do not wait for the annual review to share the changes. To ensure proper processing, this information should be given only to the Administrative Assistant.

- **Financial Records and Payment:** Monthly billing is done through the Finance Department located at the Heusner Office Center, 1050 Pennsylvania Avenue, York, PA, 17404. Questions regarding billing should be directed to the Assistant Accounting Coordinator by calling 717-637-0633.

During normal business hours, invoices may be paid to the Administrative Assistant at the reception desk. After business hours, payments must be placed in the business office mailbox at the reception desk. Payments should never be left unattended at the reception desk.

- If you wish to arrange for your monthly fees to be directly withdrawn from your bank account, please contact the Assistant Accounting Coordinator by calling 717-637-0633.
- **Health Insurance Coverage:** It is imperative that any changes, additions or deletions of insurance coverage be reported as soon as the change occurs. This is best accomplished by bringing new insurance cards directly to the Administrative Assistant at the reception desk for processing.
- **Notary Services:** Notary service is available at community center by appointment only. Please call the Administrative Assistant at reception desk to schedule this service.
- **Copy Services:** As a courtesy, residents may have a reasonable number of documents (up to ten (10) pages) copied at the reception desk.

ADVANCE DIRECTIVES/CARE PLANNING DOCUMENTS

Advance directives are documents that allow individuals to give directions about their future medical care plan in the event they are unable to make their own decisions when they need that care. Residents should discuss their treatment wishes with their families and physician before completing an advance directive.

Residents are strongly encouraged to execute an advance directive/care planning documents and give copies to physicians, family members or other responsible persons. A copy of these documents is requested by the Village at the time of occupancy and upon document modification.

APPLIANCES

All major appliances are provided and maintained by SpiriTrust Lutheran. Appliances will be installed in accordance with the agency standards of practice.

- Appliance manuals are provided and operating instructions reviewed during the Buildings and Grounds/Facilities orientation visit. If you have questions about operating or cleaning any appliances, please contact Buildings and Grounds/Facilities, at 717-637-0633.
- Residents are expected to maintain appliances in a clean and sanitary fashion and are required to use all appliances, fixtures and equipment in a safe manner and only for the purposes for which they are intended.
- Appliances will be checked during routine inspections of the residence or more often if conditions warrant.
- If damage is caused by improper use or abuse of the appliances, the repair or replacement costs will be the responsibility of the resident.
- Should a resident choose to replace the SpiriTrust Lutheran standard appliance with other agency approved selections:
 - Resident will incur a cost based on the appliances selected.
 - Any appliance that has been upgraded from the standard and proves to be defective and irreparable, SpiriTrust Lutheran may replace with a similar model appliance.
- The substitution of personal appliances within the cottage or apartment is not encouraged. However, should a resident decide to replace a SpiriTrust Lutheran provided appliance with one of their own, an addendum will be added to their Residency Agreement noting the following:
 - Resident will be responsible for installation, maintenance, repair and removal of any appliance not provided by SpiriTrust Lutheran.
 - The appliance must fit in the designated space and meet all the manufacturers recommended guidelines regarding, but not limited, to clearances and electrical requirements. No structural changes may be made to accommodate the installation and use of the appliance.

- SpiriTrust Lutheran Buildings and Grounds/Facilities department team members will not service personal appliances.
- Cottage residents are permitted to utilize a resident-owned refrigerator or freezer in their garage however, a dedicated outlet will be required if not already existing, at the resident's cost, for this appliance. SpiriTrust Lutheran will not be responsible for the replacement of lost food or any repairs required if the resident-owned appliance has not been managed on a dedicated outlet.
- Additional appliances, such as freezers, cannot be accommodated in the apartments.

CABLE TELEVISION

Cable television service for SpiriTrust Lutheran is provided by Comcast. At the time of occupancy, two DTA boxes (which are the property of SpiriTrust Lutheran and not to be returned to Comcast) are provided in each cottage or apartment. Should the resident desire additional DTA boxes, they may contact Comcast at 1-800-934-6489 to arrange for installation.

Residents are responsible for all fees incurred when adding DTA boxes.

- Cottages: The fee for cable service is billed on the monthly statement. See Schedule of Charges for details.
- Apartments: Cable service is provided as part of the Monthly Service Fee.
- Additional services, such as adding internet or expanding the cable channel package, can be arranged for by calling Comcast at 1-800-934-6489. Comcast will bill residents directly for these additional services.
- In the event of a service interruption, please contact Comcast directly at 1-800-934-6489. A representative will ask your name, address (please note you receive cable services through SpiriTrust Lutheran), telephone number and problem being experienced. You may be asked to provide an account number if you have additional Comcast services you authorized.
- The use of television antennae or satellite dishes is not permitted in the Village.

CODE OF CONDUCT

SpiriTrust Lutheran is committed to providing a pleasant living and working environment in our communities. It is important for all team members, residents, and professional or personal visitors to treat each other with courtesy and respect. Disruptive behavior that adversely effects or directly threatens the health, safety or well being of residents and/or team members, is a violation of the SpiriTrust Lutheran rules. Appropriate action will be instituted by the Executive Director in these instances in accordance with the residency agreement.

COMMON AREAS

The Village is responsible for furnishing, décor, and maintenance of common areas. Any additional items placed in the common areas by residents, team members or guests without prior approval will be removed by the Village.

You may decorate the alcove area outside of doorway of your apartment. Refrain from placing personal decorations in the hallways or common areas as they may block pathways or access to the use of handrails. Decorations can be a safety hazard and you may be asked to remove any hazards.

Holiday decorations of the common areas will be coordinated through the Village team members. We welcome your participation in holiday decorating events.

Reservations of common areas may be coordinated through the reception desk at 717-637-0633.

COMMUNICATING CONCERN

It is the responsibility of the Executive Director to ensure that Department Directors or Managers are responsive to concerns voiced by the residents within the Village. If you have concerns, please address them with the Executive Director in person, via telephone, email, or by completing a Resident Concern Form (a sample of the form is located in the back of this handbook). The Executive Director will address the concern with the appropriate Department Director or Manager. This team member will contact you to discuss options for resolution of the concern and then notify the Executive Director in writing of the action that has been taken.

CONDITIONS OF OCCUPANCY

The following are criteria for residing in a residential living unit (RLU):

- Must be able to evacuate the unit in an emergency independently or with the assistance of a spouse/companion/homecare provider.
- If living in a RLU Apartment on the second floor or higher, must be able to negotiate steps in an emergency independently or with minimal assistance of a spouse/companion/homecare provider.
- Must be able to accomplish all activities of daily living (ADL) independently or with the assistance of a spouse/companion/homecare provider. ADLs include bathing, dressing, grooming, ambulating, toileting, eating, taking medications, and communicating.
- Must be oriented to self and surroundings or have a spouse/companion/homecare provider to assist.
- Must be able to prepare meals or have private arrangements for meals.
- Must be able to maintain the unit in a safe, clean, and sanitary manner.

If resident wishes to remain in the RLU after a determination that the resident no longer meets the conditions of occupancy, Village, in its sole and absolute discretion, may approve and grant a stay of termination subject to the execution of an Addendum obligating resident to secure appropriate care and support services. The Addendum must specify appropriate arrangements for support and services in the RLU to meet resident's needs. The resident is responsible for insuring resident's own health and safety and shall be responsible to pay for any services rendered in the RLU to meet resident's needs. If resident fails to comply with the terms and conditions of the Addendum, the Village may terminate the Addendum and this Agreement and discontinue Resident's stay. The Village has no obligation to approve or grant a stay of termination, or to enter into an Addendum.

CONFIDENTIALITY and PRIVACY

To comply with the requirements of the privacy regulations issued under the Health Insurance Portability and Accountability Act (HIPAA), upon entry into one of our Residential Living Units, a notice of SpiriTrust Lutheran Notice of Privacy Practices is provided. This notice describes the practice of SpiriTrust Lutheran and its affiliates and programs in connection with the use and disclosure of your medical information and your rights and certain obligations we have regarding the use and disclosure of your medical information. SpiriTrust Lutheran is required by law to maintain the privacy of your medical information and to provide you with this notice describing our

privacy practices. We are required to abide by the terms of the notice. We may make changes to this notice in the future and any of the terms of this notice that are changed will apply to all your medical information.

You will be asked to sign a privacy acknowledgement upon your admission to the community. Unless informed differently, SpiriTrust Lutheran, The Village at Utz Terrace will announce hospitalizations and unit changes within the Village. The purpose of this is to keep friends and your Village neighbors informed for prayers as well as expressions of concern and support. Again, you have the right to opt out of these announcements upon admission and at any time thereafter. Please see the Executive Director if you have any questions.

DECORATIVE and STRUCTURAL CHANGES

SpiriTrust Lutheran encourages residents to personalize their cottage or apartment to make it their home and offers a “Handyman Service” to assist them in doing so.

- Whenever the assistance of the Building and Grounds/Facilities Department is required, a work request may be completed in the WorxHub system with the receptionist or you may make the request on-line through the WorxHub system. Work requests of this nature will be scheduled on a priority basis and, after the first thirty (30) days following occupancy, is subject to a “Handyman Fee” as defined by the Schedule of Charges.

The following guidelines are to ensure that the appearance and safety of the structures are maintained.

- Residents and/or designees may not authorize any contractor to complete work inside or outside of the cottage or apartment, in the buildings or common areas or on SpiriTrust Lutheran owned property.
- Structural Changes: All structural changes to cottages or apartments, inside or outside, must be approved through a written request to the Executive Director prior to the construction beginning (a sample of the Request for Cottage/Apartment Alterations form is at the back of this handbook). This includes any permanent decorative changes. Examples are wallpaper, tile, flooring.
 - All work must be performed by the Buildings and Grounds/Facilities Department or a contractor selected by SpiriTrust Lutheran.

- Structural changes must meet the Building and Zoning codes.
 - The resident is responsible for the cost of all approved changes.
 - As per the Residency Agreement, it is understood that such items and/or alterations become the property of the Village.
- **Awnings:** The addition of an awning to the back of a cottage is considered a structural modification to the residence and will require prior approval. Residents assume all responsibility for awnings including repair, upkeep and damage that may occur as a result of weather conditions. Upon relinquishment of a cottage, all awnings, including the frames, remain with the cottage.
 - **Ceiling Fans:** The installation of ceilings fans can occur in most rooms of a cottage but installation of a ceiling fan is not available in any apartment. If a cottage resident wishes to have ceiling fans installed after occupancy, a written request to the attention of the Executive Director is required (a sample of the Request for Cottage/Apartment Alterations form is at the back of this handbook).
 - **Clotheslines:** Clotheslines are not permitted within the Village. Under no circumstances may clotheslines be attached to the cottage.
 - **Lawn Ornaments:** Appropriate and conservative lawn/flower bed ornaments are acceptable. However, please be minimal with your lawn ornaments and outside décor. SpiriTrust Lutheran acts in its best professional manner to keep our community grounds looking uniform and consistent. The Executive Director, in her/his discretion, may ask for items to be removed to maintain consistency.
 - **Pictures, Mirrors and Shelves:** These items are purchased by the resident but can be installed by the Buildings and Grounds/Facilities Department. The courtesy of this service is extended for the first thirty (30) days after occupancy and is scheduled upon completion of a work request in the WorxHub system. Requests for installation of pictures, mirrors or shelves after the first thirty (30) days of occupancy will be accompanied by a “Handyman Fee”. Please see introductory paragraph of this section for guidelines and the Schedule of Charges for cost details.
 - **Painting:** Cottages and apartments will be freshly painted before occupancy and, at intervals, as defined by the Residency Agreement. If a resident wishes to have any of the walls in the residence painted after occupancy or outside the scheduled interval, a written request to the attention of the Executive Director is

required (a sample of the Request for Cottage/Apartment Alterations form is at the back of this handbook). There is an approved color palette for SpiriTrust Lutheran communities.

- **Storm Doors:** Cottage residents are not permitted to install storm doors at the front door of their cottage. SpiriTrust Lutheran approved screen doors may be installed at either the front or back door but must be approved through a written request to the Executive Director prior to the construction beginning (a sample of the Request for Cottage/Apartment Alterations form is at the back of this handbook).
- **Window Treatments and Blinds:** Window treatments, hardware and blinds are not furnished by the Village. The Buildings and Grounds/Facilities Department team members will install standard* curtain rods and blinds as a part of the resident's move-in process. The courtesy of this service is extended for the first thirty (30) days after occupancy and is scheduled upon completion of a Work Request placed in the WorxHub system. Requests for installation of curtain rods or blinds after the move-in process/first thirty (30) days of occupancy will be accompanied by a "Handyman Fee". Please see introductory paragraph of this section for guidelines and the Schedule of Charges for cost details. *Should a resident choose extensive or custom made window treatments, it is suggested you seek professional installation.

DINING SERVICES

The Chips Café is located on the second floor of the Community Center and is open as noted on the weekly menu. A copy of the standard menu is available in the Café. A menu of the "Daily Specials" is provided to all residents either via hard copy or as posted on the resident portion of the SpiriTrust Lutheran website at www.spiritrustlutheran.org. These meals may be paid for at the time of purchase, using cash or the discounted meal card program as noted below.

The Terrace Overlook Restaurant, also located on the second floor of the Community Center, is open as noted on the weekly menu and for other special events.

Although not required, residents may choose to purchase a discount or "Meal Deal" card for either of the dining service options. "Meal Deal" cards are available for purchase in the Café during regular business hours.

Residents may invite their family or guests to join them in the dining services options here at the Village. Family or guests may purchase their meals or, should the resident desire; the charges may be added to their monthly statement.

Catering services are available through Dining Services for residents as noted on the Schedule of Charges. Residents may elect to reserve the Terrace Overlook Restaurant for gatherings or events. Please contact the Dining Services Manager by calling 717-646-2599 to arrange this service.

Arrangements for delivered meals can be made through the Dining Services by calling 717-637-0633 during regular business hours. When arranging for delivered meals after regular business hours, call the Dining Services Department directly at 717-637-0633. Charges for delivered meals, if applicable, will be reflected on the resident's monthly statement. Please refer to the Schedule of Charges for meal charges and delivery fees.

Residents of the cottages and apartments may choose to take their meal as a guest of a skilled care or personal care resident. To arrange for this service, call the Dining Services Department directly at 717-646-2599.

DISASTER PLANNING

SpiriTrust Lutheran develops a variety of disaster plans and is equipped to handle unexpected situations. Residents are welcome to review the Village Disaster Plan by calling the Executive Director at 717-637-0633.

The Terrace Overlook Restaurant has an emergency power source. Residents are welcome to come to this area during an emergency until alternative arrangements can be made or the crisis passes.

As a general rule, it is recommended to maintain fresh batteries, several flashlights and a supply of food and water on hand in the event of an emergency.

Power Failure: Residents should maintain fresh batteries for several flashlights and should not rely on candles due to the potential for fire.

Keep refrigerator/freezer doors closed to conserve cool air until power is restored.

Hurricane/Floods: Weather conditions resulting in hurricanes and floods generally are accompanied by sufficient warning to permit evacuation. SpiriTrust Lutheran works with local agencies to develop evacuation procedures and plans for resident relocation in advance of this type of disaster.

Tornadoes: Weather events involving tornadoes often take place with very little warning. Should the National Weather Service issue a severe weather warning for the vicinity of the Village, the following precautions should be taken:

- Close all doors and windows.
- Draw all shades and close all drapes as protection against shattering glass.
- Residents are advised to remove themselves from any potential path of flying glass. It is suggested that residents take refuge in an internal room with no windows (i.e. bathroom).

External Emergencies: The Village, in cooperation with state and local agencies, will attempt to offer assistance and instruction in the event of an external disaster. Residents are asked to follow instructions provided by state and local agencies to ensure that everyone is evacuated, when necessary, in a safe and timely manner.

DRESS CODE

Residents are expected to wear appropriate attire when outside their cottage or apartment and in the community center. Shoes, shirts, and pants must be worn at all times.

ELECTRICAL SERVICES

Cottage Residents: Electricity usage will be billed directly to you by the electrical provider, Met-Ed.

Apartment Residents: Electrical services provided through the Monthly Service Fee.

In the event of a power failure, contact Met-Ed directly by calling 1-800-545-7741.

If you are having problems with electrical services, other than a power outage, please contact the Buildings and Grounds/Facilities Department at 717-637-0633 for assistance.

EMERGENCY CALL SYSTEM

All cottages and apartments have an emergency call system within the residence. The system used at SpiriTrust Lutheran, The Village at Utz Terrace is available for resident needs. In the event of a guest emergency, please call 911.

Please take note:

- If you have a STL provided alert button, wearing your alert button as a necklace or bracelet is a good practice, one that is encouraged, but if you are outside your residence do not depend upon pressing the alert button to activate the emergency call system. The alert buttons will only activate the emergency call system if used within your residence.
- Supervisory team members or their designated personnel may enter any cottage or apartment for any reason that concerns the safety of the resident. All team members will knock or use the doorbell when arriving at the residence.
- Never lock screen doors.
- If your condition requires immediate treatment, you will be transported via ambulance to the nearest appropriate and available health care facility.

EMERGENCY PROCEDURES – RESIDENTIAL LIVING

Emergency Telephone Numbers: Residents can contact police, fire departments or an ambulance by activating the emergency call system or by dialing 911. When dialing 911 directly, the dispatcher will request the following information:

- Resident's name
- Address
- West Manheim Township
- Telephone number of the residence

If resident elects to contact police, fire departments or an ambulance by dialing 911, please call 717-637-0633 to alert the Village of the concern so team members may assist you accordingly.

RESIDENTIAL LIVING EMERGENCY RESPONSE

Emergency medical events include chest pain, shortness of breath, a serious fall with injury, head trauma, uncontrolled bleeding, low/high blood sugar, etc. In the event of one of these emergency situations, activate the emergency call response. If it is a medical emergency when seconds count, please call 911 immediately, then activate emergency call button.

In non-emergency medical events i.e. fever, cough, cold, upper respiratory infection, vomiting, nausea, diarrhea, etc. we ask that you please contact your family physician or urgent care provider for these situations. Calls may also be directed to the Residential Wellness Nurse by calling 717-637-0633, during normal business hours.

When a call is activated in a Residential Living Unit a team member from the Village will respond. Emergency Medical Services (911) will also be called to promptly respond.

- Village team member will respond and render aid until the arrival of Emergency Medical Services i.e. Paramedics, Ambulance.
- Upon the arrival of the Emergency Medical Services, all decisions regarding the Resident's ongoing care from that point forward will be at the direction of the Resident and Emergency personnel.
- The Residential Living Wellness Nurse will be made aware of the situation and will follow-up the next business day.

FEES

Monthly Service Fee: The Monthly Service Fee is set by the Board of Directors of SpiriTrust Lutheran and you will be notified of changes with at least a thirty (30) days advance notice.

- Invoices for the Monthly Service Fees will be delivered through the Village mail system at the beginning of each month and will be due within ten (10) days of receipt. Questions regarding billing should be directed to the Assistant Accounting Coordinator by calling 717-637-0633.
- During normal business hours, invoices may be paid to the Administrative Assistant at the Community Center's Reception Desk.
- After business hours, payments must be placed in the business office mailbox at the Community Center Reception Desk. Payments should never be left unattended at the reception desk.
- If you wish to arrange for your monthly fees to be directly withdrawn from your bank account, please contact the Administrative Assistant by calling 717-637-0633.

The following is a listing of services provided by SpiriTrust Lutheran in exchange for the Monthly Services Fee*:

(*Non-utilization of these services by resident does not result in a reduction of the charge)

- Access to Village and community center recreational activities, events, services, library, computer lab, common areas and fitness center
- Emergency call system
- Health and wellness services including an annual health update
- Scheduled transportation for local shopping and medical appointments as defined by the Schedule of Charges
- Scheduled transportation for group activities defined by the Schedule of Charges
- Village patrolled security
- Maintenance of buildings and grounds including lawn care and snow removal.
- Maintenance of appliances and systems
- Scheduled cottage and apartment refurbishment in accordance with terms of the residency agreement
- Water and sewer charges
- Garbage collection and recycling services
- Property taxes
- Property administrative expenses
- Insurance on cottage/apartment (excluding personal property and liability coverage)
- Electricity, gas, cable television and local telephone services are included for apartments only.

Fees for Service:

In addition to the services covered under the Monthly Service Fee, SpiriTrust Lutheran also offers housekeeping services, a salon, transportation to medical appointments outside area as defined by the Schedule of Charges, transportation to places and events not scheduled by the Village, handyman service, and meals. This list is not meant to be all inclusive. Services are scheduled as staffing allows and are subject to an additional charge according to the Schedule of Charges. Fee-for-service charges are not covered by the Monthly Service Fee. A Schedule of Charges is provided to each resident at the time of occupancy and at least thirty (30) days prior to any change in services or charges.

Additional Charges: Any additional charges will be preauthorized by the resident and be included on the same bill as the Monthly Service Fee.

FIRE and SAFETY PROCEDURES

IN CASE OF FIRE OR SMOKE IN YOUR RESIDENCE:

- 1)** Leave the cottage or apartment immediately
- 2)** Call 911 from your cell phone or a neighbor's phone
- 3)** Notify the Community Center by calling 717-637-0633

IN CASE OF FIRE ALARMS IN THE APARTMENT BUILDING OR COMMUNITY CENTER:

If you are in your apartment and hear the fire alarms sounding, please stay inside your apartment unless there is fire or smoke within your home – see above. Any need to evacuate the apartment or building will be communicated to you on an individual basis.

If you are in the common areas of the apartment building or the community center, please proceed to the nearest exit and await further instructions.

Fire extinguishers are located under the kitchen sink in each cottage or apartment. Residents should acquaint themselves with the location of the extinguisher and review the instructions that appear on the extinguisher. Fire extinguisher use will also be reviewed with the resident during the Buildings and Grounds/Facilities Department orientation visit and annually during fire school.

Smoke detectors are located in various areas throughout the cottage or apartment. These units are electrical and must not be disconnected or disabled in any way. Due to the sensitivity of the smoke detectors, please use exhaust fans when cooking.

Carbon Monoxide Detectors are located in cottages with gas-fired heating and water heaters.

Flammable Materials: Residents may not store combustible materials, including gas, kerosene, propane and oil-soaked rags in their apartments or cottages, including garages. Residents who have special needs for these materials should contact the Director of Buildings and Grounds/Facilities by calling 717-637-0633 for proper storage and disposal instructions of these items.

Electrical Safety: Do not overload electrical outlets or use extension cords as a permanent part of your electrical system. **DO NOT STORE** anything in the water heater/furnace utility closet in the garage of the cottage.

Smoking and Tobacco Use: SpiriTrust Lutheran, The Village at Utz Terrace is a tobacco-free Village. Residents (unless specifically “grandfathered” by SpiriTrust Lutheran under the prior smoking policy) as well as team members, visitors and guests are prohibited from smoking, vaping, or using tobacco in any form on Village property.

If you observe anyone smoking, vaping, or using tobacco products on Village property, please report it to Buildings and Grounds/Facilities or Security team member immediately.

FIREARMS

SpiriTrust Lutheran is committed to the safety and well-being of all residents. At no time are personal firearms to be discharged or displayed publically on the campus. Firearms must be kept secured within the RLU. The laws of the Commonwealth of Pennsylvania will prevail regarding firearms. We will ask you upon admission to disclose whether or not you will be keeping firearms within your RLU. This is for the safety and protection of all. If a resident displays changes in cognitive status, such as memory loss or mental health diseases, SpiriTrust Lutheran reserves the right to work with the responsible party or legal counsel to have the firearms removed to safety.

FITNESS CENTER

Use of the fitness center is offered as part of the Wellness Program for residents of the cottages, apartments, and the personal care residence. SpiriTrust Lutheran will extend the courtesy of the use of the fitness center to family members or guests following an orientation to the equipment use by the Community Life Enrichment Director. Additionally, off duty team members may use the fitness center but must step aside for Residents that desire to use the equipment during the same period.

GARDEN PLOTS

The Village at Utz Terrace has a community garden. Residents interested in a garden plot should contact the Administrative Assistant. Residents are responsible for the upkeep of their garden, including removal of dead plants at the end of the season.

GAS SERVICES

Cottage Residents: gas usage will be billed directly to you by Columbia Gas.

Apartment Residents: gas services are provided through the Monthly Service Fee.

If you smell natural gas please observe the following safety precautions:

- If you smell gas inside your home, get out immediately. Once safely outside and away from the residence, contact Buildings and Grounds/Facilities by calling 717-637-0633 and/or Columbia Gas using the emergency number **1-888-460-4332**.
- An odor of gas outside your home should be reported just as you would report an inside odor. Gas leaks from service lines could migrate into your home through walls or drain lines.

GIFTS and GRATUITIES

Team members of SpiriTrust Lutheran are prohibited from accepting gifts from residents. Accepting a gift would be in violation of policy and could potentially threaten employment status for team members. Please observe and adhere to this policy by not putting team members in a situation that could threaten their employment. A simple thank you is greatly appreciated.

Food items may be accepted but will be placed in a common area for all team members to enjoy.

GRILLS

For cottage residents, gas or electric grills are permitted but may only be used on open patios. After thoroughly cooled, the grill can be stored within the garage if the propane tank is removed or on the covered porch but it may not be kept outside on any grassy area.

For apartment residents, the use of gas or electric grills is prohibited on porches, balconies and sidewalks.

No charcoal grills are allowed due to safety reasons.

GUESTS

The cottage or apartment is your home. Residents may have guests in their home at anytime, including overnight guests. A Visitor Notification form, available at the reception desk in the Community Center, must be completed and given to the Administrative Assistant when guests are staying overnight. (a sample of the Visitor Notification form is in the back of this handbook):

Guests are limited to a two week visit however in exceptional situations the Executive Director can be contacted at 717-637-0633 to discuss individual needs. Overnight guests are generally not permitted to stay in the cottage or apartment when the resident is out of town.

Guests of the Village are required to follow the rules and regulations of the Village during their stay.

HANDBOOK and DISCLOSURE STATEMENT

From time to time, SpiriTrust Lutheran may make changes, additions or deletions to the Residential Living Handbook. Residents may be apprised of the updated information through meetings, Village publications or the resident portion of the website (www.spiritrustlutheran.org).

Residents will be notified through one of the Village publications when the updated SpiriTrust Lutheran Financial Disclosure is available.

HEALTH SERVICES

Residential Living Residents are responsible for the management of their health and wellness. This would include, for example: securing a primary care physician and other appropriate health care providers, making medical appointments, obtaining and managing medications, and following prescribed treatment plans.

SpiriTrust Lutheran provides certain supportive services to assist residents of the cottages or apartments in the management of their health and wellness including the following:

- **Emergency Response** –Residents are instructed to use their emergency call system in the event of an emergency-see the Emergency Call System section of this handbook for details.

- Residential Wellness Nurse - Shortly after moving to the Village, the Residential Wellness Nurse will visit each resident and subsequently schedule routine visits, at least annually, to update information and give resource referral information, as necessary. Should you experience any changes in your health status, please report this information to the Residential Wellness Nurse by calling 717-637-0633 so we are able to keep your medical records up-to-date.

According to the Residency Agreement, it is required that Residential Living residents see their health care professional for a physical evaluation at the time of occupancy and on an annual basis thereafter. A Residential Living Physical Evaluation form will be provided to you in a timely manner. The physical evaluation must be completed and returned to the Residential Wellness Nurse within 60 days of receipt.

In non-emergency medical events i.e. fever, cough, cold, upper respiratory infection, vomiting, nausea, diarrhea, etc. we ask that you please contact your family physician or urgent care provider for these situations. Calls may also be directed to the Residential Wellness Nurse during normal business hours, Monday through Friday by calling 717-637-0633.

The Residential Wellness Nurse works to provide education and promote wellness and independence of the residential living Village by bringing important health, wellness, safety and medical management information to the residents through a variety of forums. If you have any suggestions for a topic, please contact the Residential Wellness Nurse.

- In-Home Support Services: The Residential Wellness Nurse or Executive Director provides resource and referral information when a Resident needs to access support services through the Village or from the greater community. A variety of nursing, home health aide, therapy and homemaker/companion services are available through SpiriTrust Lutheran Home Care & Hospice. Requests for in-home services can be made by your doctor, hospital discharge planner, social worker, you or your family members. The Residential Wellness Nurse can assist residents in obtaining referrals.
- Blood pressure screening is offered on a regular basis. Please see the Inspirations Catalog and/or calendar of monthly program offerings for details as to the date, time and location for this free service. More frequent monitoring, as requested by a health care professional, can be arranged by calling the Residential Wellness Nurse at 717-637-0633.

- **Hospital Admission and Discharge:** When a resident is admitted to the hospital, the resident or a family member/designee is asked to inform the Residential Wellness Nurse by calling 717-637-0633.
- **Podiatry Services:** Residents of the cottages or apartments requiring podiatry services may choose to be seen by the podiatrist who is regularly scheduled at the skilled care center. If you wish to utilize this service, contact the Residential Wellness Nurse by calling 717-637-0633.
- **Rehabilitation and Therapy Services:** The skilled care center has full-time physical, occupational and speech therapy team members. With an appropriate physician's order, residents of the cottages or apartments are able to receive therapy services in the skilled care center therapy department. The physician's order must include the date, diagnosis, duration and frequency of treatment, specific therapy required and signature of physician/health care provider.
- **Medical Director:** A Medical Director, licensed by the Commonwealth of Pennsylvania, is appointed by the Skilled Care Center Administrator in consultation with the Executive Director. While the direct responsibility of the Medical Director is specific to oversight within the skilled care center; the Medical Director serves as a medical advisor and consultant to SpiriTrust Lutheran, The Village at Utz Terrace.

HEAT and AIR CONDITIONING

Heat and central air conditioning can be controlled by the resident in each cottage or apartment. Residents will be instructed as to the proper use of the thermostats during the Buildings and Grounds/Facilities orientation visit.

The use of individual window air conditioners is not permitted in apartments, cottages or garages.

If the heating or air conditioning system does not appear to be working properly, notify the Community Center Reception Desk at 717-637-0633.

HOUSEKEEPING

Residents are responsible for keeping their residence clean and odor free.

The Environmental Services Department team members will provide housekeeping and cleaning services on a fee-for-service basis as defined by the Schedule of Charges.

Charges for these services will be billed on the monthly statement. To arrange for housekeeping services, contact the Buildings and Grounds/Facilities Department by calling 717-637-0633.

IN-HOME SUPPORT

The Residential Wellness Nurse provides resource and referral information when a Resident needs to access support services through the Village or from the greater community. A variety of nursing, home health aide, therapy and homemaker or companion services are available through SpiriTrust Lutheran Home Care & Hospice.

Requests for in-home services can be made by your doctor, hospital discharge planner, social worker, you or your family members. The Residential Wellness Nurse can assist in obtaining referrals, to various agencies, for these services.

In the event a live-in attendant or aide is being considered for a resident living in a cottage or an apartment, the Executive Director must be consulted.

Live-in attendants or aides will be permitted under the following circumstances:

- The attendant or aide must be essential to the resident's care and well-being.
- The attendant or aide would not be living in the residence except to provide supportive services.
- The attendant or aide may reside in the RLU only as long as the resident requires supportive services or care. Once those services or care are completed the attendant or aide must vacate the RLU. There are no rights of occupancy for the attendant/aide.
- Residents who employ a live-in attendant or aide must meet the conditions outlined in the Residential Living Residency Agreement and sign an addendum to the Residency Agreement that:
 - Identifies the attendant or aide by name.
 - Clarifies the attendant or aide has no right to occupy the residence except as a caregiver of the resident, even if the attendant or aide is a relative.
 - Specifies that the Village has the right to require that the attendant or aide be dismissed for violating the rules and regulations of the Village.

SpiriTrust Lutheran reserves the right to check the references of a live-in attendant or aide and refuse to permit a live-in attendant or aide to reside in a cottage or apartment if there is reason to believe that the person will violate the rules and regulations of the Village.

INSPECTIONS

Village or identified designees shall have the right to enter the cottage or apartment to perform inspections, housekeeping, maintenance, respond to an emergency or fire alarm and for other reasonably necessary purposes while having due regard for resident privacy. Such entry will be made only with reasonable advance notice, except in emergency situations.

There will be an annual spring and fall maintenance inspection for all cottages and apartments.

INSURANCE

The Village does not guarantee the safety of or insure the personal belongings or furnishings of residents. As per the Residency Agreement, residents must obtain their own Renter's/Tenant's insurance on the contents of their residence, items in storage and personal liability including at least the following minimum requirements:

- \$300,000 per occurrence for personal liability coverage and \$25,000 personal property coverage.

Residents are responsible for reviewing their coverage with their insurance company. A copy of the declarations page of the insurance policy must be provided at the time of occupancy and annually thereafter. It is imperative that any changes, additions or deletions in insurance coverage be reported immediately.

LANDSCAPING and LAWN CARE

The land surrounding the cottages and apartments belongs to the Village and not to any individual.

Trees and shrubbery are the property and responsibility of the Village and will be maintained according to a maintenance schedule and may be removed only by team

members or landscapers designated to do so by the Director of Buildings and Grounds/Facilities. For appearance reasons, team members may find it necessary to remove plants that interfere with established shrubbery or if resident is unable to maintain personal plantings.

Lawn care will be provided solely by the Village. Individuals may not cut, treat or care for the lawns nor can they contract with outside lawn care services. The schedule for grass cutting is controlled by the Director of Buildings and Grounds/Facilities and, based on weather conditions, may vary from time to time.

Residents and/or designees may not authorize any contractor to complete work on property owned by SpiriTrust Lutheran.

For those residents who wish to have a personal garden, there are designated beds around your residence for personal plantings. Annual and perennial plants should not exceed eighteen (18") inches in height. Additional plantings of ground cover and bulbs are not permitted in established beds.

Personal plantings are the responsibility of the resident.

Please do not plant vegetable plants in your mulch beds around your residence. The community garden plots are available for you to enjoy your vegetable plants.

LIBRARY and COMPUTER NOOK

The Village library is located on the second floor of the Community Center adjacent to the Administrative Suite. Instructions for borrowing books are posted in the library. Within the library there are two computers for residents' use. Team members are also permitted to use the computers.

LOST and FOUND

Articles that are found in the Village should be given to the Administrative Assistant at the Community Center Reception Desk. Lost articles may be claimed there between 8:30 a.m. and 4:30 p.m., Monday through Friday.

MAIL SERVICE and DELIVERY

Cottage and apartment mailboxes are supplied by the Village.

Residents are responsible for notifying the United States Post Office when taking occupancy and when moving out of their cottage or apartment whether they are moving to another residence within or leaving the Village.

MAINTENANCE

It is the goal of the Buildings and Grounds/Facilities Department team members to provide prompt and effective response to your maintenance needs. In order to accomplish this goal, it is necessary to have a standardized method for communicating needs and a system for prioritizing requests.

Residents should report maintenance needs as follows:

- **Emergency Repairs:** Call the Community Center at 717-637-0633. Give your name, cottage or apartment address and identify the problem. The Buildings and Grounds/Facilities team member/Security will be notified. (Examples of emergency repairs-no heat, broken water line, overflowing sinks/toilets, etc.)

Supervisory team members or their designated personnel may enter any cottage or apartment for the purpose of investigating/repairing suspected emergency maintenance problems, or for any reasons that concern the safety of the resident. The occupant of the residence will be notified in advance if possible of this visit. All team members will knock or use the bell when arriving at the residence.

- **Non-Emergency Maintenance:** Work requests are processed through an electronic work order system called WorxHub. This system allows tracking of all work requests and record keeping of repairs made to buildings or equipment. Residents may place work requests in one of two ways:
 - Call or stop by the receptionist desk between the hours of 8:30 a.m. to 4:30 p.m., Monday through Friday, and provide the request information. The receptionist will place the information in the WorxHub system.
 - From your home computer you can log into the WorxHub web site and place your work request. Training will be provided to you during your move-in orientation with the Buildings and Grounds/Facilities Department. (Examples of non-emergency maintenance items include leaking faucet, replace light bulbs*, etc.) You will be contacted to schedule a time when the work can be done.

- Please note: Residents are not responsible for purchasing replacement light bulbs for lighting fixtures furnished as part of residence. You are responsible for any personal lighting fixtures.
- **Routine Maintenance:** These services will be scheduled at the discretion of the Director of Buildings and Grounds/Facilities. (Examples of routine maintenance - lawn mowing, mulching, shrubbery trimming, etc.)
- **Personal Work:** When requesting the services of the Handyman, submit a work request as outlined above for non-emergency maintenance (Examples of personal work - hang pictures, install blinds, etc.) Residents may incur a cost for personal work requested after the first thirty (30) days of occupancy.
- **Preventive Maintenance Program:** The Buildings and Grounds/Facilities team members will routinely check equipment and appliances in your cottage or apartment. A schedule will be prepared and you will be informed in advance when your cottage or apartment will be serviced. If you need other work, please follow the Non-Emergency Maintenance Procedure.

Preventive maintenance should include but is not limited to:

- Furnaces/Air Conditioning –remove all covers, replace filters, clean and check controls and operations, open or close vents as is seasonally appropriate
- Electrical -check all circuit breakers, switches and outlets
- Hot Water Heaters-flush and check operation
- Plumbing- check all faucets and drains, check operation of commode
- Range-check operation of heating elements
- Range Hood Ventilators - check operation and clean filters
- Refrigerator- inspection of door gasket, temperature control check, clean and vacuum coils and condenser
- Smoke Detectors-vacuum out dust and test/replace batteries
- Windows/Doors/ check doors, windows and screens. Check all latches, locks and tracks
- Dryer Vent- Cleaned and/or inspected

Residents must give the Buildings and Grounds/Facilities Department prompt notice of any defects in the plumbing, fixtures, appliances, heating and cooling systems or any other part of the cottage or apartment. All repair work in the cottage or apartment will be done by the Buildings and Grounds/Facilities Department or by a pre-approved contractor selected by the Director of Buildings and Grounds/Facilities. Residents and/or designees may not authorize any contractor to complete work on property

owned by SpiriTrust Lutheran. Repairs required because of carelessness or neglect of the cottage or apartment by the resident will be made by the Buildings and Grounds/Facilities Department but any costs incurred will be the resident's responsibility.

MEDICAL APPOINTMENTS – (SEE TRANSPORTATION)

MOTORIZED VEHICLES and GOLF CARTS

Battery powered, motorized vehicles and golf carts may be driven on the roadways within the Village. Residents operating these types of vehicles must exercise caution and assure the safety of pedestrians and personal property at all times. Please observe all traffic regulations.

The owner of the motorized vehicle or golf cart assumes all responsibility and liability for the safe operation of the unit. It is suggested residents consult with their insurance agent regarding liability insurance coverage.

Motorized vehicles and golf carts may be difficult to see after dark therefore the use of a headlight and reflective tape is needed.

If it is determined a resident using a motorized vehicle or golf cart presents a safety hazard to themselves or others, causes damage to Village property while operating such devices or is not following traffic regulations; an evaluation by the Rehabilitation Services Department will be required for continued use. Resident shall bear the cost of this evaluation.

MOVE-IN PROCEDURE

Prior to the scheduled occupancy appointment for their cottage or apartment, Residents are given the SpiriTrust Lutheran Financial Disclosure and Residential Living Handbook for their review.

Change of Address: Residents are responsible to notify the United States Post Office and others, as needed, of their change of address. Address changes should be made effective as of the date Resident receives keys to their new home.

Utilities:

Cottage Residents: contact the utility companies, as listed below, to establish your account and begin services the date of your scheduled occupancy.

- Telephone, Century Link, 1-800-829-8009
- Gas, Columbia Gas, 1-888-460-4332
- Electric, Met-Ed, 1-800-545-7741
- Cable Television services are provided by Comcast. There is no need to contact Comcast unless you desire an expanded cable package or wish to establish an internet connection. Comcast – 1-800-934-6489.

Renter's Insurance: A copy of the Renter's/Tenant Insurance is required at the time of settlement. Please refer to the Insurance section of this handbook for procedural details and coverage minimums.

Occupancy: Residents may begin to move into their new residence upon completion of the occupancy appointment. Residents are responsible for providing the personnel to move furnishings and belongings into their cottage, apartment and storage area. Buildings and Grounds/Facilities team member or Security will remove unwanted packing boxes upon request. To arrange for this service, please contact the Administrative Assistant at 717-637-0633.

Orientation: Shortly after moving to your new home, residents will receive visits from various team members, as appropriate, to help to orient you to life in the Village. Should you have any questions prior to these visits, please contact the Director of Senior Living Sales and Marketing.

MOVE-OUT PROCEDURE

Residents should refer to their Residency Agreement for the requirements for termination of the agreement.

Upon determination the residence is to be vacated, contact the Executive Director, in writing, with the date of anticipated relinquishment. According to the Residency Agreement, a sixty (60) day notice of intent to surrender the residence is required. The Director of Sales and Marketing will contact you to facilitate the process and answer any questions.

All terms of the Residency Agreement remain in effect until the time the residence is surrendered to the Village. All applicable charges continue to apply, i.e., monthly service fees or items from the Schedule of Charges.

All furniture, furnishings, and personal belongings must be removed from the residence and the storage area prior to relinquishment. Removal of said items is the

responsibility of the resident and/or designee and is the financial responsibility of the resident. Any furniture, furnishings or personal belongings remaining in the residence at the time of relinquishment will be disposed of as defined in the Residency Agreement and resident or resident's estate shall be obligated to pay all costs involved with removal of resident's property.

After the residence has been vacated, the resident and/or designee must complete a Relinquishment of Residence form with the Director of Sales and Marketing. Monthly Service Fee charges will be discontinued as of the date of completion of this form.

All keys associated with the residence mailbox, storage area lock and key, apartment building FOB, community center entry card, emergency call transmitter, DTA (cable television) equipment and remote controls and garage door openers, as identified on the occupancy paperwork, must be returned to the Director of Sales and Marketing at time of relinquishment inspection. In the event the resident and/or designee fails to return these items, charges for replacements will be levied as defined by the Residency Agreement and the current Schedule of Charges.

If move-out is the responsibility of someone other than the resident, the Village reserves the right to limit access to the residence or storage area to the appropriately designated individual.

At the time of relinquishment, an inspection must be conducted as stipulated in the Residency Agreement. Should there be damages, beyond normal wear and tear, or unapproved modifications to the residence, the resident is responsible for any extra ordinary expenses to restore the residence to the same condition as originally leased.

Cottage residents and/or designees are responsible to contact utility companies to discontinue their services. Please ask the electric company, Met-Ed and the gas company, Columbia Gas, to return the account name to that of SpiriTrust Lutheran and continue services. Telephone services should be discontinued. There is no need to contact the cable service provider unless the Resident has a separate agreement for a larger cable package or internet services.

Apartment residents and/or designees are not responsible for discontinuing electric, gas and expanded basic cable service, as SpiriTrust Lutheran provides these services as a part of the Monthly Service Fee. Currently, this process applies to the telephone service too as SpiriTrust Lutheran owns the rights to the apartment telephone numbers. In the event the resident has a separate agreement for a larger cable television package or has established internet services, the resident and/or designee is responsible for discontinuing these services.

NEWSPAPER DELIVERY

To arrange for delivery of a newspaper to your residence, contact the Circulation Department of that newspaper or the Hanover News Agency at 717-637-5208.

OUTDOOR DECORATIONS and OTHER ITEMS

The grounds are the property of the Village. All requests for modifications to the grounds must be made to the Executive Director in writing for review and prior approval. Any exterior work done to the grounds will be arranged through the Village Buildings and Grounds/Facilities department with prior approval. Work that is not coordinated through the Village Buildings and Grounds/Facilities department will be ceased until the proper approval is obtained.

The following guidelines are provided regarding outdoor decorations and other items:

- Outdoor decorations should be conservative since individual tastes may vary.
 - Please restrict your personal decorations and flowers to your porch and shrubbery beds. Trees should remain undecorated.
 - Consider your neighbor's space and do not encroach.
 - Use natural decorations such as flowers and potted plants. Use receptacles designed for plant and flower displays
 - Do not use large, plastic or artificial ornamentation (including statues, large animal exhibits, etc.).
 - Water features with the exception of birdbaths require pre-approval by the Executive Director.
 - Birdbaths and birdfeeders may be installed in appropriate areas that will not interfere with mowing. The resident is responsible for the cleanliness or the birdbath or birdfeeder. Birdbaths must be maintained, cleaned weekly and stored properly over the winter months. Birdfeeders must be cleaned on a consistent basis and the area under the feeder be cleared of debris as needed. Please limit the number of birdfeeders to two in an effort to not encourage mice, squirrels, and chipmunks. These animals can become nuisances due to bird feeders.
 - One small garden or hanging flag (on a standard flagpole) is permissible.

- Attaching any decorations to the exterior of your residence, including your garage door, should only be done with prior approval and assistance from the Buildings and Grounds/Facilities department.
- Mounting television antennae or satellite dishes within the Village is not permitted.
- Keep holiday decorations simple and conservative.
 - It is preferred that interior window lighting and exterior lighting be white or clear. Multicolor lighting may be used conservatively.
 - If exterior lighting is being used, the power supply cord must be at ground level and not cross any sidewalk or porch area.
 - All seasonal or holiday related decorations must be removed within two weeks following the season or holiday.
- Apartment residents may decorate their porch within the boundary of the porch. Decorations should not be attached to or hang over the railing.
- Clotheslines: Clotheslines are not permitted within the Village. Under no circumstances may clotheslines be attached to the cottage.
- Storage units or sheds, temporary or permanent, are not permitted.

OXYGEN

For safety reasons, residents who use any oxygen systems must notify the Residential Living Wellness Nurse and post a notice on the outside of both front and back doors to the cottage or apartment. Residents are responsible for ensuring that their use of oxygen complies with all state and local health regulations and must exhibit a continued ability to manage their oxygen safely. Oxygen tanks, full or empty, must be secured and stored in the resident's cottage or apartment away from fire, flame and heat. Residents should arrange to have empty tanks removed by the oxygen provider in a timely fashion.

PARKING

Cottage residents should park in their driveway or designated black-topped areas and not on any grassy area. Visitors must adhere to the same parking guidelines. Resident guests staying at the Village overnight must register the guest's vehicle using the Visitor Notification form.

Additional parking spaces are available throughout the Village.

In the event you wish to host a gathering in your cottage that would require a significant number of cars surrounding your home, feel free to contact the Administrative Assistant by calling 717-637-0633 to discuss the option of having your guests park at a designated location within the village and transportation be provided from that area to your home.

Apartment residents are assigned one parking space per apartment. Needs for additional or alternative parking spaces should be discussed with the Executive Director by calling 717-637-0633. Visitors may park in unnumbered/unreserved spaces in the apartment parking areas. Resident guests staying at the Village overnight must register the guest's vehicle using the Visitor Notification form.

Resident-owned recreational vehicles, such as travel trailers, boats or any vehicle with a house car license, may be housed at the Village in a designated parking area. Contact the Director of Buildings and Grounds/Facilities by calling 717-637-0633 to make arrangements for your vehicle.

PEST CONTROL

The Village has a regular schedule for pest control, which is determined by the Director of Buildings and Grounds/Facilities. Beyond these scheduled exterminations, residents are expected to perform the routine housekeeping necessary to keep their residence as pest free as possible. We ask that outside birdfeeders be limited to two to discourage pests. Additionally we ask that you refrain from feeding wildlife/stray cats.

Residents should notify the Administrative Assistant by calling 717-637-0633 if they have a pest control problem.

PETS

Residential Living Residents may have a pet in their cottage or apartment under the conditions of the Pet Policies. For the purposes of the Pet Policies, "pet" is defined as domesticated animals traditionally kept in the residence for pleasure. "Pet" is understood to be limited to dogs, litter box trained cats, birds, small caged rodents (i.e., hamsters, guinea pigs, rabbits), fish and turtles. Except where otherwise indicated, these rules apply principally to dogs and cats.

- Residents are permitted to have two domestic animals, as defined above, for pets.
- Residents are permitted to have pets in their homes provided the animal is well behaved, the owner is in command of the pet and is able to care for them.
 - Residents must consistently demonstrate that they are able to maintain a clean, hygienic environment for their pet. Residents who demonstrate difficulty caring for pets due to their own physical or mental limitations will be assessed for continued pet residency at the Village.
 - If pet becomes disruptive, they will be required to be removed from the Village.
 - If animals are needed because of physical disabilities, animals will meet the standards of ADA.
- Pre-Approval: The Executive Director must be provided with the following information at the time the permission to have a pet is requested:
 - Completed application for pet residency form (a sample can be found at the back of the handbook)
 - A copy of the animal's current license, if applicable
 - A copy of the veterinarian's certificate and verification of inoculation and booster shots.
- License and Tags: Every pet must wear the appropriate local animal license, a valid rabies tag, and a tag bearing the owner's name, address, and telephone number. All licenses and tags must be current.
- We are aware that your dog is an important part of your family. However, we also are aware there are some dogs who do not adjust to community living. Please understand that any dog that shows aggressive behavior to other residents, residents' pets or team members will not be allowed to remain at the Village. It will be the responsibility of the resident to immediately secure arrangements outside of the Village for the dog.
- Alternate Caregiver: The pet owner must supply the name of a person who is willing to assume immediate responsibility for the pet in case emergency, inability of resident to care for pet or death. The name, address and phone number of the alternate caregiver are required on the Pet Registration Form. It is the responsibility of the pet owner to inform the Administrative Assistant at

717-637-0633 of any changes in the alternate caregiver information. All pet caregiver services are at the expense of the resident. In the event the alternate caregiver is not available to care for the pet at the time services are required, a pet caregiver will be arranged by the Village at the resident's expense.

- Sanitation:
 - Resident dog owners will be responsible for the immediate cleanup of feces after the exercise of their dog.
 - Cats must be litter-box trained. Cat owners will be responsible for scooping litter boxes daily and changing litter once a week.
 - All pet wastes must be bagged and securely tied before disposal.
- Leashes: Dogs and cats must be on hand-held leashes and under owner's control at all times outside the confines of the pet owner's cottage or apartment on the property of SpiriTrust Lutheran.
 - No pets will be allowed to be tethered anywhere within the Village.
 - The installation of invisible fencing is not permitted.
 - No animal is permitted to be housed in the garage or outside. Pets must reside in your residence.
- Courtesy: Residents must exercise common courtesy to other residents and team members in dealing with their pets, recognizing that some people will find pets threatening. Residents are responsible for controlling their pets at all times. An excessively barking dog may not be suitable for Village life and an owner may need to secure other arrangements for the pet.
- Damages to the residence resulting from pets, beyond normal wear and tear, will be charged to the resident as defined by the Residency Agreement.
- Dog exercise area: The exercise area is for use by dogs belonging to residents of The Village at Utz Terrace. Owners must never leave their dog unattended.

PONDS

The ponds at The Village at Utz Terrace are predominately for the purpose of storm water management; however, they are also available for the enjoyment of our Residents and their guests. When visiting the ponds, please observe these guidelines:

- Individuals must not use water craft or other means to access the ponds at any time.
- Children must be supervised by the resident with whom they are visiting at all times.
- Residents are asked to only feed the water fowl appropriate food. Bread and cereal are not acceptable foods for these animals as they can cause digestive issues.

RECORD KEEPING

Upon changes, but at least annually, resident must provide the Village with updated information to include, but not exclusively, the following:

- Results from resident's annual physical evaluation
- Updated name, address and telephone numbers for those persons listed on the emergency contact listing, physicians, hospitals, power of attorneys, health care surrogates, church, pastors or executors
- A copy of the resident's health insurance cards
- A copy of the durable financial and medical power of attorney and advance directives.
- A copy of the declaration page of the resident's renter's/tenant's insurance demonstrating coverage as set by SpiriTrust Lutheran in the Insurance Section of this handbook
- A copy of the declaration page of the resident's automobile insurance coverage
- Resident's with pets: a copy of the animal's current health and shot record, updated license and changes in the information for the alternate caregiver

RECREATIONAL VEHICLES

Resident owned recreational vehicles, such as travel trailers, boats or any vehicle with a house car license, may be housed at the Village in a designated parking area. Contact

the Director of Buildings and Grounds/Facilities by calling 717-637-0633 to make arrangements for your vehicle.

Parking at your residence is limited to loading and unloading of supplies prior to and upon return from your trip.

REFURBISHMENT

Any refurbishment within an apartment or cottage may be requested in writing to the Executive Director any time after the ninth (9th) year following the date of occupancy. The written request must be submitted by June 30 to be included in the following budget cycle. Upon acceptance, Village will schedule the refurbishment as part of the next budget cycle.

Refurbishment includes replacement of carpet and vinyl and painting of the residence due to normal wear and tear.

RESIDENTIAL LIVING COUNCIL

The Residential Living Council is advisory in nature and is elected by fellow residents and meets monthly with the Executive Director. This council affords the residents an opportunity to make suggestions to enhance resident and management communications. Town Hall Meetings are held periodically to meet and discuss matters of group interest. Also, special presentations are conducted by appropriate team members or outside knowledgeable presenters, from time to time. All residents of the Village are encouraged to attend.

SALON SERVICES

A salon, located on the first floor of the Community Center, is available for both women and men. Please call 717-637-0633 to arrange an appointment. Fees for these services are defined on the Schedule of Charges and are added to the monthly statement.

SECURITY

For your protection and peace of mind, our Security team members conduct rounds of the Village on a regular basis during the hours of 3 p.m. until 7:00 a.m. daily. The Buildings and Grounds/Facilities team members cover the security function from 7:00

a.m. to 3 p.m. Should you have any reason to need the Security team members, please call 717-637-0633.

- Residential Living residents are asked to comply with the following safety measures to help enhance a secure environment:
 - In your Home: It is advisable to keep doors locked at all times; however, please do not lock screen doors. Remember to always lock your doors (both front and back) whenever you leave your cottage or apartment. Turn outside lights on before leaving if you will be returning after dark. Do not allow anyone you do not know to enter your residence.
 - Parking Lots: Keys should be removed from vehicles and the doors locked.
 - Unusual Activity: Call 911. Give your name and complete address and identify the problem. Also, report any unauthorized solicitors in the Village to the Community Center by calling 717-637-0633.
 - Scams: Any resident who has been contacted in person or over the telephone by individuals who are soliciting money or personal information should contact the Executive Director if the resident feels that there is anything suspicious about the contact.
- Keys and Fobs: At the time of occupancy, residents are provided keys to their cottage or apartment. If keys are lost or additional keys are needed, contact the Administrative Assistant by calling 717-637-0633. Residents are financially responsible for key replacements or additions as defined on the Schedule of Charges. Residents of the apartment building are provided with a fob to gain entrance to the apartment building. Residents are financially responsible for fob replacement if lost.
- Residents who lock themselves out of their cottage or apartment may come to or call the reception desk at the Community Center at 717-637-0633 for assistance.
- Skilled Care Center and Personal Care Residence: The entrance to the skilled care center and personal care residence is open from 7:00 a.m. to 8:00 p.m. In the event access is needed after regular hours, please utilize the doorbell.
- Locks/Keyless Entries: Residents may not change locks or add the locks/keyless entries at any time. Contact the Director of Buildings and Grounds/Facilities by calling 717-637-0633 if you have any questions or concerns.

SHOPPING (SEE TRANSPORTATION)

SOLICITING/SALES

SpiriTrust Lutheran, The Village at Utz Terrace has a “No Solicitation Policy”. Solicitors are not permitted within the Village. If anyone approaches you, please contact Buildings and Grounds/Facilities or Security at the Community Center by calling 717-637-0633. Give your name and address and identify the problem. Do not allow anyone you do not know to enter your residence. Report any suspicious situations immediately.

No yard, garage or estate sales are permitted on the premises.

Residents may not use their cottage or apartment to engage in a trade, business, or other occupation without the written consent of the Executive Director.

The posting of political signs is not permitted within the Village.

SNOW REMOVAL

A comprehensive snow removal policy is in effect that was developed in a manner that best serves the Village’s needs by priority.

- Snow removal will begin as soon as the Director of Buildings and Grounds/Facilities deems necessary.
- Roads and parking areas will be plowed first so that emergency vehicles (ambulances, fire trucks, electric company) and team members may have access to the skilled care center, personal care residence, apartments and cottages.
- Driveways are cleared next, followed by sidewalks.
- The Village will complete any needed shoveling, sweeping, pushing and salting.
 - If possible, please remove any doormats from the walkways prior to a snowstorm. Snow blowers are often used to clear walkways and the doormats become entangled in the blowers, causing damage to the equipment and the doormats.

SPIRIT360™

Integrated around seven (7) dimensions of wellness: Intellectual, Spiritual, Emotional, Physical, Social, Environmental, and Vocational, our philosophy and programming focuses on optimizing your well-being. Program/event schedules and other information pertinent to Village life are distributed on a scheduled basis. Information is also available on the SpiriTrust Lutheran web-site (www.spiritrustlutheran.org). We encourage you to explore the offerings and join in the Village life.

SPIRITUAL CARE

To meet the spiritual needs of residents, the Village employs a Chaplain. The Chaplain's role is not to take the place of the residents' own pastor, priest or rabbi, but to serve as a liaison with area congregations and to complement their ministry by providing on-site pastoral ministry and be readily available to meet immediate and emergency pastoral needs. The Chaplain can be contacted by calling 717-637-0633.

STORAGE AREA

Apartment residents are provided a storage area on the ground floor of the building, as a part of their Residency agreement. The storage area must be used in a safe and appropriate manner being certain all personal items are secured inside their designated area. Items not kept within the confines of the storage area are subject to disposal at the discretion of the Director of Buildings and Grounds/Facilities. A lock and key will be issued for use on the unit door at the time of occupancy.

Residents must refrain from storing chemicals, items of a flammable nature, food items, and animals within the storage area.

TELEPHONE SERVICE

Cottage Residents:

- Telephone service is not included in the cottage monthly service fee. To establish landline telephone or internet services please call Century Link at 1-800-829-8009.

Apartment Residents:

- Telephone service is included in the apartment monthly service fee. Residents will be charged for international phone calls. Your telephone number will be provided at the time of apartment occupancy.

TOBACCO and SMOKING

Please refer to the Fire and Safety Procedures section.

TRANSPORTATION

The Village will provide limited, scheduled, local transportation service as defined by the Schedule of Charges, as a part of the Monthly Services Fee. In its discretion, the Village may provide scheduled transportation service outside the area, as defined by the Schedule of Charges, subject to availability.

The Village provides transportation services for residents in the following situations:

- **Medical Appointments:**
 - Drivers are available during normal business hours, Monday through Friday (8:30 am to 4:30 pm), to transport residents to medically based appointments.
 - When transportation services are needed, please contact the Administrative Assistant, by calling 717-637-0633, during normal business hours. It is important that arrangements for transportation be scheduled in a timely manner. Whenever possible, please contact the Administrative Assistant no later than 48-hours prior to your scheduled appointment.
 - If you have an urgent need for transportation, i.e. a sudden illness, contact the Administrative Assistant by calling 717-637-0633 as soon as possible. Every attempt will be made to assist with transportation.
 - When calling, please be prepared to provide the date, time and location of your medical appointment.
 - If an appointment is cancelled or you no longer need transportation services, please notify the Administrative Assistant by calling 717-637-0633 as soon as possible.
- **Grocery and Shopping Trips:**
 - Grocery, errand and shopping trips are offered weekly. Please refer to the Inspirations catalog and/or calendar of monthly program offerings or the Resident portal of the SpiriTrust Lutheran web-site (www.spititrustlutheran.org) for the date and time of these scheduled trips.
 - To participate, contact the Administrative Assistant by calling 717-637-0633.

- **Transportation and Escort Service:**
 - Transportation for other needs may be arranged by contacting the Administrative Assistant by calling 717-637-0633.
 - These services are subject to the availability of team members, must be scheduled in advance and include:
 - Medical appointments that exceed the area defined by the Schedule of Charges.
 - Non-medical Trips (for all distances) excluding activities scheduled by Village.
- Residents or their family members are responsible for making transportation arrangements for scheduled hospital admissions and discharges.
 - If you need assistance with options for this type of transportation, please contact the Residential Living Wellness Nurse by calling 717-637-0633.

TRASH DISPOSAL and RECYCLABLE COLLECTION

Cottage Residents:

- All trash and recyclables will be collected each Monday and Thursday morning. Trash and recycling must be placed on the corner of the sidewalk by 9 a.m. on designated trash pick-up days.
- Trash must be bagged. Recyclables should be placed in a Village or resident provided bin--it is not necessary to separate the various materials.
- If a holiday falls on one of the designated days, the trash will be picked up the next day at the same time.

Apartment Residents:

- Residents are to take their bagged trash and recyclables to the recycling room, located on each floor of the apartment building.
- If you are able, please place the trash into the trash shoot or the large container at the bottom of the shoot on the ground floor of the building. If you are unable to do so, please place your bagged trash on the floor of the recycling room to the

side of the trash shoot and the Buildings and Grounds/Facilities team members will dispose of the bags.

- Recycling containers are located to the right of the trash shoot in each recycling room; it is not necessary to separate the various materials.

Residents who have a medical condition requiring the use of syringes, lancets, or any other medical supplies that could be contaminated are required to dispose of these items in a closed non-penetrable container that has been tightly sealed. If you have questions regarding proper disposal of medical supplies, please contact the Director of Buildings & Grounds or the Residential Wellness Nurse by calling 717-637-0633.

VEHICLES

All vehicles must be in working order, registered, and have current licenses to operate under state and local law. Pennsylvania requires the registration of vehicles and application for a Pennsylvania driver's license within sixty (60) days of residency.

All vehicles must be insured by residents at least at the state minimum amounts. The Village does not assume responsibility for the safety of resident vehicles and does not carry any insurance on resident vehicles for loss, theft, or damages.

- At the time of occupancy, as needed and annually, residents must also complete a SpiriTrust Lutheran Vehicle Registration Form and provide a copy of the declarations page of your automobile insurance, a copy of their current driver's license and state issues vehicle registration.

It is the responsibility of every driver to operate their vehicle lawfully and in a safe manner on within the Village at all times.

- Traffic pattern signs and the speed limit are to be followed.
- Vehicles are not allowed to pass stopped buses loading and unloading residents.
- Always be aware of pedestrians as there are many "walkers" on our campus.

Residents who own recreational vehicles must adhere to the parking policies for such vehicles. Please see the Parking Section of this handbook for details.

VOLUNTEER OPPORTUNITIES

As a volunteer you may choose from a variety of opportunities to serve. An orientation and training program is provided to help you feel comfortable. If you are interested, please call the Volunteer Coordinator by calling 717-637-0633 to arrange for further information.

VOTING

Our polling place is located at St. David's Lutheran Church at 1032 Musselman Road, Hanover PA. For purposes of voting registration, this Village is located in West Manheim Township, York County, Pennsylvania.

WALKING TRAILS

The Utz Terrace campus has about 3.5 miles of walking path. This path winds around the community and offers a varied view of landscape including wetlands, ponds, terraced walls, and the cottage community. The walking path is closed during inclement winter weather when ice and snow could be present.

For safety purposes, bicycles, roller skates or blades, skateboards are not permitted on the walking trail. The walking path is to be used only by walkers.

To report concerns of the walking conditions of the path, please contact the Buildings and Grounds/Facilities Department at 717-637-0633, Ext 60029.

WEB-SITE

SpiriTrust Lutheran, The Village at Utz Terrace, has a website specifically for residents and can be found at www.SpiriTrustLutheranSLC.org and selecting our community.

Here you will find information on dining services, spiritual and life enrichment opportunities, resident and team members' directories plus other useful information.

Revised 9/1/18

The Residential Living Handbook is considered the Rules and Regulations for SpiriTrust Lutheran. This updated information supersedes all previous Residential Living Handbooks.



Residential Living Absence/Visitor Notification

Residential Living Absence

Name: _____

Address: _____

Departure Date: _____

Return Date: _____

Emergency Telephone Number: _____

Other Information for Security: _____

Please return this form to the Administrative Assistant at the Community Center prior to your departure.

The Buildings and Grounds Department may enter any cottage or apartment for the purpose of investigating/repairing suspected emergency maintenance issues for any reason that concerns the safety of a Resident and also during extended absences over seven (7) days.

Visitor Notification

Name: _____

Make of Car, Color and License Number: _____

Date Arriving: _____

Date Leaving: _____

Signature: _____

Please return this form to the Administrative Assistant at the Community Center prior to your guest's arrival.



**Buildings and Grounds/Facilities
Extended Absence Check List**

- **Check Temperature of House.**
- **Check Utility Closet (water heater).**
- **Check to see that all windows and doors are locked.**
- **Run hot and cold water in all three sinks.**
- **Check conditions of house for any leaks or other problems.**
- **Check outside of house.**



**Buildings and Grounds/Facilities
Extended Absence Check Log**

Date	Time AM/PM	Name	Reason for Visit



Resident Concern Form

Date: _____

Name: _____

Address: _____

Telephone Number: _____

Concern: _____

Please give one or two ideas to remedy problem: _____

Action taken by Administration: _____



Pet Application for Residential Living

Resident Name: _____

Pet Name: _____

Address: _____

Type of Pet: _____

Veterinarian: _____

Address: _____

Phone: _____

Expiration Date of License: _____

Date of Rabies Shot: _____

Alternate Caregiver: _____

Address: _____

Phone: _____

A copy of the current license, if applicable, veterinarian's certificate and verification of inoculation and booster shots must be attached to the application.

Please return this form and requested information to the Executive Director.



SpiriTrust Lutheran®

Name:

Address:

Telephone:

Please consider my request for the following changes to my cottage/apartment:

[illegible]**Resident(s)**

Date



Vehicle Registration Form

Name: _____

Address: _____

Telephone: _____

Vehicle:

Make: _____

Model: _____

Year: _____

Color: _____

License Number: _____

Please attach a copy of your insurance card along with a copy of your driver's license.

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