



800 Bollinger Drive  
Shrewsbury PA 17361  
717-227-3000

# **Residential Living Handbook**

Rev. 5/1/23





## **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.

## **Continuum of Care**

**Residential Living:** Accommodations in this level of service offer active residents the opportunity to live unassisted in their choice of residence, with access to amenities, the benefits of maintenance-free living and higher levels of care as needed.

**Personal Care / Assisted Living:** Accommodations in this level of service are for residents whose needs have developed beyond complete independence to a level requiring supervision or assistance with activities of daily living, socialization and/or other aspects of health and well-being in order to reside safely and thrive in their residential living residence.

**Skilled Care and Short Term Rehabilitation:** On either a short-term or long-term basis, this level of service provides skilled nursing, complex medical regimens, care for changing acute illnesses and rehabilitative services.

## **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.



## 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 cursive script, appearing to read "Robert C. Bowen", written over a horizontal line.

*Chair*

A handwritten signature in cursive script, appearing to be initials, written over a horizontal line.

*Secretary*

## **In an Emergency**

**IN A MEDICAL EMERGENCY: CALL "911" FIRST**

In a medical emergency **call 911** first, then use the emergency call system.

**IN CASE OF FIRE: EVACUATE**

### **Evacuation from Cottages**

When the smoke detector sounds, you should evacuate your cottage.

- Call 911
- Notify adjoining cottages and evacuate to a safe area
- Contact security





## Table of Contents

ABSENCES.....	1
ADMINISTRATIVE OFFICES.....	1
ADVANCE DIRECTIVES/CARE PLANNING DOCUMENTS .....	2
APPLIANCES.....	2
CABLE TELEVISION.....	3
CODE OF CONDUCT.....	4
COMMON AREAS .....	4
COMMUNICATING CONCERN.....	4
CONDITIONS OF OCCUPANCY .....	5
DINING SERVICES .....	5
DISASTER PLANNING .....	6
DRESS CODE .....	7
ELECTRICAL SERVICES.....	7
EMERGENCY CALL SYSTEM.....	7
EMERGENCY PROCEDURES – RESIDENTIAL LIVING .....	8
EMERGENCY RESPONSE – RESIDENTIAL LIVING .....	8
FEES.....	9
FIRE and SAFETY PROCEDURES.....	10
FIREARMS.....	11
FITNESS CENTER.....	11
GIFTS and GRATUITIES .....	11
GUESTS.....	11
HANDBOOK and DISCLOSURE STATEMENT .....	12
HEALTH and WELLNESS SERVICES .....	12
HEAT and AIR CONDITIONING .....	13
HOUSEKEEPING .....	14
IN-HOME SUPPORT .....	14
INSPECTIONS .....	15
INSURANCE .....	15
LANDSCAPING and LAWN CARE .....	16
LIBRARY .....	19
LOST and FOUND .....	19
MAIL SERVICE and DELIVERY .....	20
MAINTENANCE .....	20
MEDICAL APPOINTMENTS – (SEE TRANSPORTATION) .....	21
MOTORIZED VEHICLES and GOLF CARTS .....	22
MOVE-OUT / RELINQUISHMENT OF RESIDENCE .....	22
NEWSPAPER DELIVERY .....	23
OXYGEN.....	23
PARKING.....	23
PEST CONTROL .....	23
PETS.....	24

RECORD KEEPING .....	25
RECREATIONAL VEHICLES .....	26
REFURBISHMENT .....	26
RESIDENCE – EXTERIOR and YARD .....	26
RESIDENCE – INTERIOR .....	30
RESIDENTIAL LIVING COUNCIL .....	32
SALON SERVICES .....	32
SECURITY .....	32
SHOPPING (SEE TRANSPORTATION) .....	33
SOLICITING/SALES .....	33
SPIRIT360® .....	33
SPIRITUAL CARE .....	34
TELEPHONE SERVICE .....	34
TOBACCO and SMOKING .....	34
TRANSPORTATION .....	34
TRASH DISPOSAL and RECYCLABLE COLLECTION .....	35
VEHICLES .....	35
VOLUNTEER OPPORTUNITIES .....	36
VOTING .....	36
WEBSITE .....	36



## **ABSENCES**

Residents who will be away from their cottage for an extended period of time are asked to notify the Administrative Assistant and will need to complete a Leave of Absence form. 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 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 reception desk at Personal Care 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 Business Office.

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 Billing Office.
- Notary Services: Notary service is available at personal care residence by appointment only. Please call the Administrative Assistant at the 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.
- 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 from current appliance package.
  - 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 in current appliance package.
- The substitution of personal appliances within the cottage 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.
  - Resident / resident's estate will be responsible for removal at time of cottage / relinquishment.

### **CABLE TELEVISION**

Cable television service for SpiriTrust Lutheran is provided by Comcast/Xfinity. At the time of occupancy, two DTA boxes (**which are the property of SpiriTrust Lutheran and not to be returned to Comcast/Xfinity**) are provided in each cottage. Should the resident desire additional DTA boxes, they may contact Comcast/Xfinity to arrange for installation.

- Each residence is provided two (2) DTA boxes. Additional DTA boxes may be added and residents are responsible for all fees incurred.
- 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/Xfinity. Comcast / Xfinity will bill residents directly for these additional services.
- In the event of a service interruption, please contact Comcast / Xfinity directly. 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 / Xfinity services you authorized.

### **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**

Residents are not permitted to place items in common areas, such as but not limited to Clubhouse, lounges/seating areas, café, patios and other defined community spaces. The Village is responsible for furnishings, 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.

Wheelchairs, walkers and motorized scooters are not to be left in common areas, entrances or hallways at any time.

The placement of Holiday decorations in the common areas will be coordinated through Life Enrichment and other Village team members. We welcome your participation in the annual holiday decorating event.

Reservations of common areas/spaces may be coordinated through the Administrative Assistant.

### **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.
- 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.
- 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.

### **DINING SERVICES**

The Clubhouse Café is located on the lower level of Zimmerman Place and hours of operations as noted on the Weekly Update . A menu is available either via hard copy or as posted on the resident portion of the SpiriTrust Lutheran website ([www.spiritrustlutheran.org](http://www.spiritrustlutheran.org)). These meals may be paid for at the time of purchase, using cash, the discounted meal card or placed on monthly bill.

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 at the Clubhouse Café or at the Personal Care reception desk.

Residents may invite their family or guests to join them for a meal here at the Village. Family or guests may purchase their meals or 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 Gathering Room for larger groups or Clubhouse Café for smaller events. Please contact the Dining Services Manager to arrange this service.

Arrangements for delivered meals can be made through the Dining Services during regular business hours. 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 may also choose to take their meal as a guest of a personal care resident. To arrange for this dining arrangement, call Dining Services.

## **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.

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 and in the community. 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.

If you are having problems with electrical services, other than a power outage, please contact the Security phone for assistance.

### **EMERGENCY CALL SYSTEM**

All cottages have an emergency call system within the residence, which is reviewed at occupancy and annually. If you should have questions on the procedure, please contact Residential Nurse Navigator. The system used at SpiriTrust Lutheran, The Village at Shrewsbury is available for resident needs. In the event of a guest emergency, please call 911.

#### Please take note:

- If you have a SpiriTrust Lutheran provided alert button, wearing it is a good practice but if you are outside your residence do not depend upon pressing the alert button to activate the emergency call system as it will only activate if used within your residence.
- Supervisory team members or their designated personnel may enter any cottage 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
- Shrewsbury Township / Borough
- Telephone number of the residence

If resident elects to contact police, fire departments or an ambulance by dialing 911, please also alert Security of the concern so team members may assist you accordingly.

## **EMERGENCY RESPONSE – RESIDENTIAL LIVING**

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.

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.
- Residents are required to maintain an updated "Vial of Life" document, which should be hung on the back of master bedroom door. Forms can be obtained from the Residential Nurse Navigator.
- The Residential Nurse Navigator will be made aware of the situation and for 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 mailed at the beginning of each month and will be due within ten (10) days of receipt. Questions regarding billing should be directed to the Accounts Receivable.
- 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 Billing Office.

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 recreational activities, events, services, library, common areas and spiritual services
- Emergency call system
- Health navigation and wellness services
- Property Taxes
- Scheduled transportation for local shopping and medical appointments as available and 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 refurbishment in accordance with terms of the residency agreement
- Water and sewer charges
- Garbage collection and recycling services
- Property administrative expenses
- Insurance on cottage (excluding personal property and liability coverage)
- Cable television

## Fees for Service:

In addition to the services covered under the Monthly Service Fee, SpiriTrust Lutheran also offers housekeeping services upon schedule availability, 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 immediately
- 2) Call 911 from your cell phone or a neighbor's phone
- 3) Notify Security by calling 717-968-8834

**Fire extinguishers** are located in each cottage. 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.

**Smoke detectors** are located in various areas throughout the cottage. 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.

**Flammable Materials:** Residents may not store combustible materials, including gas, kerosene, propane and oil-soaked rags in their cottage. Residents who have special needs for these materials should contact the Director of Buildings and Grounds/Facilities 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.

**Smoking and Tobacco Use:** The Village at Shrewsbury is a tobacco-free Village. Residents 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 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**

The Village at Shrewsbury does not have a fitness center. Many residents enjoy the classes, fitness equipment, swimming pool offered at YMCA, which is adjacent to our campus. Contact the Residential Nurse Navigator for more information on obtaining a membership.

## **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.

## **GUESTS**

The cottage is your home. Residents may have guests in their home at any time, including overnight guests. A Visitor Notification form, available at the reception desk in the Personal Care Residence, 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 to discuss individual needs. Overnight guests are generally not permitted to stay in the cottage 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.spiritrustlutheranlpc.org](http://www.spiritrustlutheranlpc.org)).

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

### **HEALTH and WELLNESS 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 in the management of their health and wellness including the following:

- Emergency Response –Residents are instructed to use the emergency call system in the event of an emergency-see the Emergency Call System section of this handbook for details. Residents are required to maintain an updated “Vial of Life” document in their residence for use by emergency personnel
- Shortly after moving to the Village, the Residential Nurse Navigator will visit each resident. The Residential Nurse Navigator will visit each resident in their cottage annually to check for safety issues, review emergency call/response system and discuss any support that might be required.

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 Evaluation form will be provided to you in a timely manner. The evaluation must be completed and returned to the Residential Nurse Navigator 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.

The Residential Nurse Navigator 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 Nurse Navigator.

- **In-Home Support Services:** The Residential Nurse Navigator provides resource and referral information when a resident needs to access support services through the Village or from the greater community. Requests for in-home services can be made by your doctor, hospital discharge planner, social worker, you or your family members. The Residential Nurse Navigator 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 Nurse Navigator.
- **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 Nurse Navigator.
- **Podiatry Services:** Residents of the cottages requiring podiatry services may choose to be seen by the podiatrist who is regularly scheduled at the personal care center. If you wish to utilize this service, contact the Residential Nurse Navigator.
- **Rehabilitation and Therapy Services:** With an appropriate physician's order, residents of the cottages are able to receive therapy services through home health. 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:** While the direct responsibility of the Medical Director is specific to oversight within SpiriTrust Lutheran's skilled care centers; the Medical Director serves as a medical advisor and consultant to SpiriTrust Lutheran, The Village at Shrewsbury.

## **HEAT and AIR CONDITIONING**

Heat and central air conditioning can be controlled by the resident in each cottage. 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 cottages.

If the heating or air conditioning system does not appear to be working properly, notify Building and Grounds / Facilities.

## **HOUSEKEEPING**

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

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

Charges for these services will be billed on the monthly statement. To inquire if housekeeping is currently available and arrange for housekeeping services, if applicable, contact the Buildings and Grounds/Facilities Department.

## **IN-HOME SUPPORT**

The Residential Nurse Navigator 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 various agencies.

Requests for in-home services can be made by your doctor, hospital discharge planner, social worker, you or your family members. The Residential Nurse Navigator 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, 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 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 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.

### **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**

### **Fertilization and Weed Control**

In order to provide proper nutrition and maintain plant health, fertilization and weed control includes 3 lawn applications; 1 spring, 1 early summer and 1 in the fall. Multiple applications are applied yearly to ensure optimum results. Meadow areas are mowed and wetlands are left in their natural state with no mowing or weeding. Weed control in beds where Villagers have planted annuals, perennials or vegetables becomes the Villager's responsibility and must be done manually, without chemicals. If weeds are not controlled in these areas, Buildings & Grounds will perform the work at the Villager's expense.

### **Gardens**

Gardening is not permitted on lawns. The Village at Shrewsbury has a community garden for this purpose. Villagers interested in a garden plot should contact the Garden Club. Villagers are responsible for the upkeep of their garden, including removal of dead plants at the end of the season.

### **Irrigation**

Villagers may water plants (soaker hoses are acceptable), but installed irrigation systems are not permitted. Drought conditions may require limits on watering. Villagers should not water established turf unless authorized by the Building and Grounds / Facilities Department.

### **Lawn Care**

The land surrounding the cottages belongs to the Community and not to any individual. Individuals may not cut, treat or care for the lawns nor can they contract outside lawn care services. Beyond these areas, green areas will be maintained as meadows and taken care of as needed. Lawn care will be provided solely by the Village.

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. Lawn areas will be mowed to a height of 3-1/2" – 4". The amount of rainfall may cause the mowing height to vary. Edging is completed on an as needed basis throughout the season. Line trimming along sidewalks, driveways, patios, tree rings, mulch beds, etc. is completed during the mowing process. Grass clippings will be blown off of hard surfaces.



### **Leaf Removal**

Once deciduous trees start losing their leaves in the fall season, The Village will begin to perform leaf removal. A combination of back pack blowers, hand held sucker-vacs and vacuums/baggers are utilized to remove leaves from mulch beds and lawn areas. If an overabundance of leaves accumulate on your porch area, please call Building & Grounds so they can address the issue.

### **Mulch**

Hardwood mulch will be applied as needed, in the spring, to a depth of no more than 2-3 inches. The Village is notified prior to mulching occurring on the campus. Please make sure windows and doors are completely closed during mulching to prevent dust from entering residences and to expedite clean up. The mulch application is contracted out for all communities.

### **Plant Material**

Ground covering and bulbs other than daffodils, tulips and hyacinths are not permitted. Plants may not exceed 18" in height. Plantings should be of the live variety and not silk. Tending of these plants (weeding, dead heading, watering, dividing, etc.) becomes the sole responsibility of the Villager. The Buildings & Grounds Department can provide guidance on plants that are suitable for our growing conditions and also compatible with pre- emergent weed controls applied each spring. Post-emergent weed control associated with these plants becomes the Villager's responsibility and must be done without chemicals. See fertilization and weed control section above.

For appearance reasons, team members may find it necessary to remove plants that interfere with established shrubbery, windows, walkways or if resident is unable to maintain personal plantings.

### **Planting Bed Size and Locations**

Resident planting is limited to beds immediately adjacent to the foundation of standalone residences. If the residence is part of a "cluster" unit, (where multiple units are joined), the shared area between units is considered common area space and planting by residents in common area beds is not allowed as those areas are maintained by the Village. Personal plantings or placement of lawn décor in mulched areas around trees, signage is not permitted. Please ask the Buildings & Grounds / Facilities Department if you have questions on the bed(s) assigned to your residence. Side and rear bed depths are maintained at approximately 18" depth where possible. Any exceptions are by prior approval by Director of Buildings and Grounds / Facilities.

## **Pruning**

Plants are pruned to promote healthy growth and vigor. Pruning to maintain the shape or size of a plant will be done annually, weather permitting and according to staff workload. Removal of damaged/diseased plants will be done as quickly as possible. Shrub trimming and pruning is done twice a year; summer and fall to promote healthy growth and to strengthen the plants.

## **Snow Removal**

While each snow and ice event is unique, we make every effort to remove snow and control ice as quick as possible. In order for us to accomplish this safely and effectively, please follow all parking policies and remove all obstructions from walkways and porches prior to the winter season. Please be mindful of the placement of extension cords/Christmas lights, welcome mats, and anything else on your porch that could be ingested by snow blowers. If hit, these items cause damage to property and equipment. The Village will not be held responsible for damage to any items left on porches, walkways, etc. Residents may be charged for any damages to equipment caused by this.

Application of ice melting materials will be done in such a way as to provide the safest conditions possible using as little material as necessary. This is both to help preserve the environment and resources of this material.

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 personal care residence and cottages.
- Driveways are cleared next, followed by sidewalks.
- The Village will complete any needed shoveling, sweeping, pushing and salting.

Specific concerns should be addressed to the Building & Grounds Department. If you should have any questions or need assistance during a snow event, please contact the receptionist in the personal care residence.

### **Tree Planting**

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.

The Village provides the opportunity for donated trees to be planted in selected areas. Any plantings become the property of The Village and The Village reserves the right to remove any plantings that were not approved through the formal process. Contact Executive Director for more information as planting of trees and shrubs requires prior written approval.

### **Vegetables**

Vegetables may not be planted in mulch beds around cottage. Vegetables may be grown through container gardening and placed in beds or on patios around residences with the understanding that the Villager becomes responsible for their upkeep. Vegetable containers may not be placed in front beds. For Villagers interested in growing larger amounts of vegetables, garden plots are available. Container gardens placed in mulch beds will count toward allowable number of ornamental items (see Residence - Exteriors).

### **Walkways**

All walkways on campus are considered public spaces and will be maintained to facilitate safe use. Residents should not place items which interfere with clear thoroughfare. Mulch beds surrounding walkways leading to the cottages and other areas are considered community space and are maintained by the community. Resident lawn décor should not be placed in those areas.

To report concerns of the walking conditions, please contact Buildings and Grounds.

## **LIBRARY**

A selection of books are located in the Personal Care Residence living room and in the lower level of Zimmerman Place in the Clubhouse. Instructions for borrowing books are posted in each area.

## **LOST and FOUND**

Articles that are found in the Village should be given to the Administrative Assistant at the 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 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 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 Security phone. Give your name, cottage 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 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 WorxHub. Residents may place work requests in one of two ways:
  - Call or stop by the reception desk between the hours of 8:30 a.m. to 4:30 p.m., Monday through Friday, and provide the request information. The reception desk will place the information in the WorxHub system.
  - From your home computer you can log into the WorxHub website ([stl-shrewsbury.theworxhub.com](http://stl-shrewsbury.theworxhub.com)) and place your work request for non-emergency items (examples of non-emergency maintenance items include leaking faucet, replace light bulbs, etc.). Training is available, if interested by contacting the Administrative Assistant.
    - 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.
  - You will be contacted to schedule a time when the work can be done.

- 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, power washing 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. A schedule will be prepared and you will be informed in advance when your cottage will be serviced. If you need other work, please follow the Non-Emergency Maintenance Procedure. Preventative 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. All repair work in the cottage 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 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 required.

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 will be required for continued use. Resident shall bear the cost of this evaluation.

## **MOVE-OUT / RELINQUISHMENT OF RESIDENCE**

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

Upon determination the residence is to be vacated, the Executive Director must be notified, 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 if leaving the community. If the unit is being vacated due to resident death, the unit should be surrendered within thirty (30) days. The Director of Sales and Marketing will provide a packet of information outlining the steps and requirements.

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. Resident will not be considered relinquished until all belongings are removed.

After the residence has been vacated, the resident and/or designee must schedule a walk-through and 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 the walk-through and completion of this form.

## **NEWSPAPER DELIVERY**

To arrange for delivery of a newspaper to your residence, contact the Circulation Department of that newspaper.

## **OXYGEN**

For safety reasons, residents who use any oxygen systems must notify the Residential Nurse Navigator and post a notice on the outside of both entrance and back doors to the cottage. 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 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 numbered space 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 Director of Building and Grounds/Facilities to discuss the option of having your guests park at a designated location within the Village.

Resident-owned recreational vehicles, such as RV, travel trailers, boats, moveable storage units or any vehicle with a house car license, may not be parked in driveways lot. Recreational / storage vehicles may be parked at the unit while loading and unloading. Storage "Pods" are not permitted.

## **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 if they have a pest control problem.

## PETS

Residential Living Residents may have a pet in their cottage 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. Executive Director will meet with residents who demonstrate difficulty caring for pets to discuss continued pet residency .
  - 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 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 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 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.

### **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
- Updated financial disclosure form. Failure or refusal to provide the information may result in denial of benevolent care.
- 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**

Storage arrangements for resident owned recreational vehicles, such as campers, travel trailers, boats or any vehicle with a house car license, are available in a designated area . Contact the Director of Buildings and Grounds/Facilities 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 a 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 eligible for refurbishment .

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

### **RESIDENCE – EXTERIOR and YARD**

In an effort to maintain uniformity and a high quality of appearance in a communal living environment as individual tastes may vary, the following guidelines have been established:

**Antennae:** Mounting of television antennae, Star Links or satellite dishes within the Village are not permitted.

**Awnings:** Window awnings are not permitted. The addition of an awning to the back of a cottage is permitted where possible and 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.

**Clotheslines:** Clotheslines are not permitted within the Village. Drying racks should not be placed on porches.

**Electric Charging Stations:** Residents are not permitted to install stations. The Village does not provide charging stations, areas for residents to charge their Electric Vehicles.

**Fences:** Residents may not install post / rail fencing or gates on patios. Underground fences are not permitted.

**Fire Pits:** Fire pits are prohibited with the exception of campus organized events.

**Gardens:** Establishing a garden plot is not permitted on lawn surrounding cottage. The Village at Shrewsbury has a community garden for this purpose. Villagers interested in a garden plot should contact Garden Club . Villagers are responsible for the upkeep of their garden, including removal of dead plants at the end of the season. See Landscaping and Lawn Care section.

**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 on the covered porch but it may not be kept outside on any grassy area. Electric grills are permitted. No charcoal grills are allowed in cottages due to safety reasons.

**Grounds:** Grounds are the property of the Village. All requests for modifications 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.

**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 if you have any questions or concerns.

**Outdoor Decorations:** The Village reserves the right to restrict size, content or placement of decorations. The Executive Director may remove any items at their discretion. Any questions or requests for items requiring approval should be directed to the Executive Director prior to placement.

- Items placed in front entry areas in “cluster units” must not encroach on neighbor’s space and not interfere with a clear path to other units.
- Residents may decorate their porch within the boundaries of the porch. Decorations should not be attached to or hang over the railing.
- Do not use statuary or other items taller than 38”. Statuary must be in good condition. No stuffed dolls or animals. A “shepherds” hook is an exception to the height restriction.
- No more than three (3) items may be placed in a mulch bed. A “shepherds” hook may exceed the height restriction and be utilized to hang a bird feeder, plant or other item. The hook and hanging object would be considered as one (1) item.
- Outdoor decorations may not be placed on lawns, fencing or in mulch beds surrounding signs and trees.
- Planting receptacles must be designed for outdoor use and removed from bed if empty and/or not in use.
- Furniture should not be placed in mulch beds, including but not limited to benches, patio furniture and other “household” furniture.
- Trees and the mulch beds surrounding them should remain undecorated.
- Water features, with the exception of birdbaths require pre-approval from Executive Director. Residents are responsible for maintaining the cleanliness.
- Birdbaths and birdfeeders are permitted. Birdbaths must be maintained, cleaned weekly and stored properly over the winter months. Birdfeeders may not be attached to fence posts or other structures and must be cleaned on a consistent basis and the area under the feeder be cleared of debris as needed. Limit of two birdfeeders in an effort to not encourage mice, squirrels, and chipmunks.
- Use natural decorations. Plastic or silk flowers are not permitted.
- One garden or hanging flag is permissible.

- Attaching any decorations or hangers/holders to the exterior of the residence, should only be done with prior approval and completed by the Buildings and Grounds/Facilities. Drilling into siding is not permitted.
- Decals of any type are not permitted on exterior doors.

**Outdoor Decorations- Holiday / Seasonal:**

- 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 one week following the season or holiday, with the exception of Christmas decorations which should be removed by January 7th (including lights).
- The number of items allowable in the shrubbery bed can be increased to a total of 4 items for the holiday, if space permits. Decorations comprised of multiple pieces (i.e. nativity, stag/doe) count as one (1).
- Blow up lawn decorations are not permitted.
- In observance of Memorial Day, July 4th and Labor Day, small flags may be placed in along walkways leading to resident cottage and along mulch beds. Flags may be placed up to 1 week prior to holiday and must be removed prior to 1 week after.

**Patios:** Patio extensions are not permitted. This includes the use of pavers.

**Pavers:** The use of pavers is not permitted.

**Shrubbery / Mulch Beds:** Designated beds for resident planting are those located immediately adjacent to the residence foundation, unless the bed is part of a “cluster unit”. Planting of ground covering and bulbs, with the exception of daffodils, tulips and hyacinth are not permitted. Plants may not exceed 18” in height. Plantings should be of the live variety and not silk. Beds must be neat and well-cared for. The Village reserves the right to correct unkempt beds if not addressed by resident within one week of notification. Any associated costs are the responsibility of the resident.

**Storage Units:** Storage units, “pods” or sheds, temporary or permanent, are not permitted on lawns or patios. Trailer able storage units are not permitted to be stored in driveways.

**Structural Changes:** All exterior structural changes to cottages must be approved through a written request to the Executive Director prior to the construction beginning (a sample of the Request for Cottage Alterations form is at the back of this handbook). Residents and/or designees may not authorize any contractor to complete work on the cottage, in the buildings or common areas or on SpiriTrust Lutheran owned property.

- 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.

**Trees:** Trees or shrubs may not be added or removed without the approval of the Village. The Village reserves the right to all pruning and trimming, whether resident approved planting or planted as part of community landscaping plan. See Landscape and Lawn Care section also.

**Vegetable Plants:** Vegetables may not be planted in mulch beds. Vegetables may be grown through container gardening and placed in beds or on patio with the understanding that the Villager becomes responsible for their upkeep. Vegetable containers may not be placed in front beds. For Villagers interested in growing larger amounts of vegetables, garden plots are available. Container gardens placed in mulch beds will count toward allowable number of ornamental items. Please contact the Building & Grounds Department for more information.

## **RESIDENCE – INTERIOR**

Residents and/or designees may not authorize any contractor to complete work inside of the cottage, in the buildings or common areas.

**Ceiling Fans:** The installation of ceiling fans can occur in most rooms of a cottage. 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 Alterations form is provided).

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

Whenever the assistance of the Buildings 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.

**Painting:** Cottages 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 Alterations form is at the back of this handbook). There is an approved color palette for SpiriTrust Lutheran communities.

**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 first thirty (30) days of occupancy will be accompanied by a “Handyman Fee”. See Handyman Service.

**Structural Changes:** All structural changes to cottages interiors must be approved through a written request to the Executive Director prior to the construction beginning (a sample of the Request for Cottage Alterations form is at the back of this handbook). This includes any permanent decorative changes. Examples include but not limited to 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.

**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”. See Handyman Service in this section. Should a resident choose extensive or custom made treatments, you will need to seek professional installation.

## **RESIDENTIAL LIVING COUNCIL**

The Residential Living Council is advisory in nature and is elected by fellow residents and meets as requested 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 in Zimmerman Place on the lower level, is available for both women and men by 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 3:00 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 3:00 p.m.

- 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. 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 Security.
  - 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: At the time of occupancy, residents are provided keys to their cottage. If keys are lost or additional keys are needed, contact the Director of Building and Grounds/Facilities. Residents are financially responsible for key replacements or additions as defined on the Schedule of Charges.



- Residents who lock themselves out of their cottage may come to or call the reception desk for assistance.
- The entrance to the personal care residence is open from 8:30 a.m. to 4:30 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 if you have any questions or concerns.

### **SHOPPING (SEE TRANSPORTATION)**

### **SOLICITING/SALES**

SpiriTrust Lutheran, The Village at Shrewsbury has a “No Solicitation Policy”. Solicitors are not permitted within the Village. If anyone approaches you, please contact Buildings and Grounds/Facilities or Security. 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 unless organized by SpiriTrust Lutheran.

Residents may not use their cottage 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.

### **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. Inspirations catalog is published on a quarterly basis, describing the program and event offerings for that quarter. Additionally a monthly calendar listing is distributed. Information is also available on the SpiriTrust Lutheran web-site ([www.spiritrustlutheranlpc.org](http://www.spiritrustlutheranlpc.org)).

### **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.

### **TELEPHONE SERVICE**

Telephone service is not included in the cottage monthly service fee. To establish landline telephone or internet services please call Verizon or Xfinity.

### **TOBACCO and SMOKING**

SpiriTrust Lutheran, The Village at Shrewsbury is a tobacco-free Village. Please refer to the Fire and Safety Procedures section for more information.

Please refer to the Fire and Safety Procedures section.

### **TRANSPORTATION**

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

- Medical Appointments:
  - Drivers are available during normal business hours, Monday through Friday (8:30 a.m. to 4:30 p.m.), to transport residents to medically based appointments.
  - When transportation services are needed, please contact the Administrative Assistant, 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 hrs prior to appointment.
  - If you have an urgent need for transportation, i.e. a sudden illness, contact the Administrative Assistant 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 as soon as possible.
  
- Grocery and Shopping Trips:
  - Grocery, errand and shopping trips are offered. Please refer to the Inspirations catalog and/or calendar of monthly program offerings or the Resident portal- ([www.spititrustlutheranlpc.org](http://www.spititrustlutheranlpc.org)) for the date and time of these scheduled trips.
  - To participate, contact the Administrative Assistant.

- **Transportation and Escort Service:**
  - For transportation for other needs contact the Administrative Assistant.
  - 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 obtaining a list of options for this type of transportation, please contact the Residential Nurse Navigator.

### **TRASH DISPOSAL and RECYCLABLES COLLECTION**

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 Residential Nurse Navigator.

#### **Cottage Residents:**

- All trash will be collected each Monday and Thursday morning. Recycling is on 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.

### **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.

The Village does not provide charging stations, areas for residents to charge their Electric Vehicles.

### **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 for further information.

### **VOTING**

The local polling station is at Grace Fellowship Church. Transportation for elections can be arranged by contacting the Administrative Assistant

### **WEBSITE**

Spiritrust Lutheran maintains a website specifically for residents. To access the site, visit [www.SpiritrustLutheranLPC.org](http://www.SpiritrustLutheranLPC.org) and select your community from the list on the homepage. Here you will find information on dining services, spiritual and life enrichment opportunities, resident and team members' directories and other information relevant to your community.



**“At-A-Glance” Contact Information of  
Businesses and Departments Referenced in Handbook**

<b>Spiritrust Lutheran®, The Village at Shrewsbury 750 Shrewsbury, York PA 17404 Main Number: 717-227-3000</b>			
<b>Community Directory</b>			
<b>Department / Title</b>	<b>Name</b>	<b>Phone Number</b>	<b>Extension</b>
Administrative Assistant	Gail Hallman	717-227-3003	
Business Office / Accounts Receivable	Alexis Gray	717-881-6749	
Building & Grounds / Facilities	Ron Bosley, Director	717-227-3008	
Chaplain	Melissa Mosebrook	717-858-7123	
Dining Services	Rashad Harris	717-227-3007	
Dining Services (Catering Requests)	Rashad Harris	717-227-3007	
Executive Director	Jan Kessel	717-227-3002	
Hair Salon	Ellen Wilson	717-227-3009	
Life Enrichment	April Coyle	717-227-3092	
Main Number		717-227-3000	
Residential Nurse Navigator	Kim Chapman	717-873-0021	
Security Phone		717-968-8834	
Volunteer Services	Teresa Lawyer	717-893-0053	
<b>Other Helpful Numbers</b>			
<b>Business</b>	<b>Telephone Number</b>		
Comcast	1-855-638-2855		
Met Ed	1-800-545-7741		
Verizon	1-800-837-4966		
York Daily News	1-800-559-3520		





**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 Secretary at the Reception Desk prior to your departure.

The Buildings and Grounds Department may enter any cottage 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 Secretary at the Reception Desk 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.

<b>Date</b>	<b>Time AM/PM</b>	<b>Name</b>	<b>Reason for Visit</b>





**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: \_\_\_\_\_

Alternative 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.





**Request for Cottage/Apartment Alterations after Occupancy**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
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.





Revised 5/1/23

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

