

Residential Living Handbook





Welcome

December 9, 2022

Dear Resident,

Welcome to the Frederick Living family. Our Board of Directors, team members and residents are glad you are here! For more than 125 years, Frederick Living has provided a community where relationships flourish and community grows, as we invest in one another's lives.

As you transition into your new home, we pray that you would Live Well with Us...sharing your gifts and experiences with others while being open to opportunities to grow, learn, and be inspired to live your best life.

We are grateful to have a team that truly lives our mission: In the spirit of Christian love, Frederick Living cares for and enriches the lives of older adults, while valuing the staff, volunteers and community that serve them.

This handbook is an informational tool only and is revised from time to time without prior notice. We hope it is helpful during your transition.

Blessings to you as you join our community and our family!

Michelle Rassler
Chief Executive Officer

Live well with us

2849 Big Road Zieglerville, PA 19492 Phone: 610-754-7878 www.FrederickLiving.org

Founded in 1896, our 72-acre rural campus is growing, offering older adults and their families expanded programming and services.

A mission statement says what an organization strives to do each day. **Frederick Living's mission statement is:**

In the spirit of Christian love, Frederick Living cares for and enriches the lives of older adults, while valuing the staff, volunteers and community that serve them.

We trust that you will help us to advance this mission and that you will discover our core values of **Compassion, Respect, Integrity** and **Excellence** to be visible everywhere in the community.

Non-discrimination

Frederick Living to complies with all federal and state statutes, including the Federal Civil Rights Act of 1964, The Fair Housing Act and Fair Housing Amendments Act and the Pennsylvania Human Relations Act; as such we do not discriminate against any person seeking housing or services on the basis of race, color, national origin, religion, ancestry, gender/sex, sexual orientation, gender identity, handicap, disability or age, except with respect to age, to the extent permitted as housing for senior adults.

Essential Requirements of Tenancy

You shall have the right to occupy the Residence for so long as you satisfy the Essential Requirements of Tenancy, which may be subject to change from time to time due to regulatory or related changes in the law or operating requirements or conditions. You must provide appropriate information regarding your ability to meet the Essential Requirements of Tenancy, upon request. A resident has the ability to meet the Essential Requirements of Tenancy with or without the use of Reasonable Accommodation; such Reasonable Accommodations must be requested by the resident or someone on his or her behalf.

1. Essential requirements of tenancy include the following:
 - a. Timely payment of all community fees;
 - b. Abiding by all terms of the Resident Agreement;
 - c. Keeping the living unit in a clean, safe and sanitary condition; including, but not limited to, hoarding (inability to throw anything away), gross disorganization, and not disposing of trash properly and efficiently;
 - d. Complying with the reasonable rules of the Community;
 - e. Not engaging in unlawful activity;
 - f. Ensuring that the peace and tranquility of other residents is not unduly disturbed, including keeping noise to an acceptable level in residential settings;
 - g. Keeping the living unit and common areas free from damage;
 - h. Not posing a direct threat to the health or safety of self or other residents.

There are three levels of living available on the campus. Here is a little more about each.

Residential Living

Oaktree Court Apartments:

The three-story apartment building features studios, one bedroom and two bedroom apartments. The apartment building is connected to Oaktree Center for the convenience of these residential living residents. Oaktree Center consists of a fitness center “The Body Shop”, library, art studio, Wii room – (must be 16 years of age or older), mail/communications center, and the Marketing and Sales Offices. The library contains books, magazines, newspapers, and computers/printers. There is also an informal library of paperback books on the lower level of Oaktree Court. Both libraries are on an honor system. If you remove a book from either library, please return it in a timely manner. In addition to these amenities, residents and their guests can dine in Freddie’s for breakfast, the Bistro for lunch and dinner.

The lower level of the Oaktree Court includes a beauty shop, woodworking shop, resident storage units, a twenty-space parking garage, Campus Services offices and laundry.

Patio Homes:

Four Patio Homes are located on the lower level of Aspen Village, adjacent to the Oaktree Apartments. These four accommodations are one bedroom with den and either 1 ½ bathrooms or two bathrooms with open concept living room/kitchen area. Each accommodation has a private beautifully landscaped, fenced in entrance area.

Dogwood/Maplewood Cottages:

These cottages are designed for comfort and convenience and are within close proximity to other features, including Oaktree Center and Magnolia House, which contain most of the services and conveniences provided for the residential living residents. The cottages are designed with one, two and three bedroom(s) in duplex, triplex and quadplex buildings.

Villas:

Each villa features 1845 square feet of living space with two bedrooms, two baths, eat-in-kitchen, porch and patio, living room with vaulted ceiling, an attached garage, and geothermal heating and cooling. A second floor loft, if finished, provides an additional 460 square feet of living space. Optional features include: sunroom, screened in porch, second car garage and second floor bath.

The Meadows:

The Meadows at Frederick Living is an innovative design based on the architectural pocket neighborhood concept – showcasing a colorful collection of cottages clustered around beautifully landscaped common areas.

Each cottage features geothermal heating and cooling, with floor plans ranging from approximately 1200–1750 square feet with one floor and two floor plans.

Personal Care

Magnolia House:

Magnolia House consists of private studios and one-bedroom apartments, some with kitchenettes. Three meals a day and snacks are provided as well as housekeeping and laundry services. Trained team members, supervised by a licensed nurse, are available to assist you with medication administration.

Aspen Village:

Aspen Village is a personal care, memory support, secured living accommodation. It includes private and semi-private accommodations. Three meals a day and snacks are provided as well as housekeeping and laundry services. Trained team members, supervised by a licensed nurse, assist with medication administration and your daily needs.

Nursing Care

Cedarwood Health Center:

Cedarwood is a licensed skilled care community that provides a neighborhood setting. It supports both long-term care and short-term rehabilitation residents. Nutritious meals and snacks with special dietary adherence are provided. Housekeeping and laundry services are available. A trained nursing team member, supported by certified nursing assistants, are able to assist with daily care needs. Rehabilitation services including physical therapy, occupational therapy, speech therapy, and respiratory therapy are available five days a week.

FREDERICK LIVING RESIDENTS ASSOCIATION (FLRA)

The Frederick Living Residents Association (FLRA) is a resident-run organization formed in 1991, consisting of residents in all levels of living.

Everyone residing at Frederick Living automatically becomes a member of FLRA upon residency. FLRA holds quarterly meetings for all residents and administration. During these meetings, residents have a chance to share feelings, voice concerns and make suggestions. It is also an opportunity to learn about upcoming community events. In addition, there are four elected officers. These officers, along with the past president of FLRA and representatives from each of the three areas of living, make up the Executive Committee.

Residents are also encouraged to form new clubs and committees. For more information, contact the Director of Residential Living Services.

The following are examples of resident clubs and committees:

Bible Study

Bingo

Bocce

Book Club

“Busy Hands/Warm Hearts”-Needlework

Craft Workshop

Cribbage

Frederick Living Choir
Frederick Living Resident Association (FLRA)
Gardening Club
Life Long Learning Committee
Men's Weight Lifting Club
Mexican Train
Miniature Golf
Model Train Club
Painting Cass
Pinochle
Quilting Club
Saturday Night Movies
Trip Planning
Welcoming Committee
Wii Bowling

GENERAL INFORMATION

This section contains information on many of the day-to-day details of life at Frederick Living.

Address

Your U. S. postal address here will be as follows:

Your Name
2849 Big Road APT XXXX(Apartment, Cottage or Villa address number)
Zieglerville, PA 19492

Advance Directive Form and Vial of Life

Advance Directives (POLST Form) are instructions that you may provide to health care professionals in the event you would become unable to express your desires at the time of need. This form is available in the Wellness Suite. The form must be completed with your physician. Please post completed POLST forms on your refrigerator.

Residents are required to complete information regarding medical history upon moving into Frederick Living. This information is used to provide you with your Vial of Life (VOL). For questions about your VOL, please call the Wellness Suite, extension 1210.

Alcoholic Beverages

Residents are permitted to have and to consume alcoholic beverages inside their residence only.

Away Forms

Residents are asked to complete this form when they leave Frederick Living overnight or for longer. In case of an emergency evacuation or any other emergency, we will know if you are away from campus. It is also helpful to the Accounting Department in determining if you

qualify for a meal credit. This form is available at the reception desk and should be returned to the same desk when completed.

Balconies, Driveways and Porches

Residents are welcome to decorate balconies and porches with flowerpots, hanging baskets, and flower boxes. Residents should not hang items outdoors over balcony railings or on clotheslines of any kind including racks on driveways, porches or patios. These areas should not be used for storage and must remain free of clutter.

Banking/ATM

The bank is located in the Main entrance (Rotunda) and hours are Mondays 9:00 am -12:00 pm. An ATM is located in the Oaktree Center library.

Beauty Shop/Barber Services

Both beauty shop and barber services are available on the lower level of Oaktree Court. Please contact the Oaktree Beauty Salon, 610-754-7878 extension 1296 for further information.

Billing Information

If you have any questions about your monthly bill, please call 610-754-7878 at extension 1202.

Bulletin Board

A community bulletin board is located outside Freddie's Café in Oaktree Center. Residents should check the bulletin board frequently for updated information about events and happenings.

Campus Communication

App

The Frederick Living App is available for smart phones, smart devices (tablets) and computers. You may use the app on more than one device. It includes information on upcoming events, dining menus, meetings, trips, and announcements. If you are interested in having the app for one of your devices, please contact the Director of Residential Living Services at extension 1206.

Frederick Living TV Channel

Frederick Living TV Channel is channel 1979. This provides a listing of events, menus, and announcements. On Sunday mornings, the community worship service is broadcast on the channel. Additional broadcasts may be aired throughout the month on this channel.

Newsletters

The "Frederick Flyer" is a monthly publication by Life Enrichment on upcoming programs and events on campus.

"Connections" is a resident publication that is distributed on a monthly basis and includes

introductions to new residents, stories, jokes, poetry, puzzles, etc. from resident contributors.

One Call-Emergency Communication System

*Please see section entitled Emergency Communication System-One Call for more information.

Town Hall Meetings

Residential Living Town Hall meetings occur throughout the calendar year. During these meetings, you will learn about what is happening on campus from a variety of departments including but not limited to: Advancement, Campus Operations, Life Enrichment, Residential Living, and Senior Leadership. Meeting minutes are available on the Frederick Living App and in the Library.

Campus Operations Services (Maintenance)

Frederick Living's Campus Services Department is responsible for maintaining Frederick Living owned appliances, equipment and property.

Upon move-in, you are entitled to two hours of complimentary support from Campus Services. You may use this time for hanging pictures, moving furniture, or other Campus Services tasks. There will be a charge for additional time or service beyond the two hours.

To request Campus Services assistance please call the reception desk. Campus Services requests should NOT be made directly to the Campus Services team. In an emergency, contact the receptionist at 610-754-7878 or during off duty hours contact the Cedarwood Nursing at 610-754-7878 extension 1211.

Note, in case of emergency or when there is a need to do equipment maintenance/inspections, Frederick Living reserves the right to enter your residence.

Candles, Oil Lamps, and Open Flames

For the safety of everyone, the burning of candles, oil lamps, and other open flame items is prohibited. Those individuals who want to enjoy the fragrance of a candle may use an electric candle warmer, or battery operated candles.

Catering

Inquire with Dining Services at 610-754-7878 extension 1260 for arrangements to cater a special event. Whether it is a small private party, large luncheon, or birthday surprise, every effort will be made to make your special event even more special. Ask Dining Services which area would be right for your occasion. We ask for at least a two-week lead time.

Charitable Giving Opportunities

Frederick Living is a 501(c)3 charitable organization. Frederick Living provides hundreds of thousands of dollars in charitable care and services annually. Advancement seeks charitable

contributions from individuals, churches, foundations, and corporations for benevolent care. This assists our residents who, through no fault of their own, become unable to meet their financial obligations to Frederick Living. Tax-deductible donations can also be made in memory or in honor of a friend or loved one. Donors may also assist with funding for special projects to improve the lives of residents. Individuals give through cash, checks, and gifts of stock, through qualified charitable contributions to meet their IRA minimum distribution and in other ways. Bequests through wills and other planned gifts strengthen our ministry too. If you have any questions or would like more information on various ways of giving, please contact the Advancement Office at 610-754-7878 extension 1250.

Civic Information

School District – Boyertown Area Schools
Township – 1st District - Upper Frederick
County – Montgomery
State Senate - 24th District
State Assembly - 147th District
U. S. Congressional District - 13th District

Common Area Reservations

Residents and their families may reserve common areas throughout the campus for visiting, parties, special events, etc. Common areas that may be reserved include the Auditorium, Oaktree Lower Level, and Fireside Dining Room. They can be reserved by inquiring at the reception desk. A fee may be charged depending upon the nature of the request.

Community Engagement and Outreach

Throughout the year, Frederick Living supports local community organizations that serve our residents, such as local fire companies, ambulance companies, PA State Trooper Association, and the Alzheimer's Association. Frederick Living makes a payment "in lieu of taxes" to Boyertown School District based on our residential living accommodations. We support Upper Frederick Township in various ways too. We also collaborate with local organizations that provide services for persons in need. Following a needs study done for us by a student intern in 2018, it was determined that food insecurity is the biggest problem for people in nearby communities. At that time, we made the decision to support local human service organizations that serve this need including various food pantries such as, the Salvation Army in Pottstown, Boyertown Multi-Service and Preston's Pantry. At various times throughout each year, team members, residents and friends contribute to food drives and provide assistance to these organizations.

Community/House Rules

Below are the Community/House Rules that are the expected behaviors and conduct for Residential Living residents at Frederick Living:

- Adhere to Frederick Living Core Values:
 - Respect, Integrity, Compassion and Excellence
- Adhere to current level of living Frederick Living Resident Handbook guidelines.
- Adhere to the Essential Requirements of Tenancy required by the Fair Housing Act.
- Adhere to Frederick Living current policies.
- Adhere fully with all governmental regulations.
- Treat everyone with respect and adhere to non-discrimination policy.
- Shall not physically alter accommodation without prior approval of administration.
- Shall not pose a direct threat to the health or safety of self or others.
- Excessive or unreasonable noise levels from a residence is prohibited.
- No smoking or tobacco product use anywhere on campus.
- Weapons of any kind and/or storage of ammunition are prohibited at all times on campus.
- Reporting of safety concerns and violations is required and should be reported to the Director of Residential Living Services.

Computer Access

Computers are available for resident use in the Oaktree Center Library.

Decorations - Door

Residents are permitted to hang decorations on their doors. We ask however, that you use a magnetic hook or an over-the-door wreath hanger and refrain from using tape of any kind. Musical decorations with motion sensors are permitted, but we ask they be turned off during the hours of 8:00 pm until 9:00 am. If an item does not turn off, turn it around to prevent it from being activated or remove it.

Decorations - Common Areas

Please refrain from placing any decorations in common areas unless otherwise authorized by the Design and Décor Committee. Frederick Living décor, art work/wall hangings, accessories, and furniture are not to be removed or rearranged.

Decorations - Exterior

Exterior decorations, whether seasonal or permanent, can add to the attractiveness of the Frederick Living campus. However, individual decorating tastes vary widely. In consideration of others, we ask that the following guidelines be adhered to:

1. Use natural decorations such as flowers, potted plants or modestly handcrafted items.
2. When decorating, please consider your neighbor's space. Do not encroach upon that space without prior agreement of the other person(s).
3. Due to the close proximity of your neighbors, apartment residents are encouraged to refrain from hanging wind chimes.
4. Please keep holiday decorating simple and tasteful. All exterior lights must be plugged into an exterior GFI outlet, not an exterior light fixture socket.
5. Use of nails, screws or staples on the exterior of cottages, villas and apartments is

prohibited, except with approval of Campus Operations. At no time are sheds, fencing or other type of permanent or temporary structures permitted to be erected.

6. Signs, Banners and Flags

- a. Signs, banners and flags may not be hung off the side of your balcony or extend beyond the railing of the balcony in Oaktree Court apartments. United States flags may be displayed from balconies on national holidays in Oaktree Court Apartments.
- b. All signs, banners and flags should be used modestly and for decorations only. Signs, banners or flags containing political or offensive statements are not permitted. This includes signs, banners, or flags that are political or offensive that are placed in the interior of the residence (such as a window), but visible from the exterior.

7. Nothing is to be mounted to the roof of your residence.

Décor and Furniture Placement in the Community

A Design and Décor Committee has been appointed to develop guidelines and oversee all common area décor, including but not limited to seasonal, holiday decoration, art work, accessories and furniture placement throughout the community. Residents are encouraged to decorate their individual living space only. Items placed or moved without prior approval of the Committee that are not part of Frederick Living's Life Enrichment programs will be removed. The Design and Décor Committee welcomes resident and team member suggestions and thanks you for your cooperation with this policy.

Dietician Services

Dietician services are available for residents who want or need to carefully monitor their diets. Residents with diabetes, high cholesterol, or other health problems benefit from this complimentary service. If you would like to know more about this service, please call the Dietician at 610-754-7878 extension 1211.

Dining Services & Accommodations

Breakfast is available in Freddie's Corner Monday-Friday 7:30am-9:30pm. Lunch and dinner are served in The Bistro.

Frederick Bistro

Lunch and Dinner	Monday through Saturday	11:30am – 1:30 pm 4:30pm – 6:30pm
	Sundays	11:30 am – 1:30pm 4:30pm – 6:00pm

Hours may be subject to change.

Catering – call 610-754-7878 extension 1260.

Meal delivery can be arranged through contacting Dining Services. There is a delivery charge for each meal delivered. Contact Dining Services at 610-754-7878 extension 1270.

At the sole discretion of Frederick Living, the delivery fee may be waived temporarily in the event of a medical necessity. Please contact the Wellness Suite at extension 1210 for additional information.

If you are away from campus or are transferred to another level of living at Frederick Living for more than 14 consecutive days and have completed an Away Form prior, you will be issued meal credits automatically. Hospitalization is credited automatically.

Clean appropriate attire should be worn to all meals. However, when guests visit without appropriate attire please accept them graciously as they are. Suggested dress is casual. Shoes and shirts must be worn at all times when on campus.

Disclosure Statements

The annual disclosure statement is available at the reception desk beginning in May each year.

Driving on Campus

It is imperative that all vehicles be registered and display the vehicle rear view mirror tag issued by Marketing and owners observe the following safety guidelines:

1. Observe the campus speed limit of 10 MPH..
2. Pedestrians have the right of way.
3. Slow down for all speed bumps.
4. Come to a complete stop at all stop signs.
5. Park in white lined spaces only or handicap spaces if you have a valid handicap license or placard.

It is the responsibility of the resident to have a valid license, state registration, and proof of insurance as well as to abide by all state regulations (See Resident Agreement 13.6 for more information).

Frederick Living reserves the right to restrict or remove driving privileges for failure to observe 1-5 listed above or if you become a danger to yourself or others.

Elevators

There are three elevators located in Oaktree Court. In the case of fire, do not use elevators. Stairways and fire exits must be used. In an emergency, the elevator will return to the first level. If an elevator should ever become stuck, push the emergency button or use the phone in the elevator to call for help.

Emergency Safety/Preparedness

Emergency Pull Cord System

Residences are equipped with emergency pull cord systems. The pull cord should be used only in a medical emergency **AFTER dialing 911**. When the cord is pulled, the switch will move to the on position and alert the Frederick Living team of your emergency. The responding

maintenance team member or security (from 11 pm-7 am) is there for non-medical support only until Emergency Medical Services (EMS) arrives. Frederick Living has a no lift policy and if a resident is on the floor, they will be assisted off the floor by EMS only.

The 911 operator will need to know the phone number, address where you are calling from, and the nature of the problem.

If you are unable to use the phone, pull the emergency pull cord located in the bedrooms and bathrooms of your apartment.

EXAMPLES OF MEDICAL EMERGENCIES:

- Inability to breathe
- Uncontrolled bleeding
- Severe pain
- Fall and cannot get up

Not a Medical Emergency:

- Constipation/diarrhea
- Dressing changes
- Blood pressure check/Nausea

Emergency Call Upgrade

Residences are equipped with emergency pull cord systems. Frederick Living also offers, at an additional charge, an upgrade to the existing system. The Cord Mate Emergency Call System may be installed in any apartment, cottage or villa. The Cord Mate System is attached to the current system and the resident wears a push button pendant that enables activation of the call system from anywhere inside their residence. If you would be interested in learning more about this system and the cost, please contact the Wellness Suite at extension 1210.

Evacuation Procedures for All Hazards

OAKTREE COURT

In case of a fire or another hazard in common areas, you will receive an evacuation announcement. The procedures listed below should be followed:

1. DO NOT attempt to fight a fire.
2. Place the "EVACUATED" tag on the door.
3. Evacuate to the closest exit away from the fire/smoke AND exit out and away from the building. Stay clear of traffic ways.
4. Maintenance and available on-site team member members from other levels of living will be the initial responders to a fire alarm.
5. Senior Leadership will also receive notification.
6. PLEASE wait for the "all clear" before returning.

Emergency Communication System-“One Call”

Frederick Living has an emergency response communication system called “One Call”. In an event of an emergency, you will receive a message providing information from Frederick Living on the emergency event. You will be able to choose how you receive the message: landline phone call, cell phone call, text message, and/or e-mail. Please contact the Director of Residential Living Services at extension 1206 if you would like to update how you receive the “One Call” messages or to update your contact information.

Falls

Please note team members are unable to “lift” or “assist” individuals. If assistance is needed, please contact 911. If you have experienced a fall, please inform us by notifying the Wellness Suite at extension 1210, the Wellness nurse at extension 1283 or Director of Residential Living Services at extension 1206. Please note that this notification is to support with care services only and are not to be used in the event of an emergency or fall response needs.

Fiber Glass Tubs & Showers

Abrasive cleaners such as Ajax and Comet must not be used on fiberglass shower or tubs. The recommended cleaner is Gel-Gloss fiberglass cleaner.

Financials

Resident Annual Financial Disclosure Update

The Frederick Living Resident Agreement requires residents to complete a financial disclosure update on an annual basis.

Firearms

Frederick Living prohibits the use, possession and storage of firearms, ammunition, archery equipment, hunting knives, swords, impact weapons, chemical spray or other objects used as a weapon anywhere on Frederick Living property except by a bona fide and legally permitted law enforcement official.

Garage Spaces

The garage has 20 spaces on the lower level of Oaktree Court. They are available for a monthly fee on a first-come, first-served basis.

Generators

Campus Wide Generator

In the event of a power outage, the main building is on a campus-wide generator.

Personal Generators

Frederick Living does not permit residents to possess or to use portable generators for their residence. For those residents who purchased a portable generator prior to November 1, 2020, they have been required to notify the Director of Campus Operations and the generator has been

inspected for safety by Director of Campus Services. Residents may request approval from the Director of Campus Services to have a permanent generator installed at resident's sole expense. The expense will not be reimbursed. Permanent generators are not permitted to be installed in Oaktree Apartment accommodations.

Gratuities

Residents may wish to express gratitude to our caring team members. However, please note that individual team members may be terminated for accepting gifts, tips or gratuities of any type from residents or the resident's family. A plate of cookies or gesture of similar value to be shared among a department or shift is an appropriate expression of appreciation. Your cooperation is greatly appreciated.

Grievances

Frederick Living strives to address all grievances expressed by residents, representatives, advocates and/or family member(s). Residents are encouraged and may be assisted to voice unresolved grievances. Every resident has the right to voice grievances to Frederick Living or other agency/entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal. Such grievances include those with respect to care and treatment, which has been furnished, as well as that which has not been furnished, the behavior of a team member and/or of other residents, and other concerns regarding their stay.

Frederick Living will make prompt efforts to resolve grievances. Grievances may be submitted orally or in writing. Grievances can be filed anonymously. Assistance to complete a written grievance will be provided to any resident, at their request.

The Grievance Official is:

Christina Lopez, Social Services Manager
2849 Big Road, Zieglerville, PA 19492
610-754-7878 x 1236
clopez@frederickliving.org

The Grievance Official, along with additional administrative team member, will aid the investigation process and follow through to the resolution of all grievances.

Grills

In the interest of safety, the use of charcoal/wood grills/lighter fluid is prohibited anywhere on the grounds of Frederick Living.

Propane grills may be used ONLY under the following conditions:

1. Propane tanks may not be stored inside any residence or garage.
2. Tanks must be turned off when not in use.
3. Grill may not be lit inside a residence or garage.
4. When lit, grills must always be attended by resident.

5. When lit, grills may not be positioned under a roof, building, or next to any flammable material.

Harassment

Frederick Living is committed to maintaining a living environment and workplace that is free from unlawful harassment. In keeping with this commitment, the company will not tolerate any harassment by or toward any of its team members, residents, volunteers, vendors, family members or other guests.

Unlawful Harassment Defined

Unlawful harassment includes unwelcome conduct directed at or committed by any person on the basis of race, sex, color, religion, national origin, age, pregnancy-related disability, physical or mental disability, genetic information, sexual orientation, marital status, creed, citizenship, veteran or military status, parental leave status, or any other characteristic protected by federal, state, or local law, and may consist of, but is not limited to, slurs, jokes, negative comments, or other unwelcome verbal, written, or electronic communications (including any form of communication made through social media), physical conduct, aggression, intimidation, or graphic depictions. This policy applies whether the harassing conduct occurs on or off the Frederick Living properties.

Harassment becomes unlawful when the conduct is severe or pervasive enough to create a work or living environment that a reasonable person would consider intimidating, hostile, or abusive. This policy not only prohibits unlawful harassment but harassing conduct that – if allowed to continue – could rise to the level of unlawful harassment.

Warning: It is not a defense for a person accused of harassment to say that he or she did not think their conduct was unwelcome or that they were just “kidding around.” The best and possibly the only way to ensure that you are never accused of harassment is to avoid any type of behavior that could be considered harassing.

Procedure and Investigation.

Please notify the Director of Residential Living Services or a member of the Senior Leadership Team immediately if you feel that you have been subjected to, learned about, or witnessed any conduct prohibited by this policy, discriminatory conduct, or any conduct that – if allowed to continue – could rise to the level of harassment or discrimination.

Complaints will be promptly and thoroughly investigated. The identity of an individual who submits a report, a witness who provides information regarding a report, and the target of the complaint, and any information gathered as part of the investigation, will be kept confidential to the extent possible by law but complete confidentiality cannot be guaranteed, consistent with a thorough and impartial investigation requiring all to cooperate fully with internal investigations and to provide truthful information.

No Retaliation.

Retaliation against any person who makes a complaint in good faith or participates in an investigation into complaints about unlawful discrimination or harassment is strictly prohibited and is itself a violation of this policy.

Violation

The company will take immediate and appropriate corrective action if it determines that harassment, discrimination, or retaliation has occurred. Violations of this policy may result in disciplinary action up to and including termination of employment or residency.

Holidays

Frederick Living recognizes seven holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. On these dates, offices may be closed or on an abbreviated schedule.

Home Care and Home Health

Frederick Living maintains a list of preferred home care and home health providers. Please contact the Wellness Suite at extension 1210 if you would like to utilize these services. Frederick Living team members may not provide private services for residents.

Housekeeping Services

Monthly housekeeping is available. To arrange for this service please call 610-754-7878 extension 1280.

Insurance, Long Term Care/Medicare - Counselor

An Insurance Counselor is available at Frederick Living through Everence Financial Services to provide the following on site and free services to all residential living residents, family, friends, and team members:

- assist with questions about Medicare, Medicare supplements, and Long Term Care Insurance coverage
- discuss whether Long Term Care Insurance is an appropriate consideration
- provide an objective evaluation of your present Medicare Health Plan to determine if it meets your wants, needs, and expectations
- act as a liaison to Everence's Charitable Giving and Financial Planning advisors

Please contact Everence at 877-420-9789 or 215-703-0111 to make an appointment.

Frederick Living does not bill the long-term care policies of our residents. It is the responsibility of the residents and/or family to obtain insurance paperwork to access their individual policies. Our Social Services department will assist residents of all levels of care to access their long-term care insurance policy by aiding in the completion of the documentation required for each insurance carrier. It is the responsibility of the resident/family to submit required documentation.

Keys

Each resident will receive one door key for the residence, a mailbox key and one access card for the main entrance door in Oaktree Court and the doors of Oaktree Center.

If you are locked out of your residence, you can receive assistance from the receptionist at the main rotunda desk during normal business hours. After 8 pm, call 610-754-7878 and ask for Campus Services assistance.

Lab Services

Laboratory services and coordination are provided for in-accommodation lab draws. Contact the Wellness Suite at extension 1210 for more information.

Landscaping

These guidelines are designed to ensure the continued excellence of the Frederick campus. They are intended to provide a basic understanding of what can be expected from the grounds department as well as from your neighbors.

Planting of vegetable gardens, trees and large shrubs must have the prior approval of the Campus Operations office. You may request but are not guaranteed garden space in the Frederick resident garden on campus. Please contact the Director of Campus Operations at extension 1007 should you have any questions.

Frederick Living maintains all Frederick Living landscaping. There should be no altering or removal of any Frederick installed landscaping by any persons other than the Frederick Living personnel.

Apartments:

Potted plants and other items may not hang over the balcony and must be secured to prevent falling. Bird feeders are prohibited on balconies above the ground level. If tarps are required for seasonal storage of patio items, earth tone colors are to be used.

Flower Gardening:

Flower gardening with the exception of sunflowers, large perennials or tomato plants is permissible in the shrubbery beds surrounding your villa or cottage. Flowers must be placed at least 15"-18" from the front edge of the bed. Responsibility for planting and maintaining the flowers, including the removal of dead flowers in the fall, belongs to the resident. (Additional plantings by residents may not encroach on or damage existing shrubs or trees.) For appearance reasons, team members may find it necessary to remove plants and re-establish an area to specifications that is not being maintained by the resident. In that case, a charge for labor and materials may be assessed.

Mulch:

Mulching is maintained in all shrubbery beds for weed control, preservation of moisture and consistency in landscaping. Labor and material beyond what is normally provided will be charged to the resident, based on estimates given for an additional fee.

Outside Storage:

No items are to be stored on any turf or mulch surfaces or on the front porch. If tarps are required for seasonal storage of patio items, earth tone colors are to be used.

Plant Replacement:

Campus Operations manages a schedule for trimming and/or replacement of shrubbery and trees. Please inform Campus Operations when you notice a dying plant. Trees and shrubs are not to be added or removed without specific approval from Campus Operations at 610-754-7878 extension 1007.

Yard décor, bird feeders, etc. must be limited to the mulched areas. Stringing of outside wires, additional lighting etc., is not permitted and specific guidelines must be followed for seasonal or holiday décor. Nothing may be attached to the residence.

Laundry

Residences are equipped with a washer and a dryer. Those items that are too large to fit in your machine, such as bedspreads, large robes, scatter rugs, etc. may be laundered by Frederick Living's Laundry Department for a fee. Those in need of having a garment pressed/starched, such as pants, shirts, blouses, bedding (sheets and pillowcases) etc., will be charged a fee per item.

Level of Living Determination

You shall have the right to occupy the Residence for so long as you satisfy the Essential Requirements of Tenancy with or without assistance, Reasonable Accommodations, which may be subject to change from time to time due to regulatory or related changes in the law, or operating requirements or conditions. You agree to provide appropriate information regarding your ability to meet the Essential Requirements of Tenancy, upon request.

Decision to transfer: With the concurrence of our Transition Committee, we may transfer you from and between the Residence and the Nursing Center, Personal Care or any other appropriate care community if we determine that such a move should be made for your health, safety, or welfare, or for the proper operation of the Community, or because you no longer satisfy the Essential Requirements of Tenancy. This decision is made in accordance with our Internal Transition of Care Policy and includes due process for the resident. If you are transferred permanently to the Nursing Center, Personal Care or to any other appropriate care community, we may declare the Residence vacant and reassign the Residence to another resident. The decision as to whether a transfer shall be deemed temporary or permanent shall be made by us at our sole discretion, with the concurrence of our Transition Committee, after consideration of

your opinion, the advice of your family, and if requested and paid by you, the opinion of your physician. Your opinion and the advice of your family and your physician are advisory only and shall not be binding on us.

Life Enrichment

Life Enrichment programs are sponsored by team members, residents, and volunteers. Life Enrichment calendars are published at the beginning of each month and distributed to residents. The calendar contains information for the month regarding group meetings, bus trips and special activities and events at Frederick Living.

Logo

The Frederick Living logo and tagline, current and future, are property of Frederick Living and are to be used for official Frederick Living use only. Any form of reproduction, distribution, or other use of the logo or tagline in part or whole must be approved prior to use in writing by the Marketing Department.

Lost and Found

A lost and found is located at the reception desk in the Rotunda. If you find or are missing an item, please contact the receptionist desk.

Mail Pick-up & Delivery

Resident mailboxes are located in Oaktree Center, Maplewood Court and Oaktree Court. Each residence is assigned a mailbox. All outgoing mail must be put in the outgoing mailbox before 10:00 a.m. to go out the same day.

Changes in the mode of delivery are considered when service by existing methods would impose an extreme physical hardship on an individual resident. Approval of these requests for a change in mode of delivery will be evaluated based on the resident's needs.

1. Requests for a change in delivery mode are as follows:
 - a. Residential Living residents should request through the Director of Residential Living Services.
 - b. Personal Care residents should request through the PC Administrator.
 - c. If a resident no longer requires mail delivery, mail service will be restored to the normal mail delivery system.

If you have mail for another resident or a Frederick Living team member, you should place it in the inter-community mailbox. You do not need to put stamps on inter-community mail.

If you have a package or item sent to you that is too large to fit in your mailbox, the package will be delivered to your residence.

Only resident volunteer mail sorters and scheduled drivers are permitted in the mailroom.

Miniature Golf

Whether you are a major golfer or just want to putter around with your family, our 9-hole miniature golf course is available to you between the Fitness Center (The Body Shop) and Magnolia House building.

Newspaper Delivery

Residents are responsible for calling and ordering whichever newspaper they wish to receive. You will be billed directly by the newspaper company.

Non-Solicitation Policy

To avoid disruption of business operations, community life or disturbance of residents, team members, vendors and visitors, Frederick Living has implemented this Non-solicitation Policy. For purposes of the Non-solicitation Policy, “Solicitation” (or “Soliciting”) shall include, canvassing, soliciting or seeking to proselytize or to obtain membership in or support for any religious, church/parachurch or other organization, requesting contributions, and posting or distributing handbills, pamphlets, petitions, and the like of any kind on Frederick Living property or using Frederick Living resources (including without limitation bulletin boards, computers, mail, e-mail and telecommunication systems, photocopiers and telephone lists and databases). Peddling or otherwise selling, purchasing or offering goods and services for sale or purchase, distributing advertising materials, circulars or product samples, or engaging in any other conduct relating to any outside business interests or for profit or personal economic benefit on Frederick Living property or using Frederick Living resources for same is covered under this policy. Solicitation performed through verbal, written, or electronic means, are also covered by the Non-solicitation Policy. Not covered by this policy are activities and valid fundraising requests that have been fully vetted and officially approved prior in writing by Frederick Living’s Advancement Office.

Notary Public

Limited notary services are available to residents of Frederick Living. Please contact the receptionist for more information.

Parking Lot Spaces

In order to provide Frederick Living residents, resident family members, and guests with available, accessible, and convenient parking for their vehicles, the following parking policy has been established.

1. Residents who have cars will be asked to fill out a Vehicle Registration Form. A limited number of indoor garage parking spaces are available. There is an additional monthly charge for indoor parking.
2. Parking in handicapped spaces is limited to those who have a handicap license plate or placard.
3. Resident parking is permitted in any area designated for parking by identified white lines, excluding those indicated for the following: Visitors, Handicap

- Accessible, and Frederick Living Vehicles. Frederick Living team members may park in the yellow lined spaces only.
4. Parking is not permitted on any grass area unless authorized by Frederick Living Administration.
 5. All vehicles must be current with license and inspection. Vehicles that do not have a current license and inspection sticker may not be parked in Frederick Living parking lots.
 6. Frederick Living provides ample parking within the community to satisfy the needs of residents and guests. Frederick does not guarantee resident specific parking spaces. Guest parking is available in the following: Oaktree Center, Oaktree Court, the main parking lot located at the main entrance, or street parking (where appropriate). Parking within the circle in front of a cottage or blocking access to any cottage impacts the safety of your fellow residents and is not acceptable.
 7. All residents with vehicles are issued a parking tag that should be hung and displayed on the rear view mirror.
 8. For the safety of all, parking is permitted between white lined spaces only.

Pets

Frederick Living understands how important pets can be in some peoples' lives. Pets provide companionship and comfort to not only their owners, but also community members who can no longer take care of a pet. With that understanding, Frederick Living also needs to be sensitive to those residents who may have allergies or other issues that may prevent their interaction with pets on campus. All residents and visitors are asked to adhere to the rules and regulations in Frederick Living's pet policy. Pet stations are located along the walking paths for your convenience to discard pet waste. A copy of the current pet policy can be obtained from the Director of Residential Living Services.

Pharmacy Service

Several pharmacies in our area provide delivery service to Frederick Living. Contact the Wellness Suite at extension 1210 with any pharmacy questions.

Photographs/Videos

In an effort to protect the privacy of our residents and team members, please refrain from photographing or recording individuals with the exception of your loved one.

Power Mobility Devices

Frederick Living recognizes that power mobility devices, also known as PMDs, (electric carts, scooters, powered chairs etc.), may be an appropriate assistive device for residents. Any resident who has a PMD must be approved for safety by Physical Therapy. The Wellness Suite nurse will obtain a therapy order for required training. All PMD must have a flag attached on the back of the vehicle for safety. Frederick Living rules for use of PMDs must be followed at all times.

Reception Desk

The reception desk is open daily from 7:30 a.m. to 8:00 p.m. The telephone number for the reception desk is 610-754-7878 extension 1200. All team members and departments can be reached by calling the reception desk.

Recreational Vehicles (RVs)

Residents are required to notify and receive prior approval from the Director of Campus Services and the Director of Residential Living Services before bringing a Recreation Vehicle (RV) on campus. If approved the following must be adhered to:

1. The vehicle must have RV tags.
2. Recreational vehicles (RVs) are permitted to be parked in the driveway of a residence for five days prior and five days following a planned trip for loading and unloading purposes. Local travel to a storage unit will not be considered a planned trip.
3. For recreational vehicles (RVs) that do not fit in the driveway of a residence; the Director of Campus Services will arrange for alternative parking on campus for the designated loading and unloading times.
4. Recreational vehicles (RVs) will not receive a permanent parking tag or be assigned a permanent space.
5. All requests for exceptions to these guidelines must be submitted in writing and approved by the Director of Campus Services and the Director of Residential Living Services.

Resident Guest Privileges

Frederick Living seeks to balance the privilege of our residents to entertain non-resident guests with its larger responsibility to the whole community. Residents may have the same overnight guest(s) for up to seven (7) consecutive days and a total of fourteen (14) days in a given calendar year. Should a resident desire to entertain the same overnight guest(s) for more than seven days, or more than 14 days in a given calendar year, prior approval must be given by the Director of Residential Living Services. The guest is responsible for the cost of all guest meals (see the rate sheet for applicable pricing), and it is the resident's responsibility to ensure that the guest complies with Frederick Living's rules and procedures, as outlined in this Resident Handbook. **NOTE:** At its sole discretion, Frederick Living reserves the right to allow or to disallow non-resident guests. Failure to abide by this policy shall be considered a violation of your agreement and therefore, grounds for the termination.

Resident Storage Areas

Each Oaktree Court residence is assigned a climate-controlled storage units located on the lower level of Oaktree Court. Residents may not store any combustible materials in their storage units and no items are to be stored above the red/orange tape/line. It is the resident's responsibility to provide a locking device for their unit and to lock the unit when it is not in use. Frederick Living is not responsible for any lost, damaged or missing items.

Security - Locking of Doors

All outside doors in Oaktree Court and Oaktree Center open only from the inside and are kept locked to the outside at all times. All residents have an access card to enter the main door of Oaktree Court at any time. Residents, using a telephone communication/access system at the entry door of Oaktree Court, may admit visitors.

Please do not give access to persons that you do not know. Direct them to the Main Magnolia House Entrance.

Residents are encouraged to keep their residence locked when they are away.

Shredder Services

A shredding box is available in the library for items containing personal health information. Frederick Living pays for this service. It is picked up on a monthly basis by the shredding service and there is limited capacity. It is recommended that residents have a personal shredder in their residence.

Shopping/Trips

For the convenience of residents, Frederick Living transports any interested residents to local shopping centers and grocery stores for a fee. A Sign-Up Trip Book is located in the bulletin board area outside Freddie's corner. For trips occurring Tuesday through Friday, you must sign up by the previous day before 3 pm. For trips occurring Saturday – Monday you must sign up by Friday before 3 pm. The resident trip committee plans social trips. If you are not signed up by 3 pm the previous day, we will not be able to guarantee space or that the trip will take place. The Trip Committee welcomes participants.

Smoking and Tobacco Use

Frederick Living is a provider of health care services and to that end has adopted a campus-wide smoke-free/tobacco free campus. The purpose is to create a healthy environment for residents, team members, visitors, volunteers, service users, and contractors by eliminating exposure to the harmful effects of smoking, secondhand smoke, tobacco use, and E-Cigarettes. It is Frederick Living's intent to be a model of good health and best wellness practices. Smoking in any form is prohibited on the grounds or in any building or area of the Frederick Living campus. This includes residents, team members, guests, volunteers and vendors.

- Signs that we are smoke-free community have been placed at all entrances and throughout the Community.
- Residents, team members, guests, volunteers or vendors who may be found smoking anywhere on the grounds or in any building or area of Frederick Living will be asked to immediately cease.
- Team members found smoking anywhere on the campus will be disciplined according to the team member disciplinary process as outlined in the team member Handbook.
- Residents who are found smoking anywhere on the campus will be held responsible for the terms of their written agreement.
- If guests, volunteers or vendors are found smoking anywhere on the campus and they refuse to cease smoking, they will be asked to leave the community.

Snow Removal

Frederick Living contracts with an outside vendor for snow removal services. The snow removal procedure is based on the accessibility of emergency vehicles twenty-four hours per day.

Areas of Priority:

- Any location of an emergency during a storm.
 - All emergency door exits.
 - All thoroughfares.
 - Parking lots.
 - Non-priority areas, including sidewalks, may not be opened until the snow has stopped falling.
 - Courtyards are not considered exits or egress areas and may have limited or no access during winter months. Access doors may be locked from time to time.
1. In the event that a large storm is forming during the night, vehicles from Oaktree Court may be moved to the garage to get as many vehicles off the lot as possible. Residents will be notified if their keys are needed to move their vehicle.
 2. In the event of a five (5) inch or more snow accumulation, keys will be collected for all resident vehicles in Oaktree Court. The snow will be removed and vehicles will be moved to clear the parking spaces and then returned to a parking space. Timing will be determined by the Campus Operations Department and their emergency/priority schedules. Work force limitations may take this process into the next day.
 3. Anti-skid and/or ice melt materials will be applied to all main walkways and driveways throughout the Community.
 4. For safety of residents and team members:
 - Residents are asked to not leave their home while snow removal is in progress. If a resident in a cottage or villa needs meals brought to them during a snowstorm or snow removal, they should call Dining Services at 610-754-7878, extension 1260.
 - Residents are requested to reschedule appointments off campus during snow/ice events. If there is an appointment that is necessary and unable to be rescheduled, Campus Services must be notified in advance.
 - Residents and team members are asked to use extreme caution during inclement weather.

Social Services

The Social Services Manager is available to assist residents with the following:

- Home Health and Home Care Support Referrals
- Medicaid Information
- Palliative and Hospice Resources

- Psychology and Psychiatric Services
- Advance Directives and Living Will Information
- Support for transitions to a new level of living
- Community partnerships to enhance services

The Social Services Manager can be contacted at extension 1236.

Spiritual Ministries

Our Director of Spiritual Ministries/Chaplain is available to assist in spiritual care. Frederick Living offers Sunday morning worship and Bible studies. Non-denominational Sunday services are held in the auditorium and broadcast live on Channel 1979 at 10:30 am. To contact the chaplain for assistance, please call 610-754-7878 extension 1229.

Structural Changes/Redecoration of Residence

Any structural or physical change of any kind or redecoration to the interior or exterior of the residence including, but not limited to wallpaper, painting or floor covering, may be made only after obtaining written approval from the Director of Campus Services. The cost of any redecoration or structural change requested shall be paid for by the resident unless otherwise agreed in writing by Frederick Living. Frederick Living will select the contractor for the requested change.

Ten-Year Rehabs for Accommodations

Residents moving into Residential Living accommodations are entitled to have their living space refreshed within one year of their tenth anniversary of moving to Frederick Living. These rehabs are to include new standard carpeting and standard painting. Any upgrades are to be at the expense of the resident after approval of Campus Services and Marketing.

Therapy Services

For the convenience and well-being of residents, Frederick Living contracts for therapy services. Frederick Living is able to provide therapy services including occupational therapy, physical therapy, speech therapy, respiratory therapy, and massage therapy.

When you receive a written doctor's order for therapy, bring the order to the Wellness Suite. You will then receive a call directly from the Therapy Department to schedule an appointment.

The massage therapy room is located in the Wellness Suite. To set up an appointment, call 610-754-7878 and ask for Massage Therapy, extension 1242, and leave a message. The therapist will return your call and set up the appointment. There is an additional fee for this service.

Transportation

Transportation service is available for an hourly fee. Anything over 15 miles round trip will have an additional per mile fee. To request transportation service, please call 610-754-7878 extension 1239. You will be asked to provide your name, telephone number, and a general reason for your visit. When canceling services, please notify us as soon as possible.

Shuttle

Shuttle service is available during lunch and dinner and extended for your convenience at times when there is evening programming. If you need the shuttle to pick you up, please call the front desk and the receptionist will call for your ride.

Trash Removal/Recycling

Frederick Living provides various locations for trash collections throughout the community. Oaktree Court has resident accessible trash rooms on the end of each floor. Trash collection for Patio Homes and Cottages/Villas is a contracted service. For information on trash and recycle pick up times, and holiday schedules please contact extension 1239.

TV/Telephone Service/Internet - Outside antennas and satellite dishes are not permitted.

Comcast

Cable television/internet service/telephone service is available through Comcast. Please contact Reception for more information. Residents are responsible for supplying their own TV and telephone and paying their own television/internet service/telephone service bills. You will receive a monthly bill directly from the service provider.

Windstream

For telephone service, please call Windstream at 866-971-WIND (9463). Residents are responsible for supplying their own telephone and paying their own phone bills. You will receive a monthly bill directly from the service provider.

Vacating an Accommodation

Your accommodation will be considered “vacated” when you have ceased to occupy it, have removed all possessions from it, and have turned over the residence keys to Frederick Living. Billing for your residence will continue until it is vacated. A fee will be charged to remove any items that need to be removed after keys are returned to us. Please refer to the Residential Living Fee Schedule.

Volunteer Opportunities

Frederick Living has a large number of volunteers who are Residential Living and Personal Care residents. New residents are always welcome to join the volunteer department. Volunteers serve in many ways.

Mail Room: sorting and delivering mail

Life Enrichment Programming: volunteers help our team members with special events, reading groups, crafts, one on one visits, special outings and shopping trips.

Other departments: Volunteers assist in transporting residents of Cedarwood Healthcare Center and Aspen Village to worship services on Sunday mornings and from special activities and programs as scheduled.

To become a volunteer at Frederick Living please contact the Volunteer Coordinator at extension 1353 to complete an application that identifies a wide variety of volunteer opportunities.

Voting

Complimentary transportation is provided on voting days. Voter Registration forms are available at the reception desk.

Weather Advisories

1. Weather advisories are based on information provided via computer: Accu Weather, National Weather Service, Weather Channel and Weather Alert Radios.
2. Weather Alert radios are located in Cedarwood Healthcare Center, Personal Care Magnolia House, Aspen Village, and the Campus Services office.
3. In abrupt weather emergencies such as tornadoes, an attempt will be made, as soon as information is available, to notify all residents and team member.

Walking on Campus

Please use the sidewalks and walking paths when going for a walk or walking pets. We ask that you not walk on another resident's yard. This includes the area between the cottages and the berm.

Wellness Programming – Live Fit

Frederick Living encourages residents and team members to reach for their full potential in all aspects of their lives. Our Wellness program provides physical wellness through cardio, balance, and strength classes, as well as massage therapy and reflexology, 1:1 fitness training, walking paths and more.

To get started in the Body Shop or to take classes, we suggest participating in a Well Being Assessment. This simple evaluation determines upper and lower body strength and flexibility, as well as balance and agility. You will receive advice on which of the three levels of physical fitness classes are best for you, and the results of the assessment will give you a baseline to compare improvement in subsequent assessments.

There are many ways to stay physically active while having fun at Frederick Living!

- Join an exercise, meditation, or Tai Chi class.
- Check out Wii bowling, golf, baseball or tennis.
- Relax with reflexology or massage with our own in-house massage therapist.
- Walk our outdoor walking paths.
- Join a game of bocce, horseshoes, or miniature golf.

Wellness Suite

Nursing support is available for questions and the coordination of services with external providers as needs arise. Please contact the Wellness Suite at extension 1210.

Consultation Services including Psychiatry and Psychology, Podiatry, Dental, Optometry and Ophthalmology, Dermatology, and Audiology services are available within the community. Please contact the Wellness Suite at extension 1210 for additional information.

Wheelchairs

Wheelchairs must be kept inside the residence.

Wood Shop

Residents are welcome to work in the wood shop, which is located on the lower level of Oaktree Court. Due to the potentially dangerous equipment found in the wood shop, the door to the wood shop will be kept locked. Before a resident is given access to this area, the following must happen:

- Complete a form which can be picked up in the Director of Residential Living Services' office.
- Physician's approval on Frederick Living form to be completed.
- All signed documents to be returned to Director of Residential Living Services.
- Director of Residential Living Services will email Property Manager to schedule training.
- When training is complete, key will be assigned to trained resident.