



TOWNER CREST

RESIDENT HANDBOOK

Our Mission

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

Updated August 2021

RESIDENT HANDBOOK

TABLE OF CONTENTS

A-

Absences
Activities/Life Enrichment
Air conditioner/heat
Alcohol
Americans with Disabilities Act
Annual reports
Apartment alterations or modifications
Appliances
Assisted Living/Commons
Automatic External Defibrillators

B-

Balconies & patios
Beauty/barber shop
Benevolence fund
Billing
Bistro
Building Entry System
Bulletin boards

C-

Cable/satellite T.V. service
Campus Pastor
Candles
Carts/dollies
Christmas trees and wreaths
Churches
Club room
Commercial enterprises
Common areas
Computers
Confidentiality
Continuum of care
Corporate information
Criteria for residency

D-

Damage/security deposit
Decorating/replacement
Delivery policy (UPS, mail, etc.)
Dining room and dining services

Donated items
Draperies/window treatments
Dress code

E-

Elevators
Emergency call
Emergency-fire procedure
Emergency-medical procedures
Emergency-weather procedures
Employee gift policy

F-

Fair housing
Fans
Fellowship Hall/Chapel
Financial assistance
Fitness center
Foundation

G-

Gambling
Garage rules
Garbage disposal
Grievances
Grills
Guests
Guns/Firearms

H-

Hallways
Home Care Services
Housekeeping

I-

Independent living
Inspections
Insurance

K-

Keys/Key fobs

L-

Landlord's and tenant's handbook
Laundry
Lease/residence Agreement

Legal representative
Library
Liquor/Beverage locker
Lobby, Commons, and Lounges
Locations
Lost and found
M-
Mail
Maintenance and repair
Management staff
Market
Memorial gifts
Memorial services
Mission benevolence
Mission statement
Movies
Motorized carts/electric wheelchairs
Moving procedures/policies
N-
Needles
Newspaper delivery
O-
Office hours and services
Optional/supplemental services
Outdoors garden/patio
Outings
Oxygen
P-
Parking
Party/community rooms
Pest control
Pets
Plants
Policy changes
Political solicitation
Portable heaters
Presbyterian Homes and Services
Privacy
R-
Recycling
Rent increases
Resident conduct/expectations
Resident daily check system
Residency requirements

Resident Town Hall Meetings

S-
Safety
Safe Movement
Security
Security/damage deposit
Service Animals
Skilled nursing services
Smoking
Solicitation
Speed limit
Storage area/lockers
T-
Telephone system
Television
Toilets
Transportation
Trash disposal
U-
Utilities and lights
V-
Vendors
Volunteers
W-
Waiting list/priority system
Waterbeds
Wheelchairs/walkers
Windows

Welcome to Towner Crest. This Handbook contains information and policies that are part of your agreement with us, as provided for in your Residency/Tenant Agreement. They may be changed from time to time, and changes will be made in writing with appropriate notice. Please read and become familiar with them. If you have any questions regarding this Handbook, please contact the Management office.

For the purposes of this Handbook the term “you” will apply to all residents of your dwelling unit and to your Legal or Designated Representative, as named in your Residency/Tenant Agreement. The term “Apartment/suite” will apply to your dwelling unit, whether it is a room, apartment, Village Home, or cooperative unit. The term “Management” references on-site campus staff including your Campus Administrator, Clinical Administrator, Resident Services Director, Life Enrichment Director, Nutrition and Culinary Director, Environmental Services Director, Campus Pastor, and their designees. The term “Community” refers to Towner Crest Senior Living Campus. PHS Management, L.L.C., provides operational direction and oversight.

ABSENCES

Please inform the reception desk when you are going to be absent from your apartment/suite. Such information will be kept confidential and will enable management to serve you better. An emergency phone number where you can be reached will be greatly appreciated. If there is a need to enter your apartment such as a delivery, repair, etc. detailed written instructions are recommended. In the Commons or the Arbor there may be absence credit for meals or services, for absences in excess of seven days. Please see Residency Agreement for details.

For absences greater than seven (7) days, please acquire an absence form from the receptionist for our records.

In Commons and Arbor, please let staff know if you will be out of the building. Upon hospitalization or temporary periods of absence from Towner Crest, the apartment unit will be held for you, unless you request otherwise. You will pay the Monthly Rental Charge and Monthly Service Plan Charge in accordance with the terms of the Residency/Tenant Agreement during any such periods of absence. If you fail to pay the Monthly Rental Charge and/or Monthly Service Plan Charge is a sufficient condition for the Facility Owner to terminate this Agreement with the Tenants, provided the Facility Owner has given the Tenants or the Tenants' designated representative notice pursuant to Wis. Stat. 704.21 and reasonable opportunity to pay any deficiency pursuant to Wis. Stat. 704.17(2).

ACTIVITIES/LIFE ENRICHMENT

All residents are invited to participate in the daily activities, and you are encouraged to share with appropriate staff or volunteer, activities and programs that may be of interest to you. A wide variety of activities will be available including community outings, special events, parties, indoor and outdoor games, intergenerational groups and various small special interest groups. A designated T.V. channel is available to view daily activities, special notices, the weather and menus as well as a newsletter will be distributed with an activity calendar. For activities with limited space, sign up sheets may be used.

Reservations for these types of events will be on a first come, first served basis. For some activities, fees may be charged for cost of services such as transportation, tickets, or supplies. Every effort is made to reach as many residents as possible with our activities programming, however, not every activity will be appropriate for every resident.

AIR CONDITIONING / HEAT

For your comfort, heat and air conditioning is individually controlled in each apartment. If you will be absent from your apartment do not set your thermostat below 65 degrees. Space heaters are prohibited unless specifically approved and supplied by Management. Should any problems arise with your heating or cooling, please contact Engineering/Maintenance or Receptionist. Staff phone numbers are listed in your Welcome Binder.

ALCOHOL

Towner Crest may choose to serve (wine and beer) but not sell alcohol at Resident special events and theme dinners. Alcohol will be served only to those who are legally able to partake. Please note that staff under the age of 21 will not be permitted to serve alcohol. In the Commons or Arbor, a physician's order may be required. You may be permitted to bring your own wine to dinner in the dining room; however, staff cannot open bottles/uncork or serve wine or other alcoholic beverages. Please contact the culinary manager for arrangements. Accommodations for private special events serving alcohol can be made at the Reception desk with approval by the Campus Administrator.

AMERICANS WITH DISABILITIES ACT

Towner Crest is compliant with all State and Federal regulations with regards to accessibility for persons covered by this act. You have the right to implement reasonable accommodations or modifications, at your expense, to enable you to reside in your apartment in a manner that is safe to you, others and the property.

ANNUAL REPORTS

The fiscal year for Presbyterian Homes and Services (PHS) and its operating entities is October 1 to September 30. The annual reports are available by writing to Presbyterian Homes and Services at 2845 Hamline Ave. North, Roseville, MN 55113.

APARTMENT ALTERATIONS OR MODIFICATIONS

No structural alterations/modifications (example: adding a wall, moving a doorway, installing a ceiling fan, grab bar or light fixture, etc.) may be made to your apartment without written authorization of Management. You are welcome to make decorating modifications *with a written prior authorization from Management* (custom color paint, wallpaper, etc.) with the understanding that upon move out you may be required to pay for the unit to be restored to its original condition. You are also welcomed to hang pictures, paintings, etc. as you desire. Please contact Maintenance to hang large or heavy items on walls such as mirrors, televisions, wall hangings, etc. Please refer to Supplemental Charge Sheet. See also Decorating & Replacement.

APPLIANCES

Major appliances such as: range, microwave, refrigerator, garbage disposal, hood exhaust, dishwasher, washer and dryer, etc. which are provided by the facility will be maintained, serviced, repaired and/or replaced at the facility's expense. You are not allowed to install or use additional air conditioning equipment, supplemental heaters or power tools without prior written consent of Management (except for minor household installations; i.e. electric drill to put in screws). All other appliances are to be provided by you according to your needs and interests. Due to fire hazards, no portable space heaters are allowed unless approved by the Management. Your personal small appliances must also be kept in proper working order. Safety inspections may be conducted to ensure that the wiring and operation of all appliances and fixtures are safe. Instruction booklets for major appliances are available upon request. Any damage as the result of negligence/misuse will be chargeable to the Resident.

ASSISTED LIVING/COMMONS

It is a condition of residency at Towner Crest that all applicants and current residents are capable of living safely, i.e., have the ability, either individually or together with supportive services contracted for/by the individual, or otherwise provided by that individual to maintain both his/her safety and the safety of the other residents. Management reserves the right to require that you obtain the necessary services to meet the above criteria. Failure to do so will constitute a violation of the Residency Agreement and could result in termination of a Resident's occupancy rights.

AUTOMATIC EXTERNAL DEFIBRILLATORS

We currently have Automatic External Defibrillators (AEDs) installed in one or more locations in our buildings. The location of the AED is based not only on the presence of residents, but also families, employees and visitors. AEDs are designed to provide quick therapeutic intervention for adults experiencing Ventricular Defibrillation (a condition commonly referred to as a form of "heart attack"). The device was designed to be used without prior instruction.

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

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

building that has this equipment available. It is most likely that the responder will not have the DNR information readily available at the time it is needed, and therefore an AED may be used.

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

BALCONIES & PATIOS

Management reserves the right to ask Residents to remove items that may pose a hazard, negatively affect the aesthetics of the building or a disturbance to neighbors.

Patios and Balconies are an extension of your apartment and may be decorated within the following guidelines:

- Chairs, small tables are allowed. If left out during the winter months, they must be covered with well-fitting outdoor furniture coverings and be secured as to not move.
- Bird feeders may not be placed on patios or balconies. If you have a first-floor patio you may use mulch area space for up to two bird feeders, but they must be an enclosed type of birdfeeder and placed at a minimum of 2-3 feet above ground level within the mulch area.
- No buckets, tubs, or other items may be stored on patios/balconies.
- No items are permitted on window ledges.
- No fencing of any height or type is permitted on or around patio.
- You may not hang décor from siding or posts on the building.
- Only one garden flag under 3 ft and 3 garden statues 12 inches or smaller are permitted in the mulched area.
- No décor, planters or objects permitted in the grass area.
- The feeding of deer, turkeys, ducks, geese or other wildlife is not permitted.
- Nothing can be draped over the railings including, but not limited to flags, towels, banners, signs, etc.
- No grills that utilize an open flame including charcoal, propane, wood, gas and smoker grills are prohibited (per Fire Marshall).
- Electric non-smoke Grills are allowed per PHS's policy and as allowed by City Codes are permitted. For more information refer to Grill Section of the Resident Handbook or talk to Campus Administrator.

Smoking is not permitted on any balcony or patio. Holiday/Seasonal lighting and artificial greenery should be put up no sooner than 45 days prior to the holiday and removed within 30 days after the holiday. When cleaning your balcony please be aware of the Residents' balconies below.

BEAUTY SALON/BARBER SHOP

Towner Crest offers a Salon on the premises. The Salon is for men and women and is located on the first floor of Towner Crest. Hours are posted by the Salon door.

Appointments are made directly with the contracted salon professionals. Contact information and pricing are in your Welcome Binder. You can also get a copy from the Receptionist. The service is contracted through a licensed, private contractor. Rates are set by the salon contractor and approved by Management. We only work with our contracted Salon. The Salon is not available for private use.

BENEVOLENCE FUND

The purpose of the Mission Benevolence Fund is to provide financial assistance to Residents whose assets and/or income are not enough to meet costs of housing and/or care. Helping those in need is at the very heart of our continuum of care.

Benevolence Subsidies are granted through an application process, and Residents are required to prove need in order to qualify. Resources are limited. Should you need more information or require help in this area, please contact the Campus Administrator. An annual renewal process is required for all recipients.

BILLING

Statements for rent, housing related charges, and other health services will be distributed around the first of each month. These charges may include, but are not necessarily limited to: meals, activities charges, maintenance or housekeeping services not normally included in the monthly rental charges. The cutoff day for these additional housing related charges is on or about the 25th day of each month. Full payment is due by the 10th day of each month, or within five (5) business days after receipt of a statement. Presbyterian Homes' expected method of payment is by Electronic Transfer via Automated Clearing House (ACH). Authorization for ACH will be completed upon admission. By exception, an election to pay by check can be arranged. Any bank charges incurred by Presbyterian Homes for insufficient funds of a Resident's account will be billed back to you. You will pay for services and supplies provided by third parties according to the billing and payment policies established by those third parties. Resident will indemnify, defend and hold Owner harmless from any claims by third parties for services or supplies provided to residents. Please contact Billing for further information.

BISTRO

The Bistro is located on the 2nd floor. Coffee is offered daily free of charge. Menus are posted and items for sale may be purchased during Bistro hours.

BUILDING ENTRY SYSTEM

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

BULLETIN BOARDS

Please check the community bulletin boards for information regarding activities, special events, announcements, and other items of interest. No posting of solicitation material is permitted without approval by Management.

CABLE TELEVISION SERVICE

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

A channel guide is provided in the Welcome Binder. Additional channel guides are available from the office. Upgraded and premium service is available through Spectrum for an additional charge, and it is your responsibility to check with Spectrum on cost. Let Spectrum know you live at Towner Crest Senior Living Community and that we have a bulk account with Spectrum.

CAMPUS PASTOR

Spiritual Care and Christian Ministry is the heart of our Towner Crest Community. Spiritual Life programming is coordinated by our Activities/Life Enrichment staff and Campus Pastor. Please see Activities/Life Enrichment staff to discuss additional spiritual life opportunities.

CANDLES

No flame lit candles are permitted at Towner Crest. Flameless (battery operated) or candle warmers are permitted.

CARTS

Moving carts, flat beds and shopping carts are available for your use and may be used on a first come, first served basis. Location of the carts are in the garage by the elevator entrances (East & West). Promptly return the cart to the designated storage area after each use. Please do not park unused carts in hallways. A resident fob will be needed to gain access to the garage.

CHRISTMAS TREES AND WREATHS

The use of any natural green trees or wreaths is prohibited in individual Resident units including decks, patios and common areas. Flame resistant artificial trees and greenery are permitted. Only U.L. approved Christmas tree lighting in good repair may be used.

CHURCHES

A list of area churches is available from Reception. Chapel services and spiritual programming for our community are listed in the monthly Calendar of Events.

CLUB ROOM

The Club Room is available for everyone's enjoyment. The room is available for reservation on a limited basis. After using the Club Room, you are kindly asked to put the room back as you found it. Games and equipment are for all to use.

COMMERCIAL ENTERPRISES

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

COMMON AREAS

Common areas within the building are provided for you and your guests to enjoy. We trust that respect for one another will be shown and common areas will be kept tidy. Furnishings are arranged to enable use by many. At times of special events or gatherings, additional chairs and/or tables may be set up to provide additional seating space for large numbers. Common areas may be available for private parties by arrangement. There may be occasions when non-resident groups will be invited to use our common spaces.

COMPUTERS

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

CONFIDENTIALITY

Resident files will be kept confidential. Management is authorized to release information of any type about you to your legal or Designated Representative, as named in the Residency/Tenant Agreement. Management is also authorized to release information to any health care provider who may be consulting with, caring for, or treating you, and to any person as may be required by law. Staff will respect your Privacy Statement with regard to sharing information with other residents and families.

CONTINUUM OF CARE

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

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

CORPORATE INFORMATION

PHS Management, LLC
2845 Hamline Ave. North
Roseville, MN 55113
For other information see:
Mission Statement
Annual Reports

CRITERIA FOR RESIDENCY

See your Residency Agreement for Residency Requirements/Continued Stay Criteria.

DAMAGE/SECURITY DEPOSIT

Your damage deposit is for any damage to apartment or building/grounds or unpaid portions of rent or fees. You may not require that we use it as a substitute for final month's rent. Any unused portion of deposit is processed through our corporate office in Minnesota will be returned to you within 21 days of termination of occupancy when a forwarding address has been provided. The refund will be payable to the original payer source. The damage deposit will be retained for any damage beyond normal wear and tear as determined by Management. For more details see your Residency/Tenant Agreement.

DECORATING/REPLACEMENT

Prior to occupancy, your apartment is cleaned, painted, and the carpet is shampooed. An inspection checklist is completed by Management. No structural modifications (example: adding a wall, moving a doorway, installing a ceiling fan or light fixture, etc.) may be made to your dwelling unit without written authorization of Management. You are welcome to make decorating modifications at your expenses with written prior authorization from Management (custom color paint, wallpaper, etc.) with the understanding that upon move out you may be required to pay for the unit to be restored to its original condition. You are welcome to hang pictures, paintings, etc. as you desire. Please contact Maintenance or other appropriate staff to hang large or heavy items on walls such as mirrors, televisions, wall hangings, etc. Fees will apply for individual Maintenance services.

DELIVERY POLICY

(UPS, Fed Ex, Amazon, USPS mail packages, etc.)

As a convenience to you, Management will accept packages/deliveries at the Reception Desk. You will be asked to sign for your package pick up by Receptionist. It is your responsibility to pick up packages upon notification and your responsibility to return any unwanted packages. We will not sign for deliveries that are alcoholic beverages or Resident Medications. The Community is not responsible for packages left overnight or left in the vestibule after hours.

DINING ROOM AND DINING SERVICES

Towner Crest strives to provide residents with a wide variety of nutritious and appetizing meals. We value your suggestions and comments. Meal delivery service is available to your room for a fee. Arrangements for meal delivery can be made with the kitchen staff.

Visitors are welcome to dine with Residents of the Community; however, free continental breakfast is provided only to Resident of the Community and visitors utilizing Guest Suites. Reservations may be required for larger groups. Meal charges (where not explicitly included in your rent) for you and your visitor are included in the Services Rate Sheet. to your Residency/Tenant Agreement. Catering Services are also available and can contact Culinary Director for pricing information.

DONATED ITEMS

Presbyterian Homes appreciates items (equipment, furnishings, etc.) donated to our facility by residents or families. Due to storage and need limitations, please note management reserves the right to accept or deny donations. Disposition of items accepted will be at managements discretion. Accepted donated items become the property of PHS.

DRAPERIES/WINDOW TREATMENTS

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

DRESS CODE

Residents and visitors are expected to be appropriately and modestly dressed and have proper hygiene when outside their apartment. Pajamas or bath robes, bare feet, and exposed undergarments are examples of inappropriate attire. Shoes must be worn throughout the facility. Management reserves the right to address inappropriate choices of dress/hygiene privately with a Resident.

ELEVATOR(S)

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

EMERGENCY PREPAREDNESS PLAN

A copy of our Emergency Preparedness Plan is available at the Reception Desk, and Commons Nursing Station and Arbor Nursing Station. It is available for your viewing upon request. If you have any specific questions, please address them with Management.

Your Welcome Binder will also have Emergency information.

EMERGENCY EXITS

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

EMERGENCY - FIRE PROCEDURES

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

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

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

If the fire is NOT in your apartment:

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

This Community was constructed with numerous safety features to signal everyone in the event of fire and to contain any fires in certain areas to prevent damage and loss of life. The building is zoned with firewalls through each floor and corridor. There are smoke detectors and sprinkler heads throughout every room, corridor, and common space in the building. If they alarm is activated, fire doors throughout the corridors and elevator lobbies will automatically close to contain the fire. Audible alarms, within the required decibel range, will sound in all common areas of the building and resident rooms. Additionally, fire panels in the building will be activated and signal the staff and fire personnel as to the exact location of the alarm.

In our independent living environments, smoke will activate the smoke detectors and that room detector. In Commons & Arbor, the smoke detector will signal staff. If the smoke is of sufficient nature to reach the corridor or any other common area of the building, then the main alarm system will be activated throughout the building.

Residents should stay in their apartment with their apartment door closed if they hear the fire alarm. Because of the way the building is zoned with firewalls and fire-rated doors

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

EMERGENCY - MEDICAL PROCEDURES

Independent Living - If able, call 911 yourself, as the emergency responders will prefer to talk to you if possible. Please try to notify Management if you have called 911- if time and condition permit. If you are admitted to the hospital, please ask someone to notify Management of your absence. Your privacy will be respected; except as permitted by your Residency/Tenant Agreement, Management will not share information of your whereabouts without your permission or the permission of a responsible party.

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

EMERGENCY - WEATHER PROCEDURES

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

1. BE PREPARED

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

- Your cellular phone (cordless phones may not work during a power outage)
- A flashlight with batteries
- A first aid kit
- A blanket (for protection and to keep warm in the event of a power outage)
- For Commons & Arbor residents make sure to have your Urgent Call Pendant

2. STAY ALERT & REMAIN CALM

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

- TORNADO/SEVERE WEATHER WATCH means that conditions are favorable for a tornado/severe weather. Prepare your apartment, listen to the weather reports, locate a flashlight and battery-operated radio, and close your blinds, curtains or drapes.
- TORNADO/SEVERE WEATHER WARNING means that a tornado/severe weather has been identified in the area. Take shelter immediately and remain calm. Shelter areas include hallways without windows, apartment bathrooms and common areas without windows. Remain in your shelter area until your radio indicates that the storm has passed, or when civil sirens are silent.

THE SAFE AREAS IN THIS COMMUNITY include the parking garage/basement, interior hallways, public and apartment bathrooms, and any space without windows.

EMPLOYEE GIFT POLICY

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

FAIR HOUSING

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

FANS

Residents are prohibited from continuously running their bathroom and/or kitchen ventilation fans from 9:00 p.m. to 8:00 a.m.

FELLOWSHIP HALL/CHAPEL

Located just off the Town Center, our Fellowship Hall is here to benefit all residents, family members and staff. It may be used for quiet meditation, personal and group worship, and other appropriate group events. Ecumenical services are conducted on a regular basis. Please check the Chapel schedule for information regarding regular worship services, memorial services, and other special services.

FINANCIAL ASSISTANCE **At this time Towner Crest DOES NOT participate in the Family Care Program. You may be eligible to receive certain public funds to assist in the payment of rent and/or service fees. Some, but not all, Presbyterian Homes and Services Communities may participate in various county administered programs. Each Community is very limited as to the number of people it is able to support using public funds. You may be required to move to another apartment within the community or seek alternative housing to utilize public assistance. Our continued participation in public assistance programs is not guaranteed. Your eligibility for public funds does not guarantee that such funds will be available or that a qualified apartment will be available at the time of need.

You should involve Management in planning when your private financial resources are reduced to an amount equal to one year's monthly rental and service charges. Towner Crest reserves the right to limit participation publicly funded programs. For information regarding financial assistance from federally funded programs through Waukesha County, call Waukesha County Aging and Disability Resources Center at 262-548-7848.

There is a Mission/ Benevolence Fund available to residents whose resources do not meet the monthly expenses of service. The Fund is limited and must be applied for through the Campus Administrator. Memorial gifts and other undesignated gifts may be directed to help support this vital program.

FITNESS CENTER

Your Fitness Center is available to help you to achieve and maintain your fitness goals. Talk with a member of our Wellness staff for instruction on the exercise equipment and recommendations for appropriate group exercise classes. A physician's release is required to participate in the fitness center or classes. See the calendar and newsletter for class offerings, fitness programs and initiatives.

The fitness center is open to our residents and staff but is not available to visitors.

FOUNDATION

The Presbyterian Homes Foundation assists those who wish to contribute charitable gifts to Towner Crest and other PHS Communities to support the mission of PHS, which is to *enrich the lives and touch the hearts of older adults*. The Foundation raises charitable financial support for priorities not covered by rent. It accepts annual gifts to fund current needs and gifts to fund endowments to meet future needs. The Foundation is a 501(c)(3) organization eligible to receive tax-deductible gifts through cash and stock contributions, future gifts through wills, bequests, designated beneficiary of IRA Funds or Life insurance, and life income gifts such as charitable gift annuities.

Donors can support Presbyterian Homes & Services or direct their giving to Towner Crest. Donors can direct their gifts to one or more the following priorities:

- Benevolence Fund
- Chaplaincy & Spiritual Life Fund
- Where the Need is Greatest Fund
- Continuing Education for Staff

For more information about charitable gifts to Towner Crest, please contact our PHS Foundation at 651-631-6100.

GAMBLING

Towner Crest may offer gambling themed activities or events, such as Bingo or Casino Night. Winning prizes is acceptable, however, no paying to play a game is allowed. This is in accordance with State Gaming Commission rules. Towner Crest does not sponsor casino outings. You may organize outings directly through casinos if you wish.

GARAGE RULES

Underground garage space is available for an additional fee. See Supplemental Rate Sheet for the rental rates. The following rules apply:

1. Stalls are assigned by Management
2. Warming up your car indoors is not permitted.
3. Turn lights on when entering and exiting.
4. Be sure garage door is shut completely after you enter or exit.
5. Only one vehicle should enter or exit at a time. Garage door is timed.
6. Garage door openers are assigned.
7. Openers will need reprogramming periodically. Garage door opener batteries expire from time to time. See Management for assistance.
8. Report if opener is lost - there will be a charge for lost garage door openers.
9. Speed limit in garage is 5 miles per hour.
10. Park equally between lines.
11. There may be guest stalls available. Contact Management.
12. Any suspicious activity should be reported.
13. Follow appropriate directional signs.
14. Garage renters must provide complete vehicle information and insurance.
15. Notify Management of any vehicle changes including Make, Model, Registration or Plates
16. No furniture, personal items, or storage boxes can be stored in the parking stalls. Storage lockers are available for a nominal monthly fee. See Management for more information.

GARBAGE DISPOSAL

If disposal is malfunctioning do not try to fix it yourself. Call Maintenance or Receptionist. Using your disposal may disturb your neighbors if used during early and late hours. Please be courteous and use disposals between 8:00 a.m. - 9:00 p.m. For normal operation, there is no need to run for extended period of times. (more than 1 minute)

To keep your disposal a safe and functioning appliance:

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

GRIEVANCES

If a time arises when a complaint or serious concern cannot be resolved or has not been resolved to your satisfaction, you may direct your or concern to the Campus Administrator, Clinical Administrator, or Resident Services Director. If on-site Management is unable to resolve the matter, you may contact the Regional Director of Operations. The Director may be reached by writing to:

Regional Director of Operations Eastern, Wisconsin
2845 Hamline Ave. North
Roseville, MN 55113
651-631-6100

For Assisted Living and Memory Care Residents, you have the right to file complaints with the State of Wisconsin Department of Health and Family Services. Towner Crest has a written internal grievance procedure, including the address and telephone number of the Department of Health and Family Services and procedure for filing a complaint.

The Department of Health Services will maintain a record of all complaints. The Department's address and telephone number are:

Department of Health Services
Division of Quality Assurance
Southern Regional Office – Bureau of Assisted Living
P.O. Box 2969
Madison, WI 53707-7940
608-264-9888

For Assisted Living and Memory Care Residents, included for your convenience is a list of other state agencies that are available to help with grievances that Towner Crest facility Management has not responded to you to your satisfaction.

State of Wisconsin Dept. Board on Aging
The Ombudsman
819 North 6th Street
Milwaukee, WI 53203
(800)-815-0015

Wisconsin Coalition for Advocacy
16 N. Carroll St., Suite 400
Madison, WI 53703
(800) 928-8778

Any person assigned by Towner Crest to investigate the facts associated with a grievance must not have had any involvement in the issues leading to the grievance.

Towner Crest must provide a written summary of the grievance, findings, conclusions, and any action taken as a result of the grievance to you, your designated representative, if any, and, for Residents whose services are funded under Wis. Stat. 46.27(11) or 46.277, the county department or aging unit designated to administer the medical assistance waiver.

The following includes a grievance procedure and information on how to file a complaint with the State of Wisconsin Department of Health and Family Services. You may file complaints with the Department. The Department will maintain a record of all complaints. The Department's address and telephone number are:

Bureau of Quality Assurance
Division of Supportive Living
P.O. Box 7851
Madison, WI 53707
(608) 266-0120

GRILLS

Individual charcoal, electric, and gas grills generally are not permitted. Electric grills may be permitted by exception in some communities and according to local ordinances. Presbyterian Homes may provide grills in designated outdoor areas. Use of the grills must be approved by Management or other authorized staff. After each use, public grills must be cleaned appropriately. Proper grilling utensils must be used. Presbyterian Homes is not liable for any injuries incurred as a result of use. Also see PHS's Electric Grill Policy on Decks.

GUESTS

Family and friends are welcomed and encouraged to visit. We invite you and your visitors to use the common areas, grounds and amenities. Some areas or equipment may require reservation for use. Your guests are asked to respect the privacy and comfort of all and use proper discretion, so their visit does not interfere with others' quiet enjoyment of the Community. Children are to be accompanied by an adult at all times. Children are encouraged to visit, but it is the parents', and ultimately your responsibility, to monitor the conduct of your young guests. Please be reminded that Towner Crest is a smoke free Community.

Guests in apartments

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

Guest Suites

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

Guests Meals

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

Guest Activities

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

Guest Parking

Outside parking is available for guests. Underground parking may available on a limited basis at an additional cost - please check with Management.

Guests with Pets

Visiting pets are held to the same policies as pets that live here. You are ultimately responsible for the conduct of pets visiting you. Visiting pets should be registered at

the front desk. See Visiting Pet Policy. In common areas, pets must be on a fixed length leash no longer than six (6) feet.

GUNS/FIREARMS

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

HALLWAYS

Hallways are to remain free of litter and obstructions at all times. Do not place boots, shoes, umbrellas, etc. in the hallways. For the safety of all, no boxes, doormats, rugs or other materials should be in the hallways. Wheelchairs, walkers and motorized carts must be kept in the apartments when they are not in use.

Residents are free to place personal decorations on their doors and doorway entrances, but we ask that they be kept to a minimum. Please do not place any motion-activated decorations outside of doorways. Hallway and common area decorating is the responsibility of Towner Crest and only furniture placed by Towner Crest staff is allowed in the hallways. Towner Crest reserves the right to remove or discard any furniture or decorations placed in the common areas.

HOME CARE SERVICES

Towner Crest is dedicated to helping individuals live as independently as possible while providing dignified and safe choices for care options in our Community. Residents residing in Presbyterian Homes Communities may contract with a home care agency of their choosing. We highly recommend that Residents research and verify any provider's credentials and strongly recommend that the provider of service you contract with be bonded and insured. We are not responsible for any outside agency or related services contracted individually by a Resident.

HOUSEKEEPING

Housekeeping of the common areas is a service provided by staff. Housekeeping schedules are followed to ensure the proper upkeep of the Community. If you become aware of any housekeeping needs please contact Management.

Housekeeping in Commons/AL and Arbor/MC Apartments.

You will receive light housekeeping services once per week included in your rent. Light housekeeping includes cleaning of bathroom and kitchen counters, fixtures and floors; vacuuming of carpets and light dusting. Your fragile personal possessions will not be moved for dusting. Heavy furniture such as couches and beds will not be moved.

You may also purchase deep cleaning, which may include such services as moving of furniture for floor and carpet cleaning, oven cleaning etc. See the supplementary/ancillary rate sheet for further information.

INDEPENDENT LIVING

It is a condition of residency in Towner Crest that all applicants and current residents are capable of living independently, i.e., have the ability, individually or together with supportive services contracted for/by the individual, or otherwise provided by that individual to maintain both his/her safety and the safety of the other residents. Management reserves the right to require that residents obtain the necessary services to meet the above criteria. Failure to do so will constitute a violation of the residency agreement and could result in termination of a resident's occupancy rights.

INSPECTIONS

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

INSURANCE

While Presbyterian Homes carries insurance on the buildings, your personal belongings and liability are not covered under the policy. Your personal property has a special value that only you can judge. We therefore highly recommend that you insure your furniture, small appliances, dishes, clothing, and other personal property on a Renter Insurance Policy. Renter's policies may cover your liability for injuries or judgments relating to incidents within your apartment. It may also provide coverage for any damages that you or your guests may be responsible for in common areas and grounds. **WE STRONGLY RECOMMEND THAT YOU OBTAIN THIS COVERAGE.**

KEYS/KEY FOBS

You will receive keys/fobs when you move into your apartment. You will be provided with the necessary keys for entering the building, apartment, and mail box. If you should accidentally lock yourself out of your room, the Receptionist will assist you or find assistance for you. Please report any lost keys/fobs to Management immediately. There will be a charge for replacing keys/fobs. For the security of our community, duplication of keys/fobs is prohibited.

LANDLORD'S AND TENANT'S HANDBOOK

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

LAUNDRY

Laundry machines located in the facility are for resident use only. (Assisted Living-Commons)

- Laundry machines: Laundry rooms with washers and dryers are in the Commons. Please do not use the machines before 7 am or after 9 pm. You are responsible

for making sure your laundry is taken out of the machines promptly so other residents can use the machines.

- Cleaning
 - Always clean lint trap and machine after use
 - When your laundry is done, leave the doors of machines open
 - All Kleenex and lint must be removed from machines and room
- Loading
 - Do not overload machines
 - Do not use liquid bleach
 - Do not dye laundry in machines

If you desire to have clothes dry-cleaned, the receptionist will provide you with information of local dry-cleaners.

LEASES/RESIDENCY AGREEMENT

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

LEGAL REPRESENTATIVE

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

LIBRARY

The library, located on the 2nd floor, is open to all residents and is made available for your enjoyment. Information and book check-out procedures may be found in the library. Donations of books may be accepted based on need and availability of space. Please be aware that donated books do become the property of the Community, and we do not promise to offer every donation for lending.

LIQUOR/BEVERAGE

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

LOBBY, COMMON AREAS, AND LOUNGES

The attractive common areas and lobby are for the enjoyment of all. Furnishings are arranged to enable use by many. At times of special events or gatherings, chairs will be set up to provide additional seating space for large numbers. There may be occasions when non-resident groups will be invited to use our common spaces.

LOCATIONS

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

LOST AND FOUND

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

MAIL

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

MAINTENANCE AND REPAIR

Management will make repairs of electrical, refrigeration, heating, air conditioning, plumbing and/or other building related repairs. If the problem is due to defective equipment or normal wear-and-tear, no charges will apply. If the problem is a result of neglect or misuse of equipment, you may be charged for the cost of the repair. When something is in need of repair, notify Receptionist for a work order to be created. Every effort is made to address work in a timely manner, however, maintenance requests will be processed on a priority basis rather than first come first served basis.

The priority will be:

- Life and safety issues
- Problems causing wide-spread or on-going damage
- Building fixtures, furnishings or equipment in apartments or common areas
- Resident personal requests (i.e. hanging a picture or mirror, reprogramming televisions)

Maintenance staff is available to assist with personal light bulb replacement (in your own fixtures); however, the cost of the replacement bulb and maintenance time is the resident's responsibility. If you would like large items (i.e., mirror, television, large pictures) hung on the wall, we ask that you call maintenance staff to assist you. Wallpapering, painting, or any other decor alterations to the apartment may be completed with the understanding that upon move-out the resident may be responsible for the cost of returning it to its original condition. A modification agreement needs to be completed with management before painting, decorating or other significant alterations to the apartment are made.

At any reasonable hour of the day, with notice, and in the event of an emergency, at any time, staff and agents of the facility shall have the right to enter the dwelling unit of a resident in order to handle requested or necessary repairs, maintenance, and/or replacement. Further, staff has the right to authorize entrance for such purposes by employees of any contractor, utility company, municipal agency, or others. In any event, every effort will be made to contact you prior to the need for entrance to the unit.

MAINTENANCE EMERGENCIES

If you have a Maintenance emergency such as a water problem, loss of heat, excessive heat, phone outage, contact the Reception Desk during business hours. After hours contract the Maintenance Emergency number at (262) 399-7275. Residents are encouraged to have their own emergency supplies such as a plunger and working flashlight as well. For non-emergencies please contact the Receptionist the next day.

MANAGEMENT STAFF

The term Management for this guide references on-site Management staff including Campus Administrator, Clinical Administrator, Resident Services Director, Housing Counselor, Life Enrichment Director, Wellness Director, Human Resources Director, Engineering Manager, Nutrition and Culinary Services Director, and their designees.

MARKET

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

MEMORIAL GIFTS

See Foundation

MEMORIAL SERVICES

Our Fellowship Hall or designated common areas are available for individual memorial services. Services in honor of all Residents who have passed away may also be planned. Due to their sensitive nature, traditional funeral services will not be accommodated. Please contact Management to arrange for memorial services.

MISSION BENEVOLENCE

The purpose of the Mission Benevolence Fund is to provide financial assistance to residents whose assets and/or income are not enough to meet costs of housing and/or care. Helping those in need is at the very heart of our continuum of care.

Consideration for a Mission Benevolence Subsidy is done through an application process. Should you need more information or require help in this area, please contact the Campus Administrator.

MISSION STATEMENT

It is the mission of Presbyterian Homes & Services to honor God by enriching the lives and touching the hearts of older adults.

MOVIES

Towner Crest is pleased to offer scheduled movies for your viewing pleasure in our Theater and other areas around our Community. While there may be some Residents offended by some of the content of "R" rated movies, there are an equal number who raise objections when "R" rated movies are prohibited. Our goal is to show films that will entertain the majority. Our policy is as follows:

- No movies rated above "R" are permitted
- A balanced selection of movies including alternatives for those who are sensitive to content will be offered
- When promoting theater showings, objectionable features of "R" rated movies will be noted, to allow residents to make choices consistent with their preferences
- In the Arbor – we show no horror movies, and use caution with movies that feature explosions or other loud noises

This does mean that occasionally a movie may be shown that is not acceptable to all. As long as the rating of the movie is disclosed in advance, no one should be subjected to viewing a movie which they find objectionable against their will.

MOTORIZED CARTS/ELECTRIC WHEELCHAIRS

Towner Crest recognizes that the use of motorized carts or electric wheelchairs may be necessary and beneficial for some Residents. Towner Crest is not liable for damage or injury associated with the operation of the vehicle. Any damage done to your apartment or common areas will be the responsibility of you. We reserve the right to disallow the use of a motorized cart or electric wheelchair if it proves to be unsafe to you or others, and/or if the vehicle causes excessive damage. Motorized carts and/or electric wheelchairs must be operated at speeds slow enough to insure the safety of the operator and others and must be stored in your apartment. Operators are asked to drive on the right side of the hallway or room, and to be particularly careful when driving in and out of elevators. You are responsible for the care and maintenance of the vehicle.

MOVING PROCEDURES/POLICIES

Moving In:

At time of move-in an Apartment Inspection Form will be provided for completion.

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

Arrangements should be made with the Post Office to forward mail to your new address starting with the first day of occupancy.

Moving Out:

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

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

NEEDLES (hypodermic)

Residents who use hypodermic needles are required to dispose of used needles appropriately. NEVER dispose of used needles in the trash receptacles or recycling bins. This could pose a serious danger to other residents, employees, and trash haulers. "Sharps" containers are the ONLY appropriate receptacles for disposing used needles. They are available at any local drug store or medical supply store. You are responsible for proper disposal.

NEWSPAPER DELIVERY

A copy of and The Milwaukee Journal/Sentinel is provided in the Reception lobby, Commons (AL) area and Arbor (MC) area. Please leave these papers for others to use. If you wish to subscribe to this or any other newspaper, you may order your own daily delivery. IL Residents can come to the lobby to pick up their newspaper. Commons/AL or Arbor/MC Residents will have the paper delivered by Towner Crest staff or volunteers.
Journal/Sentinel: 414-224-2222

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

OFFICE HOURS AND SERVICES

For services including photocopies, faxes, meal tickets, stamps, etc, please see Management for fees. Hours are posted at Receptionist Desk.

OPTIONAL/SUPPLEMENTAL SERVICES

Presbyterian Homes has a variety of services that are offered in our facilities. Some of these services are provided by our staff and some are provided by community-based providers. Presbyterian Homes *does not* require that you use these services. However, Presbyterian Homes makes every effort to select quality providers. See Supplemental Services list for additional information.

You as a Resident can select the service provider of your choice. We strongly recommend that the provider of service you contract with be licensed, bonded, and insured. It is your right to ask any provider for these documents. In some instances, the provider may be asked by Management to provide a criminal background check. Presbyterian Homes is not responsible for any outside agency or related services contracted individually by a you.

OUTDOORS GARDEN/PATIO (PUBLIC AREAS)

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

OUTINGS

Towner Crest offers outings for shopping and social events on a scheduled basis. You may contact Activities or the Receptionist for information regarding signing up for outings. All space for outings is on a first come, first serve basis. Outings may be cancelled for reasons including, but not limited to, severe or inclement weather and lack of interest. Participation in outings is a privilege. Safe and appropriate conduct is required.

OXYGEN

Persons with electric oxygen concentrators SHOULD have an alternative plan for oxygen in case of power outage. Persons with pressurized tanks must be aware of and follow safety procedures. We recommend you have a spare/portable tank available. Please contact your oxygen vendor for information.

PARKING

Outside parking is always available at no cost. Limited Underground parking is available for a monthly fee. Handicapped parking spaces are reserved for persons with handicap vans/wheelchairs only and will be assigned at Managements discretion. Garage and parking lot speed limit is 5 miles per hour. Residents and guests are responsible to move

their cars when snowplowing or parking lot maintenance is necessary. Outdoor storage of recreational vehicles or automobiles is not permitted.

PARTY/COMMUNITY ROOMS

The Private Dining room is available to reserve for small gatherings. If you wish to have catering services, we ask that you arrange for your event no less than 3 weeks in advance. Large group gatherings can be accommodated in designated locations at Management's discretion. A 4 week notice to reserve the space and coordinate catering is required. If you wish to use a room without catering, it is on an availability basis only with at least 2 weeks notice for private dining and 4 weeks for large group gatherings. Contact the Receptionist for arrangements and to complete a room reservation.

Management reserves the right to limit reservations for private parties in community rooms during major holidays to best accommodate the entire community.

PEST CONTROL

A pest prevention program is in place. Call Management if you see bugs or other pests. There will be no charge for basic exterminating services. If your neighbors should have pests, we may make an appointment to exterminate your apartment also as a preventative measure. Please do not feel embarrassed if you see pests in your apartment. We realize that pests travel from one apartment to another and a report does not necessarily reflect upon your housekeeping efforts. It is to everyone's advantage that these problems be reported immediately.

PETS

Visiting Pet Animals

Towner Crest and Presbyterian Homes allows domestic pets with current immunizations to visit the Community. The owner of the pet is responsible for its behavior at all times. Visitors who bring pet animals must sign a Pet Release form, which is available from Management, and must respect and recognize that some Residents and other visitors do not wish to have contact with animals. Documentation of immunizations and health records must be available upon request. Animals must be under the control of owners. No retractable leashes are allowed. Pets must be on a leash of a fixed length no longer than six (6) feet. Visiting animals must be kept out of kitchen areas, sterile supply areas, medication rooms, areas where food is being served, large group gatherings and dining areas. Exotic and/or domesticated farm animals are not permitted unless they are under the supervision of trained animal handlers. All pet owners must clean up and dispose of waste appropriately.

Resident Owned Pets

Certain animals are allowed as pets including: small caged bird species, fish in aquariums not exceeding 20 gallons, and domestic dogs (size exceptions may apply) and cats. Birds of prey, snakes and other small caged animals are specifically prohibited as Resident pets, along with any wild, undomesticated, vicious, destructive or uncontrolled animals. With the exception of a *working animal*, defined as an animal trained and certified to assist the disabled, no Resident owned pet will be allowed in the dining room, areas where food is

being served, large group gatherings, community kitchen, and laundry room or beauty/barber shop. A pet owner may not take a pet into the apartment of another Resident without the explicit permission of the Resident. Management may limit pets to certain floors in the building. Pet owners are required to sign a Pet Responsibility Addendum to their lease and pay an additional non-refundable Pet Fee. For details about these responsibilities, please see Management.

In addition:

License, Inoculation, Identification and Neutering Requirements

Each dog will be licensed, as required by the municipality ordinance, and wear a valid animal license tag, rabies inoculation tag, and identification tag bearing the owners name, address and phone number. As a pet owner, you will be required to keep rabies inoculations current. Each dog and cat will be required to be spayed or neutered at the appropriate age.

Damages

As pet owner, you are responsible and will pay for any damages the pet causes to person or property. You agree to indemnify, defend and hold the Management and owner harmless from and against any and all claims, actions, suits, judgments and demands brought by any other party on account of, or in connection with any damages caused by the pet. You are strongly encouraged to obtain and maintain renter's insurance sufficient to cover this possibility.

Community Registration

At the time that a pet is moved into the Presbyterian Homes and Services Community, it will be registered with the Management office. At that time, you as the pet owner will provide Management with:

- Name, address and phone number of two people who will be responsible for housing and caring for the pet in the event of emergencies, your hospitalization or death.
- Proof of valid licenses, inoculations and verification of spay or neutering.

Pet Control

At Management request, you agree to keep pets kenneled or contained, to allow necessary access for such purposes as making repairs or showing the apartment to prospective Residents.

Dogs or cats will be kept on a leash or otherwise confined when being taken outside of the Resident's apartment. Leashes must be of a fixed length, no longer than six (6) feet. Retractable leashes are not permitted in the building or on sidewalks immediately surrounding the building. Dogs or cats will always be accompanied and in the direct control of a responsible party. Unescorted pets are not allowed in any common areas of the Community. They cannot be tied and unattended. Pets may not be bathed in the community laundry rooms.

Any pets left unattended and determined by Management to be suffering from lack of care or causing a disturbance to others, will, at the sole discretion of Management, be removed from the apartment and delivered to the proper authorities. Management

accepts no responsibility for the pet under such circumstances.

You agree to remove the pet from the leased premises if the pet is a nuisance or annoyance to neighbors, i.e. excessive barking, aggressive behavior, jumping. You agree to immediately and permanently remove any pet that causes harm to any person.

Pet Waste Disposal

Management may, at any time, designate certain areas of the grounds for pet walking and waste elimination. As a pet owner, you will be responsible for promptly removing and disposing of all pet waste. Cat owners will provide a litter box for their pet, to be kept within the Resident's apartment. Litter must be cleaned frequently to prevent odors. Litter may not be disposed of through toilets. Waste should be sealed in plastic bags and placed directly into appropriate receptacles. Pet waste should not be sent down trash chutes.

Community Owned Pets

In some instances, a Community may choose to own a pet or pets, including birds in aviaries, fish in aquariums, dogs or cats. With the approval of Management these animals may be allowed off leash within the Community. All other rules, as set forth above, will apply.

Service Animals: for Service Animals please see Service Animal Section of this Handbook

PLANTS

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

POLICY CHANGES

The Resident Handbook has been developed as an evolving policy manual. Management reserves the right to alter or amend policies as circumstances warrant. This Resident Handbook will be updated periodically. Notice of policy changes will be given when possible.

POLITICAL SOLICITATION

For the safety of all Residents, we will strive to have all candidates here to meet with Residents through an organized meeting. Other solicitation of Residents must be preapproved by Administration.

PORTABLE HEATERS

Portable heaters **are not** allowed in apartments.

PRESBYTERIAN HOMES & SERVICES

PHS Management, LLC
2845 Hamline Av. N

St. Paul, MN 55113
651-631-6100
www.preshomes.org

PHS Management, LLC, provides policy direction and services for its affiliates in the areas of finance, operations, human resources, strategic planning, marketing, project development and fund development.

PRIVACY

Management reserves the right to enter apartment/rooms for the purpose of emergency, or safety issues. Safety issues may include: health emergencies, maintenance emergencies, inspection for sanitation, pest infestation, issues relating to the quiet enjoyment of other Residents. Management will not enter your dwelling in your absence for non-emergency maintenance, housekeeping, or other routine services unless authorized or by prior arrangement.

RECYCLING

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

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

See Management for full list of recyclable items.

RENT AND OTHER COST INCREASES

Towner Crest strives to provide high quality housing and services at affordable rental rates. Towner Crest completes a budget projecting the expenses and revenues for our Community each year. Rate increases are determined based on many factors, including utility increases, staff expenses, market analysis. Consult your Residency/Tenant Agreement for specific information relating to notice periods.

We advise residents to anticipate a rental increase on an annual basis.

RESIDENT CONDUCT/EXPECTATIONS

Residents at Towner Crest are expected to conduct themselves in a respectful way. All residents may expect the quiet enjoyment of their apartment and common areas of the building. Please inform Management of any disturbances. These may include excessive volume of TV or music, slamming doors, noisy visitors, etc.

RESIDENT DAILY CHECK SYSTEM

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

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

RESIDENCY REQUIREMENTS

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

RESIDENT TOWN HALL MEETINGS

Resident Town Hall Meetings will generally occur on a routine basis. All residents are invited to attend. The purpose of these meetings is to facilitate communication between Residents and Management. If you have a specific or private issue, please make an appointment with Management individually.

SAFETY

Your safety in our facility is of utmost concern to us. Please report any safety hazards to Management immediately.

SAFE MOVEMENT

You and your visitors will use reasonable precaution while moving about the buildings, grounds, garages and driveways of Presbyterian Homes. You will take precautions with regard to speed, suddenness and direction of movement. You will be responsible for damages caused by yourself or your guests. This policy will apply equally to all individuals, with or without the use of vehicles or assistive devices. You and your guests will observe caution when: proceeding into or out of an elevator or doorway; opening a door into a traffic area; and entering or maneuvering in tight spaces such as elevators. You will avoid fast or abrupt movement which may startle or cause collisions with people or property. You or your guests may not block ingress or egress paths with vehicles or assistive devices. No use of skateboards or roller skates is permitted in buildings, driveways, parking areas or grounds. No running in the hallways or other common areas is allowed. When using a motorized mobility device, user responsibilities include:

1. Safe operation
2. Following manufacturer’s recommendations for safety of the equipment and safety checks
3. Keeping the device in good repair
4. Storing the device safely out of traffic areas

Failure to move safely may result in restrictions. Please see Management for further information.

SECURITY

Building security is important to everyone. Our Community is equipped with many features to limit the potential of incidents. These include controlled entry system, dead bolt apartment locks, peep holes, security cameras, and controlled access to building keys. Certain points of entry and common areas may be under video surveillance and periodically building locks and/or garage entry codes may be changed. Further, staff

conducts many security functions including regular building rounds and camera monitoring. Presbyterian Homes also conducts criminal background checks on all employees. The task of keeping the building safe and secure is not up to the staff alone. You play the most critical role in controlling access to the building by non-residents; please keep safety and security in mind at all times. Listed below are some of the expectations that Management has for all Residents.

1. Do not let anyone in the front door whom you do not know and trust. We have the entry phone for visitors to use. Tell your guests to follow the same rule.
2. Never “buzz” open the door to let a stranger in the building. Criminals sometimes use names from the directory to gain access.
3. When using the garage doors, stay just inside or outside the door and wait for it to close behind you.
4. Call Police (911) and contact Management if you see anything suspicious or you feel uncomfortable.
5. Management recommends keeping your door locked at all times.

SECURITY/DAMAGE DEPOSIT

Security deposits are for any damage to apartment or unpaid portions of rent or fees. It may not be used as a substitute for final month’s rent. Any unused portion of deposit will be returned to you per the terms of your contract. Security deposit will be retained for any damage beyond normal wear & tear as determined by Management. Deposit refunds are processed from our Minnesota corporate office and will be made payable to the original payer source.

SERVICE ANIMALS

Animals used to assist, support or provide services to persons with disabilities will not be considered pets, and standard Pet Policies do not apply. Service animals will be reasonably accommodated. Please see Management for Reasonable Accommodation policies and rules regarding Service Animals. Keepers of Service Animals will be responsible for their care, and for clean-up of all waste.

SKILLED NURSING SERVICES

Presbyterian Homes does not provide Skilled Nursing services in Eastern Wisconsin. You are encouraged to work with your healthcare provider to determine the need for skilled nursing care and potential providers.

SMOKING

Towner Crest is a smoke-free building. This policy prohibits smoking in any area of the building or grounds, including your apartment, parking garage, balcony or patio. This policy applies to Residents, guests, staff, volunteers and vendors.

SOLICITATION

Door to door solicitation by residents or non-residents is not allowed except as required by law. At the discretion of Management, an opportunity may be provided to solicit for fund

raising activities, products, services, or types of educational programs that may be a direct benefit to the Residents. (See Political Solicitation, See Bulletin Board)

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

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

SPEED LIMIT

For the safety of our residents and visitors, the speed limit is 5 miles per hour in parking garage, lots and driveways. Those walking have the right-of-way at all times.

STORAGE AREA/LOCKERS

Storage lockers are available for a monthly fee. Storage lockers are assigned by Management. You must provide your own lock. Lockers which are not officially assigned or appear to be abandoned are subject to inspection by Management and contents may be subject to disposal. Flammable, corrosive, and hazardous material may not be stored in areas/lockers. It is recommended that items that may be damaged by extreme temperatures or moisture not be stored in lockers. Management is not responsible for any lost or damaged items stored.

TELEPHONE SYSTEM

Each apartment is wired with telephone jack(s) for telephone service. A telephone number will be assigned to you in the apartment. There is no additional fee for telephone service.

Also, an in-house phone directory will be updated and distributed periodically, and your number will be included unless you instruct us otherwise.

Additional features on the phone system may be available. Please see the Residency Agreement Attachment B rate sheet for specific hookup and monthly fees/rates. If you have any questions, please contact Management for further information.

TELEVISION

At no cost to you, each apartment includes cable T.V. service and is equipped with a DTA box connected to the cable television outlet. Please be considerate of the other residents in the community with the television volume control. If Management feels it necessary, a hearing device may be required. A list of channels is available from the Receptionist. For additional or premium cable service, please contact Management for Spectrum Cable contact information.

TOILETS

Please do not place any items in toilets other than toilet tissue. If you have any issues with your toilet(s) contact Management immediately. If your toilet overflows please try to shut the water valve off (which is located directly behind and below the tank) and then call Management or Receptionist immediately. We suggest having a plunger on hand for emergency use. Plumbing codes require that newer construction install toilets that have flow restriction. These are different than most people have had in older homes and may require more flushes than you are accustomed to.

TRANSPORTATION

Towner Crest provides regularly scheduled visits to stores and shopping centers. Also planned outings are a regular part of our activities program. There is no charge for the transportation. A charge may be required for certain outings that have entrance fees or tickets, such as a movie. Outings may be cancelled under certain circumstances including but not limited to weather conditions and group size. Contact Activities for more information.

TRASH DISPOSAL

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

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

UTILITIES AND LIGHTS

Your heat, electricity, air conditioning, water, and trash are included for you at no additional cost, but we ask that you not be wasteful of these utilities. In the event of a power failure, be sure to have a working flashlight available. Candles **may not** be used.

VENDORS

All Vendors are requested to sign in at the main entrance Reception Desk.

VOLUNTEERS

The concept of volunteering is certainly not new to Residents of Presbyterian Homes Communities. You are encouraged to find a way to become involved in the life of the Community through volunteer service. The act of volunteering provides the Resident with the important stimulus of being needed and involved. At the same time, the contribution of volunteer time can help hold down the cost of providing services within the Community. Recruiting, training, and supporting volunteers is handled by the Life Enrichment Director.

WAITING LIST/PRIORITY SYSTEM

Presbyterian Homes maintains waiting lists and Residents of our Communities have priority access to other PHS communities. Waiting lists are managed on a first come, first served basis subject to the guidelines outlined below and availability of an apartment. At times there may be two or more parties with priority seeking the same apartment. In this case, the person having the **greatest need** or **needed safety/security** will have first priority. Persons on the waiting list may turn down an available apartment twice. If a person on the “raring to go” waiting list turns down the unit a third time their name will be moved to the “in no rush” list or removed at their discretion.

Waiting list priority:

- 1) Residents wishing to move to another unit within the same living type
- 2) Residents wishing to move from within a campus (to a different living type)
- 3) Residents wishing to move from another PHS facility
- 4) Non-residents having an on-going relationship with Presbyterian Homes
- 5) Non-residents

WATERBEDS

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

WHEELCHAIRS/WALKERS

All Resident owned wheelchairs or walkers must be stored within your apartment at all times. Towner Crest owns wheelchairs/walkers that can be used by Residents on a temporary basis. If needed for longer than a 24-hour period, please consult with Management. If you are requiring use for an undefined or extensive period of time will be required to purchase or rent one for personal use.

Please be careful in the use of the wheelchair. Should you need instruction on the proper use of a wheelchair please consult appropriate staff. If you discover any damage to the Communities wheelchairs' or repairs necessary notify Management immediately.

WINDOWS

You are responsible to clean the inside of each window in your apartment. On a scheduled basis the exterior side of windows will be cleaned. If you discover a cracked or damaged window, please contact Maintenance immediately. In the Assisted Living and Memory Care, internal window cleaning is included in the cleaning service.