

About The Highlands:

The Highlands at Pittsford is a direct affiliate of the University of Rochester, reporting up through Strong Partners Health System. Welcoming its first residents in December 1994, The Highlands was part of the Health System's overall vision to provide a wide range of multi-generational services to all ages in the Greater Rochester community. In the years that have followed, The Highlands has set the standard for senior living in the Rochester area, including being the first community in New York State to receive CARF-CCAC Accreditation and the only University-Based Retirement Community in the Rochester area. In offering a "Continuum of Care", The Highlands provides three levels of support all on one campus. These levels include Independent Living, Assisted Living, and Skilled Nursing and are defined by Public Health Law as follow:

Independent Living

Independent Living is defined as a housing setting serving seniors in which the operator may provide services such as housekeeping, maintenance, recreational/educational programming, and concierge services but **may not** directly provide personal care services or supervision. Senior living communities are required to comply with the non-discrimination commands of the Federal Fair Housing Act with regard to race, color, religion, sex, national origin, and handicap. The Highlands' independent living component includes 135 apartments in Hahnemann Square and 36 cottage homes situated on Stoutenburgh Lane.

Assisted Living

An Assisted Living Residence (ALR) is licensed by the State Department of Health and provides or arranges for housing, on-site monitoring, and personal care services and/or home care services in a home-like setting. Services include 24-hour staffing, assistance with Activities of Daily Living, three meals per day, medication assistance, housekeeping and laundry. At Laurelwood, we have 60 Assisted Living apartments.

Skilled Nursing Care

A skilled nursing facility, or nursing home, is also licensed by the State Department of Health and is an inpatient healthcare facility with the staff and equipment to provide 24-hour skilled care, rehabilitation, and other related health services to patients who need nursing care but do not require hospitalization. The Highlands Living Center, our 122-bed nursing

home on the Pittsford campus, provides health services that include traditional long-term care, short-term rehabilitation, memory care, a medical model adult day program (Meadowbrook), and hemodialysis (provided by New York Dialysis Services, Inc.).

Mission Statement

The Highlands at Pittsford's **Mission** is to provide the highest quality services and amenities empowering our residents to live life to its fullest.

Vision

The Highlands at Pittsford's **Vision** is to take a comprehensive approach to aging by constantly adapting to meet the needs and expectations of our residents.

Values

The Highlands at Pittsford's core **Values** are found in its **SPiRiT**:

Service; **P**ride; **I** Can; **R**espect; **I**deas; **T**eamwork. To learn more about our SPiRiT Program, please refer to page 56.



The Seven Dimensions of Wellness

At The Highlands at Pittsford, we embrace a holistic approach to the aging process and staying healthy. It includes a much broader scope than the universally-known concepts of “Physical Well-being” such as exercise and proper nutrition. At The Highlands our range is much greater and encompasses our residents’ Social, Intellectual, Emotional, Occupational, Environmental, and Spiritual needs as well. Collectively, these Seven Dimensions provide a framework that supports the wants and needs of a person fully engaged in life. At The Highlands all the programming, services, and amenities that we provide are carefully developed to fulfill these principles, thus providing our residents with a “complete daily diet for a healthy life”. The Seven Dimensions are defined by the International Council on Active Aging and are included in daily life at The Highlands as follows:



SOCIAL (CONNECT)

Social interactions with family, friends, neighbors, and chosen peer groups can be valuable for maintaining health. Personal contact by joining clubs, traveling, visiting with friends and family, and engaging in intergenerational experiences is beneficial for everyone. You will find that The Highlands' calendar is replete with activities to keep you 'connected'.



INTELLECTUAL (LEARN)

Engaging in creative pursuits and intellectually stimulating activities is a proven approach to keeping minds alert and interested. The Highlands offers many ways to stay intellectually active including our exclusive University of Rochester courses, interactive cooking classes, and trips to the Rochester Philharmonic Orchestra.



PHYSICAL (FITNESS)

The goal of living independently is one shared by many people and physical wellness is necessary to achieve this. The Highlands is here to assist with your healthy lifestyle choices. Exercise options abound in our Health and Wellness Center, including fitness classes, circuit training, Tai Chi, and aquatic exercise classes. Take a walk or ride your bike along the nearby Erie Canal. With a number of dining options available to you each day, we make it easy to choose healthy foods with adequate nutrition.



EMOTIONAL (HAPPINESS)

Feelings are the lens through which people view the world, and the ability to be aware of and direct one's feelings helps to create balance in life. At The Highlands, you can make new friends at one of our Music Mixers or Happy Hour. Join the chorus to experience the joy of making music. Participate in a walking group to experience the great outdoors, or enjoy a good belly laugh at a Laughter Yoga class.



OCCUPATIONAL (PURPOSE)

Work that utilizes a person's skills while providing personal satisfaction is valuable for society as well as the individual. Older adults can contribute to society as experienced professionals, mentors, teachers, and volunteers. Craftsmen (and women) can put their skills to good use in The Highlands' Woodworking Shop. Consider one of the many volunteer opportunities available on our campus or offer to lead a class or lecture in your area of expertise. We would welcome your help with one of our fundraising activities including our annual holiday bake sale or charity fashion show.



ENVIRONMENTAL (NATURE)

Surrounded by nature and man-made environments, good stewardship means respecting resources by choosing "green" processes and looking at ways to bring people into the natural environment. The Highlands encourages you to get out and enjoy our beautifully landscaped grounds. Experience nature on the walking paths, get your hands dirty in our community vegetable garden, or simply sit in peace and quiet on one of our park benches.



SPIRITUAL (PEACE)

Living with a meaning and purpose in life, guided by personal values, is key to feelings of well-being and connection to the larger world. The Highlands offers a number of group faith-based activities and a designated room for personal meditation, as well as mindful exercise (Yoga, Tai Chi), to help create the opportunity for spiritual growth.

GENERAL INFORMATION

Absences (Planned)/Away Notification:

If you are going to be away from The Highlands at Pittsford overnight or longer, please stop at the Hospitality Desk to fill out a form indicating your departure and return dates, and a telephone number where you can be reached in the event of an emergency. This information is helpful for security reasons.

Access to your Residence:

You control access to your residence. However, Highlands' management may be required to act on its own authority to admit service personnel at reasonable times (both staff and non-staff) in your absence without your prior approval. These situations may include the need for urgent maintenance service, such as a plumbing issue, and at any time in case of an emergency.

A Highlands' staff member will always accompany any non-staff personnel who enter your residence in your absence and all entries of this nature must first be approved by the Director of Facilities. Any time entry has been made in your absence, we leave a written notice of the entry.

To assist in maintaining the highest level of access control, please provide the Hospitality Desk with a list of people authorized to enter your residence while you are absent and update it as needed. The Highlands reserves the right to restrict access to your residence to anyone, including family, unless they have legal power of attorney or other legal authorization. Residents are not permitted to install their own locks.

Please refer to **Package Deliveries** for additional information about our policy and procedure for delivering packages, parcels, floral arrangements, and oversized mail inside your apartment.

Do Not Enter List

If you absolutely **do not** want a staff member to enter your apartment or cottage home in your absence, please call the Hospitality Desk (586-7600) to have your name added to our "Do Not Enter" list. Keep in mind that even if you are on the "Do Not Enter" list, Highlands' management may be

required to act on its own authority to enter in your absence, without prior approval, in the event of an emergency.

Alterations to your Residence:

We want you to feel at home and permit you to make minor alterations. However, any structural or physical change requires the prior approval of the Director of Facilities (389-0982, Ext. 302) and residents will incur the cost of any and all requested changes. Additionally, you may be required to return your residence to its original state, at your expense, upon termination of your Residency Agreement.

Automated External Defibrillator (AED):

An Automated External Defibrillator (AED) is located near the entrance to the main dining room (Oneida Room) in Hahnemann Square. The Highlands' policy is to **not require** staff to treat cardiac arrhythmias by defibrillation. In all cases where a resident needs emergency assistance, the first responder (customarily a Maintenance, Security, or Laurelwood staff member) will immediately contact 911 if deemed necessary. Staff may make their own decision whether or not to use the AED device in the event of sudden cardiac arrest and, if they choose to use it, they have the protections provided by the Good Samaritan Law. The same would be true for residents who choose to use the AED device.

Automobiles – Registration:

The Hospitality Desk maintains a record of all residents' vehicles. When you first become a resident of The Highlands, the Marketing staff will ask for information about your automobile, including year, make, model and license plate number, and your vehicle information will subsequently be entered into our database. Numbered parking stickers are issued for each vehicle and reflect the importance of our campus security. The window-mount parking decals should be prominently displayed on the driver's side of your vehicle, preferably on the rear window. A Security staff member will deliver your parking sticker to you and offer to affix the sticker to your car window. Please call the Hospitality Desk (586-7600) if you change vehicles and we will issue a new parking sticker. You should also notify the Hospitality Desk if you decide to give up driving and/or get rid of your vehicle.

Balconies, Patios, and Porches:

Porches, patios, and balconies are visible to guests, as well as prospective residents of the community. In order to maintain a uniform, pleasing appearance, the following applies to all porches, patios, and balconies:

- Appropriate patio furniture and small plants only may be placed in these areas. Distasteful or offensive items are not appropriate for public display in these areas. Excessive clutter including such things as empty/dormant flowerpots, shelving, yard art, etc. is not allowed.
- Cottage residents that have small barbecue grills are responsible for the maintenance and cleaning of their grills, as well as securing charcoal/gas for their unit. Grills may be stored in your garage or on your back patio when cool and not in use.
- In order to comply with local fire safety requirements, outdoor barbecue grills are prohibited at the Hahnemann Square Apartments.
- Roll-up shades or awnings, lattice, and other similar items are prohibited.
- Affixing items to the outside of buildings with screws, hooks, hangers, etc., including the outside of Cottages, is prohibited. Doing so will permanently mar or penetrate the siding.
- If you wish to have your porch, patio, or balcony screened in, contact our Director of Facilities (389-0982, Ext. 302) for an appropriate referral. This modification would be at your expense. The Highlands will maintain screened porches if they were installed prior to your entrance into our community.

Beauty Salon/Barber Shop:

The Highlands is pleased to offer a beautifully appointed, full-service beauty salon, located in the Health and Wellness Center. Licensed beauty professionals provide haircuts and shampoo for men and women, temporary rinses, permanent coloring, and permanent waves, in addition to manicures, pedicures and a number of other salon services. To schedule a salon appointment or to obtain pricing information, call the salon at 389-0982, Ext. 232. Prices are subject to change without prior notice from The Highlands. Payment for services is made directly to the salon; salon charges cannot be added to your monthly statement. Although the salon is independently operated, please feel free to report any issues or concerns to the Hospitality Desk (586-7600).

Cable Television Service:

Basic and premium cable service is available at your expense. At your request, maintenance personnel will connect your television to the basic cable service upon move in, and the broadcast service fee will appear thereafter on your monthly bill. Please refer to the **Additional Service Fee Schedule** (Addendums) for current pricing. Expanded cable service (premium service) is available through Time Warner Cable for additional monthly fees. You are responsible for contacting the cable company to arrange for service upgrade and payment of any additional services. The number for Time Warner Cable is (585)-756-5000.

Check Cashing:

Checks up to \$100.00 may be cashed in The Lilac Shoppe (gift shop) Monday through Friday from 10:30 a.m. to 1:30 p.m. A \$20 fee is charged for returned checks.

Chorus:

The Highlands at Pittsford has partnered with Pittsford Senior Citizens to form the *Pittsford Highlands Chorus*. The chorus sings a wide variety of music, including old favorites, folk, patriotic, popular Broadway tunes, and some newer contemporary songs as well. All are welcome to join the chorus, even those who are new to singing; no audition is necessary. Rehearsals are held every Wednesday afternoon in the Music Room. If you would like to experience the joy of making music and making new friends with fellow chorus members from Pittsford Senior Citizens, please come to a rehearsal and speak with the chorus director. The chorus also performs occasionally at different venues out in the greater community.

Cleanliness of Common Areas:

We take great pride in our beautiful community and call on everyone to lend a hand. Please be considerate of others and keep the common areas and trash rooms clean by disposing of all trash in the appropriate manner. If you see a spill or other general housekeeping issue in the common areas, please report it promptly to the Hospitality Desk (586-7600).

Committees and Task Force Groups:

The following resident committees and task force groups are active at The Highlands at Pittsford. If you find a committee that interests you, please call the contact person for that particular group. If you have a talent or

area of interest that is not represented, or an idea for a new resident committee, please contact the Director of Cultural Programming and Best Practices (389-0982, Ext. 244).

The Resident Council is the only committee that has a specific residency qualification for becoming a member. Anyone interested in running for election on the Resident Council must be in residence at The Highlands for a minimum of one year prior to the election. All other committees are open to new members regardless of how long you have lived at The Highlands.

Cultural Programming Planning Group

Contact Person: Hospitality Coordinator (389-0982, Ext. 287)

Meets: Last Monday of each month

The Cultural Programming management staff meets monthly in an open forum setting with residents who wish to provide input into the planning of social, recreational, and cultural events. All are welcome to come and share ideas.

Dining Task Force

Contact Person: Director of Fine Dining (389-0982, Ext. 234)

Meets: Second Tuesday of each month

The Dining Task Force assists with menu design, including recipe selection and suggestions for pairing main dishes with side dishes. This group also assists with planning themed dinners, special event dinners, and holiday meals. The Task Force helps to review and prioritize suggestions stemming from the monthly Food Forum meetings. This group may also be asked to consider changes to Fine Dining Policies.

Food Forum

Contact Person: Director of Fine Dining (389-0982, Ext. 234)

Meets: First Wednesday of each month

The Fine Dining management staff meets monthly in an open forum setting with residents who wish to discuss their dining experience including menu items and dining room concerns. All are welcome to come and share feedback.

Friendship Committee

Contact Person: Senior Living Coordinator (389-0982, Ext. 280)

Meets: Second Tuesday of each month

This hospitality group helps to welcome new residents to The Highlands. They host luncheons for newcomers and ensure that they have a dinner companion during their first days and weeks here. Each new resident is assigned an ambassador from the Friendship Committee to help them acclimate to life at The Highlands.

Health Affairs Committee

Contact Person: Director of Health & Wellness (389-0982, Ext. 304)

Meets: Fourth Thursday of every-other month

This committee discusses pertinent issues in health care and makes suggestions for health and wellness programming and services at The Highlands.

Landscape Committee

Contact Person: Director of Facilities (389-0982, Ext. 302)

Meets: First Monday of each month

This committee consists of apartment and cottage representatives who advise management on the care and maintenance of lawns, shrubs, plants, and trees throughout the entire campus. The committee also suggests and reviews proposals for improvements.

Library Committee

Contact Person: Director of Cultural Programming & Best Practices (389-0982, Ext. 244)

Meets: First Monday of every-other month

Committee members ensure that the Resident Library is organized and tidy. Tasks include shelving returned books, weeding out old, damaged, or seldom borrowed books, and managing newspapers and magazines. A subcommittee meets regularly to recommend new books for purchase.

Purpose Committee

Contact Person: Director of Sales & Marketing (389-0982, Ext. 288)

Meets: Periodically throughout the year, but not on a regular basis

The Purpose Committee is comprised of both residents and staff with a mission to give back to the community through philanthropic endeavors. The committee meets periodically to plan charity events such as The

Highlands' annual fashion show and the holiday bake sale, all to benefit local charitable organizations. If you have a skill or talent to share with others, the Purpose Committee welcomes the opportunity to assist you in doing so.

Community Areas:

The five hallways in the Hahnemann Square living area are named: Allens Creek, Bedford Pass, Calkins Run, Durham Way, and Elmwood Terrace. These hallways are referenced below to identify the location of common rooms. Please refer to the **Interior Building Map** (Addendums) for a depiction of the hallways.

Activities Room

Location: Hahnemann Square, Bedford Pass, 2nd floor

To Reserve: Call the Hospitality Desk at 586-7600

The Activities Room, like many of the community areas at The Highlands, is designed to be a multi-purpose room for card playing, meetings, and other social gatherings. Please let us know if you are reserving this room for a card game or meeting so we can make arrangements to have tables and/or chairs set up for your group. A senior-friendly exercise video is shown Monday through Friday morning in the Activities Room.

Art Gallery

Location: Hahnemann Square, hallway leading to the Oneida Room

The “*Artists in Residence*” Gallery exhibits original works of art by residents of The Highlands. Depending on demand for space, exhibits remain in place for a minimum of one month. You may exhibit one or more pieces of art at one time, if space permits. If you wish to exhibit a piece of art, contact the Director of Cultural Programming and Best Practices (389-0982, Ext. 244). All exhibited pieces can be put up or removed only by The Highlands staff.

Bakery

Location: Hahnemann Square, next door to the Bistro Kitchen

Many of the delicious desserts enjoyed by our residents and guests in our dining venues are prepared in our own in-house bakery. Feel free to stop by for a cup of coffee, sit a spell and perhaps observe our baker in action, and enjoy the lovely Laurelwood patio.

Club Room

Location: Hahnemann Square, Corner of Allens Creek and Durham Way, 3rd floor

To Reserve: Call the Hospitality Desk at 586-7600

A complimentary continental breakfast is served each morning in the Club Room featuring coffee, tea, juice, and other assorted breakfast items. This room is a popular gathering place for residents and can also be reserved for your private occasions. Our Fine Dining Department is available to assist with your catered event. Check the bulletin board in the Club Room for flyers, memos, and other pertinent community information.

Coffee/Juice Bar

Location: Hahnemann Square, adjacent to the Music Room

The Coffee/Juice Bar is located near the U.S. Mailboxes so this is a popular spot to peruse your mail and discard unwanted items in the wall slot designated for paper recycling. Please help yourself to the complimentary beverages located on the countertop.

Community Center

Location: Hahnemann Square, adjacent to The Highland Pub and dining venues

The Community Center is one of the largest of our venues and has seating capacity for approximately 100 lecture style and 60 for a dining experience. This room is equipped with an LCD projector and large viewing screen, as well as a stage and sound system for various events and presentations. A number of scheduled events take place in the Community Center such as lectures, music performances, religious observances, meetings, and social functions. The monthly Resident Meeting is held in this room on the last Monday of every month. Please see your Program Calendar for more details on events held in the Community Center.

Hahnemann Club

Location: 301 Stoutenburgh Lane, in the heart of the cottage community

To Reserve: Call the Hospitality Coordinator at 389-0982, Ext. 287

The Hahnemann Club is a lifestyle center featuring a multi-purpose room with seating for approximately 85. The room can be reserved by residents for private parties, meetings, and other gatherings. It also offers a full line of audio/visual equipment for presentations. A bi-monthly Cottage Resident Meeting is held here as well as a number of University of

Rochester programs, including the “To Your Health” and “UR Always Learning” lecture series for Highlands’ residents and active older adults from the greater Rochester community.

Our Wellness Coach conducts an organized group fitness class at the Hahnemann Club on Monday, Wednesday, and Friday mornings; consult your Program Calendar for the scheduled times. Additionally, a complimentary continental breakfast is offered on Monday, Wednesday, and Friday mornings. A small serving kitchen is adjacent to the multi-purpose room.

The Hahnemann Club also features a fitness room equipped with a variety of exercise equipment. There are also televisions to watch while you are exercising. For your safety, The Highlands strongly encourages you to schedule a brief orientation session with our Wellness Coach to familiarize you with the fitness machines and equipment prior to use; call 389-0982, Ext. 316 to schedule your introductory training session.

The Hahnemann Club is powered by a generator in the event of an interruption in electricity. In the event of a power outage at the Cottage Homes, Highlands’ management staff may direct cottage residents to gather safely at The Hahnemann Club to await further instructions.

Highland Pub

Location: Hahnemann Square, outside the Community Center

The Highland Pub is a full-service bar where residents are invited to relax and enjoy a cocktail before dinner at our weekly Happy Hour each Wednesday beginning at 4:30 p.m. Residents are informed when special circumstances require changing the Happy Hour’s regular day and/or time.

Key Pad Entrances

Location: Hahnemann Square, 1st Floor

There are two Key Pad entrances (1 and 2) located on the first level. Many residents will find these entrances more convenient than the main entrance for ingress and egress, depending on the location of your apartment. Your key fob will permit you to enter at the Key Pads. Your visiting friends and family members can also gain entrance at the Key Pads by signaling you of their arrival; instructions are posted. A limited number of parking spaces

are available outside both Key Pads. Please refer to the **Interior Building Map** (Addendums) for a depiction of the Key Pad entrances.

For the safety and security of our community, **please do not prop doors open at the Key Pad entrances**. This is not only a security issue but, during the winter months, it is costly from an energy standpoint as well. Our staff will routinely check after a moving truck has finished loading or unloading to ensure that the doors are securely closed. If you notice a door propped open, please report the occurrence to the Hospitality Desk (586-7600).

Laundry Rooms

Location: Hahnemann Square, 1st floor (near Trash Room) and 2nd and 3rd floors (Calkins Run)

The washers and dryers in the community laundry rooms are available for use by our residents free of charge. You may want to consider using them to launder your comforters, blankets, and other bed linens, towels, and small throw rugs. King and California King sized comforters, or those with down filling, may have to be sent out to a professional laundry service. Residents should bring their own laundering supplies. Please clean out the dryer lint filter after each use. If you need assistance operating the appliances, please call the Housekeeping Supervisor at 389-0982, Ext. 228. An ironing board is also available in the 2nd and 3rd floor laundry rooms; please bring your own iron. To the extent possible, please use the community laundry rooms on the weekend or after 3:30 p.m. during the week to avoid interrupting the Housekeeping staff while they are laundering residents' bed linens.

Library

Location: Hahnemann Square, commons area behind living room fireplace
A large selection of books, newspapers, and magazines are available in the Resident Library. You are free to read in the library or borrow a book and return it. The newspapers, however, should not be removed from the library. The Resident Library is organized by the Library Committee. A number of new books are added to the library throughout the year and a notice announcing the new books is distributed to all residents. A group of residents meets on a regular basis to consider book reviews and resident requests for current non-fiction and fiction books. If you would like to

suggest a book or author, please use the suggestion box located in the library.

Books are for residents only and should not be loaned out to relatives or friends. When you wish to borrow a book, sign it out in the sign-out book located on the library desk. Up to two books at a time may be signed out for a period of three weeks. Upon returning a book, please cross your name off in the sign-out book and place the returned book on the “returned book” shelf across from the library desk. Please do not attempt to reshell the book in its original location; our resident volunteers are happy to reshell all returned books.

Book donations are accepted periodically, space permitting. Should you have books to donate, please call the Administrative Assistant (389-0982, Ext. 279).

There is a mobile book cart located in the Media Room. The books on this cart are free for the taking; we ask that you do not return them to the library. Many of these books have been removed from the library due to age or condition of the book, or the fact that it has not been checked out in several years.

Residents who are transitioning from traditional paper books to an E-Reader can call the Director of Cultural Programming and Best Practices (389-0982, Ext. 244) to learn about classes on E-Reader devices offered at the Pittsford Community Library.

The New York State Talking Book and Braille Library (TBBL), located in Albany, lends audio and braille books and magazines, along with special playback equipment, to eligible residents of upstate New York who have a qualifying print disability. Their book collection is similar to that found in a large public library. An application must be completed to enroll in this program and some documentation is also required from your physician. Please contact The Highlands’ Case Manager at 389-0982, Ext. 273 if you would like help enrolling in this program.

Living Room

Location: Hahnemann Square, commons area

The Living Room is a warm and inviting place to rest and relax in the central commons area. Enjoy a book or magazine under the beautiful skylight or visit with family and friends in front of the cozy fireplace.

Media Room

Location: Hahnemann Square, Bedford Pass, 3rd Floor

The Media Room houses a number of pieces of office equipment including two computers and a printer, a photocopy machine, a video magnifier, an adding machine, and a paper shredder. The computers in this room are for resident use only. If you have a family member or guest who does not have their own laptop or electronic device to connect to our Wi-Fi network, please call the Hospitality Coordinator (389-0982, Ext. 287) to request permission for them to use one of the resident computers on a short-term basis.

You may also call the Hospitality Coordinator (389-0982, Ext. 287) to request basic computer assistance on the resident computers in the Media Room only. Assistance with Windows-based software programs, Email, Skype, Facebook, and basic Internet navigation is available upon request.

The paper shredder in the Media Room is designed for moderate usage. If your shredding job consists of more papers than would fit in a shoebox, please call the Hospitality Desk (586-7600) for assistance with secure paper shredding services.

A collection of paperback books is located in the Media Room. Feel free to borrow a book or add your own paperbacks to the collection. This is designed to be an informal book-swap and there is no need to sign out the paperback books that you borrow from this location.

There is also a mobile book cart located in the Media Room. The books on this cart are free for the taking.

Meditation Room

Location: Hahnemann Square, 1st floor near Key Pad 1 entrance

The Meditation Room is a tranquil space where residents can go when they need a moment away from distractions. Residents and family members of all faiths can retreat to this quiet sanctuary for the purpose of

prayer, meditation, or private visits with clergy. The room is appointed with comfortable seating, subdued lighting, and a beautiful wall mural.

Music Room

Location: Hahnemann Square, commons area across from the Living Room

To Reserve: Call the Hospitality Desk at 586-7600

The Music Room is a multi-purpose room that is used for meetings, lectures, card playing, parties, musical performances, church services, and receptions. A television is available for your viewing pleasure as well as for showing movies for group enjoyment. Not only is the room used for scheduled group activities offered to all residents, it is also available for private resident functions. Residents may reserve the Music Room for themselves and guests.

Parlor

Location: Hahnemann Square, across from the Hospitality Desk

To Reserve: Call the Hospitality Desk at 586-7600

The Parlor is a small, private room that is ideal for meeting with your lawyer, insurance agent, financial planner, or any other individual that you prefer not to invite into your residence.

Social Room

Location: Hahnemann Square, Corner of Allens Creek and Durham Way, 2nd floor

To Reserve: Call the Hospitality Desk at 586-7600

This room is an excellent location for card playing, socializing, meetings, or your private occasions.

Woodworking Shop

Location: Hahnemann Square, Underground Garage

The Highlands at Pittsford has a fully operational, well-equipped woodworking shop, located in the underground parking garage. Much of the equipment in the shop has been donated by residents of The Highlands and a core group of interested residents have taken on the responsibility of managing and overseeing its operation. These residents assist in the minor repair and/or refinishing of your small personal items. If you have an item in mind, please contact the Hospitality Desk at 586-7600; we will refer you to one of our woodworkers who will determine if your item

can be repaired. If woodworking is a hobby of yours and you wish to use the shop, please contact the Director of Facilities (389-0982, Ext. 302).

CPR Policy:

The Highlands' policy is to **not require** staff to administer CPR (cardiopulmonary resuscitation). In all cases where a resident needs emergency assistance, the first responder (customarily a Maintenance, Security, or Laurelwood staff member) will immediately contact 911 if deemed necessary. Staff trained in CPR may make their own decision whether or not to administer it and, if they choose to administer, they have the protections provided by the Good Samaritan Law. The same would be true for residents who are trained in CPR and choose to administer.

Cultural Programming:

The Highlands is pleased to offer an extensive array of recreational, social, spiritual, and educational programs for your enjoyment. Events may include shopping, tours, lectures, films, and attendance at local theater and symphony performances. We also offer in-house group activities such as holiday and social celebrations, book discussion groups, and live musical performances. The Highlands also offers a wide array of courses through our affiliation with the University of Rochester.

The Highlands provides free transportation to many of the educational and cultural programs offered. If there is a group excursion or a particular event you would like to suggest, simply contact the Director of Cultural Programming & Best Practices at 389-0982, Ext. 244.

A Program Calendar is distributed monthly to keep you informed of upcoming events and activities. You will also find these calendars posted on the digital message board in the Hahnemann Square commons area.

Some events may have a limit to the number of residents that we can accommodate; sign-up would be on a first-come, first-served basis. The Program sign-up book is located on a table directly beneath the digital sign in the Hahnemann Square common area. The programs denoted with an asterisk (*) in the Program Calendar indicate that it is necessary to sign up in advance. A wait list is available for many of the popular events.

The participation of private caregivers in Cultural Programming activities, programs, and outings is defined by the needs of the resident and subject to available space as determined by the Director of Cultural Programming & Best Practices.

Dining:

The Highlands at Pittsford prides itself on offering a fine dining experience for residents and their guests. Our menus, distributed weekly, offer a wide variety of entrees and our chefs are pleased to be able to meet your dietary needs and preferences, to the extent possible. Themed dinners, special resident and prospect events, and holiday meals are held at different times throughout the year. Residents are notified of these dining events through the in-house mail.

Your dining options at The Highlands at Pittsford include:

- The Oneida Room, the largest of our dining rooms, is surrounded by three smaller, more intimate dining rooms, The Conesus Room, The Honeoye Room, and The Seneca Room. All four are named after New York State lakes.
- Le Petit Bistro, located in Hahnemann Square, is a gourmet dining alternative and rivals the finest restaurants in the Rochester community.
- Various beverages and snacks are located throughout the community in common areas such as the Club Room, the Bakery, the café near the U.S. Mailboxes, the Health and Wellness Center, and, for the Cottages, in The Hahnemann Club multipurpose room.

Bar Service

The Highland Pub is a full-service bar located directly outside the Community Center. The Pub is open before dinner from 5:00 to 6:30 p.m. on Thursday, Friday, and Saturday. The Pub is also open each Wednesday beginning at 4:30 p.m. for our popular Happy Hour. Alcoholic drinks are limited to two per person and charges will appear on your monthly statement. Complimentary non-alcoholic beverages are also available and hors d'oeuvres are served. **Residents are encouraged to wear their name tags when they come to Happy Hour.**

Beer, wine and cocktails are also available for purchase (two drink limit per person) at your dining table in any of the main dining rooms; charges will appear on your monthly statement. Residents may bring their own bottle of wine to dinner in the main dining room and our Fine Dining staff will be happy to assist with opening and serving your wine; there is no corkage fee. However, please refrain from bringing your own bottle of wine to your meal in The Bistro. You may purchase a bottle of wine from The Bistro wine list and the charge will appear on your monthly statement. Please refer to the **Additional Service Fee Schedule** (Addendums) for the current beer and wine prices.

Bistro

Please refer to the **Dining at a Glance Guide** (Addendums) for Bistro lunch and dinner times. Reservations are required for both lunch and dinner; please call 389-0982, Ext. 274. A Bistro lunch is equal to two meal points. A Bistro dinner is equal to three meal points, although two point options are also available. If you purchase additional meals at The Bistro, you will be billed market cost of the meal set by The Highlands at Pittsford. Please refer to the **Additional Service Fee Schedule** (Addendums) for current pricing.

Catering Services

Our Fine Dining Department is available to cater your small or large- scale event in your residence or in one of our common rooms here at The Highlands. Our Special Events Coordinator would be pleased to meet with you to custom coordinate your event; call 389-0982, Ext. 274. Please plan ahead in making these arrangements. Pricing will be determined based on your event.

Dining Comments & Suggestions

Comments, suggestions, and/or questions regarding your fine dining experience should be addressed to the Fine Dining Director or Assistant Director. These may be made in person at an open monthly Food Forum or in writing on a comment card deposited in the Fine Dining suggestion box located at the check-in kiosk at the entrance to The Oneida Room. Comment cards are provided at this suggestion box.

Dining Dress Code

During the dinner hour, the following dress is not permitted by adults in the dining rooms and Bistro:

- Shorts
- Flip-Flops and Shower Clogs
- Wearing hats or caps (by men)
- T-shirts and tank tops
- Shirts worn outside trousers or slacks (by men)
- Exposed midriffs

It is the resident's responsibility to inform dinner guests (prior to their arrival) of the dress code. Management may speak with residents or guests if their attire is deemed inappropriate. During the lunch hour, dress is more casual.

Dining Gift Cards

Dining gift cards are available for purchase at the Hospitality Desk. Gift cards are preloaded with 10, 20, or 30 meal points and they may be reloaded according to our gift card policy. Gift cards should be treated as if they are cash and, if lost, cannot be replaced. Please refer to the **Additional Service Fee Schedule** (Addendums) for current pricing.

Dining Key-Tags

The Highlands uses an automated Meal Plan Management System. Residents are issued a dining Key-Tag that works much the same way as a debit card. As you enter the main dining room, your tag will be scanned and the appropriate number of meal points will be deducted from your tag at each meal. When dining in the Bistro, your meal points are manually entered into the Meal Plan Management System.

Please remember to bring your Key-Tag with you to all meals in the main dining room so that we can minimize wait times at the dining room entrance for you and your fellow residents. If you lose your tag, please tell us without delay and we will de-activate the old tag and issue a new tag to you immediately at no cost. The system allows us to check your meal point balance, review transactions, and print receipts upon request.

Dining Room Safety

For the safety of our wait staff and other residents, we ask that residents using assistive devices, such as motorized scooters and walkers, leave them in the designated room outside the dining room. Our Fine Dining Staff will assist you in storing (and retrieving) your assistive device during your meal. Residents using motorized transport should be physically capable of walking from the dining entrance to their table with a walker or cane, unless restricted solely to a wheelchair. If you are assisted to the dining room by a companion aide, we ask that the aide wait in the Music Room while you are dining.

Guest Dining

Family and friends are always welcome to dine with you at The Highlands. You may purchase meal tickets or use accumulated meal points at any time during the month for guest dining. Reservations are required for parties of **five or more**. In order to assure prompt seating for all, please call 389-0982, Ext. 274 in advance to make your reservation before 4:00 p.m. on the day of your chosen dining experience. We also ask that you limit your guests to **no more than ten** per reservation. Guests are expected to follow the Dining Dress Code.

Meal Credit Policy

Should you be away from your residence for an extended period of time (14 consecutive days or longer for Hahnemann Square residents; 30 consecutive days or longer for Cottage residents), you may request a food credit on your monthly bill. Your account will be credited for all unused meal points from the first day of your absence to the last. For planned absences, ten days advance notice is required. For health-related absences, no prior notice is required. Please refer to the **Additional Service Fee Schedule** (Addendums) for the credit rate. The credit rate is reviewed annually and subject to change.

Meal Delivery Service

The Highlands is pleased to offer complimentary dinner meal delivery service to your apartment or cottage residence. To order your dinner meal, call 389-0982, Ext. 237 between the hours of 4:00 and 6:15 p.m. Dinner meals are delivered between 5:00 and 6:30 p.m. An attendant will take your order and ask what time you would like your meal delivered. If the

attendant is not available when you call to place your order, leave your name and phone number and we will call you back as soon as possible.

Meal Points

Your dining service package is based on a meal points system. Residents in Hahnemann Square are entitled to 62 meal points per person per month. Cottage residents are entitled to 21 points per person per month. Lunch and dinner in the main dining rooms count as 2 points, as well as a lunch in the Bistro. A Bistro dinner counts as 3 points, although 2 point options are also available. Meal points do not transfer into the next month and on the first day of each month your Key-Tag will be reloaded automatically. If you go over your allotted meal points in any given month, you will be charged based on the rates in the **Additional Service Fee Schedule** (Addendums). These additional charges will appear on your monthly statement. Rates are reviewed annually and subject to change.

Meal Times

Please refer to the **Dining at a Glance Guide** (Addendums) for a summary of dining venues, meal times, and other pertinent dining information. Holiday meal times are subject to change and will be announced prior to each holiday.

Wellness Kits

Residents who are feeling ill can call the Fine Dining Kitchen (389-0982, Ext. 237) to order a Wellness Kit consisting of clear liquids (broth and ginger ale), crackers, and Jello gelatin. The Wellness Kit will be delivered to your apartment or cottage home. Please avoid public areas like the dining rooms if you have flu symptoms.

Donations:

The Highlands has three funds for which donations are gratefully accepted. All donors will receive written acknowledgement of their donation. The Highlands at Pittsford is a qualified 501c(3) organization and your donation may be tax deductible. For all donations, please consult with your tax advisor for further information on the tax deductibility of your donation.

Please contact the Director of Finance at 389-0982, Ext. 224 for more information about donating to one of these funds:

Employee Appreciation Fund

The Employee Appreciation Fund was established by the residents as a way for you to show your appreciation for the excellent service you receive. Residents may contribute to the Employee Appreciation Fund in the fall of each year and the fund is distributed at a holiday party in December to all non-salaried employees based on their hours worked during that year. The Employee Appreciation Fund is coordinated by the Resident Council with bookkeeping assistance from the Finance Department. Your contributions to the fund may be tax deductible and an acknowledgement letter is provided for tax purposes.

Highlands Beautification Fund

The purpose of this unrestricted fund is to beautify the campus here at The Highlands. The fund was established in 2002 and it has accepted donations in memory of residents who have passed away and other various donations. Items such as benches, signage, trees and other plantings have been purchased from this fund. The fund is managed by the Director of Finance according to its purpose.

Resident Benevolent Fund

The Resident Benevolent Fund was initially established in 2002 through contributions made in memory of Dr. David S. Parker, a former resident of The Highlands. The purpose of this restricted fund is to provide financial assistance to residents at The Highlands at Pittsford who, through no fault of their own, become unable to pay the full monthly service fee. This assistance will help residents in financial need so that they can remain in their homes at The Highlands. Residents must have resided at The Highlands for a minimum of five years to be eligible to receive assistance from this fund. Your contributions to the fund may be tax deductible and an acknowledgement letter is provided for tax purposes.

The Resident Benevolent Fund is managed by the Director of Finance according to its purpose. Please contact the Director of Finance (389-0982, Ext. 224) for further information on criteria for the fund.

If you or your family member would like to make a specific donation to The Highlands other than to one of the three funds listed above, please contact the Director of Finance at 389-0982, Ext. 224.

Dress Code:

You and your guests are expected to dress appropriately and in a tasteful manner when in the common areas of Hahnemann Square, including but not limited to the hallways, common rooms, Community Center, Music Room, dining rooms and Bistro. Please refer to the section **Dining Dress Code** for specific guidelines regarding dining room attire for the dinner hour.

Dry Cleaning:

For your convenience, your laundry and/or dry cleanable items can be picked up from and delivered to the Hospitality Desk by outside dry cleaning specialists. The cost of dry cleaning is at your expense, with payment made directly to the cleaner. Please contact the Hospitality Desk (586-7600) for more information.

Electrical Outlets:

Each electrical outlet in your residence provides for two plugs. Should you need more than what is provided, our maintenance staff can assist you. Never overload wall sockets or extension cords.

Elevators:

The elevators in Hahnemann Square are equipped with safety devices to ensure dependability. In the unlikely event of an elevator malfunction, the communication device in the elevator will connect you to a 24-hour emergency call service. The elevators are equipped with battery back-up lighting that will go on in the event of a power outage. The system is also designed to lower the elevator cars to the main floor and the doors will open. Please adhere to all restrictions regarding elevator use during fire drills or emergencies.

Facsimiles:

You may send and/or receive occasional fax transmissions. Please contact the Hospitality Desk (586-7600) for this service. For large quantity usage or overseas fax transmissions, there may be a nominal charge. Please refer to the **Additional Service Fee Schedule** (Addendums) for current pricing.

FAN Club:

FAN Club stands for “*Friends as Neighbors*” Club. Most people select their new home based on the recommendations of friends who are already enjoying the carefree lifestyle of a beautiful community like The Highlands. We invite you to refer your friends or relatives to move into one of our cottages, apartment homes, or assisted living apartment homes in Laurelwood. A special FAN Club bonus of \$1,000 off one month’s service fee is available if you refer someone who moves into residence at The Highlands. This bonus applies only if your referral has not had prior contact with our Marketing Department. Contact our Director of Sales and Marketing at 389-0982, Ext. 288 for more information regarding this program.

Fire Emergencies:

Hahnemann Square

All Hahnemann Square apartments and common spaces are equipped with life safety devices including heat and smoke detectors and sprinklers that tie into our fire management system. Additionally, a number of wall-mounted fire alarm pull stations are strategically located throughout Hahnemann Square and, when manually activated, will initiate an alarm on the fire alarm system. The hallways are divided into evacuation units called “compartments” and are separated from each other by self-closing fire doors. Compartments are made up of sections of six or fewer apartments. Emergency exits and stairwells are located within each fire compartment.

The fire management system is designed to let our staff know the exact location of a fire when the alarm is activated. **If you hear a fire alarm while you are safely in your apartment, remain in your apartment.** If necessary, staff will come to your residence and help you evacuate. Once the fire alarm is silenced, it is safe to come out of your apartment.

In the event of a fire in your residence, evacuate your apartment immediately and close the door behind you. Do not take the time to assemble your personal belongings. If the fire is localized to your apartment, evacuate beyond the nearest fire door or exit at the nearest stairwell. Highlands’ staff will come immediately to help you evacuate or provide further instructions.

If you find yourself in a corridor that is filled with fire and/or smoke, exit the hallway immediately. Evacuate beyond the nearest fire door or exit at the nearest stairwell. **During a fire alarm, do not use the elevators.**

In the event of a fire in any common area of the community, evacuate the area immediately. If the fire emergency were to occur in the dining rooms, our Fine Dining staff will assist with evacuation.

The Highlands conducts annual fire drills for the safety of residents and staff. Please familiarize yourself with your personalized fire safety plan, which is located on the back of each apartment door.

Cottages

Each Cottage is equipped with life safety devices including heat, smoke, and carbon monoxide detectors. Unlike Hahnemann Square, these life safety devices are not tied into The Highlands' fire management system but rather are independent detection devices. In the event of a fire in your Cottage, exit from the nearest door or through your garage, and call the Hospitality Desk (586-7600) immediately. This call can be made from the phone in The Hahnemann Club or from a neighboring cottage. Highlands' management staff will then provide further instructions.

Firearms, Explosives, and Highly Flammable Materials:

Firearms of any kind are not permitted on The Highlands at Pittsford campus. No explosives or highly flammable materials such as kerosene or paint stripper may be brought into any area of the community.

Garage Rentals:

The Highlands has a limited number of garage spaces for rent on an annual or seasonal basis. These include spaces in the underground garage and above-ground garages. Residents who rent garage space during the winter months only are not guaranteed garage availability from year to year.

Residents interested in renting garage space should contact the Marketing Coordinator (389-0982, Ext. 289) to determine availability. Once a garage has been assigned to a resident by the Marketing Coordinator, the Accounting Manager will contact the resident to make arrangements for delivery of the garage door opener and obtain resident's signature on the

required paperwork. The garage rental fee will appear on your monthly statement. Residents will be charged a fee to replace a lost garage door opener. Please refer to the **Additional Service Fee Schedule** (Addendums) for the current garage rental fees and the fee for a replacement garage door opener. These fees are reviewed annually and subject to change.

Residents wishing to vacate their garage should contact the Accounting Manager (389-0982, Ext. 233). Rental charges will cease when the garage door opener is relinquished.

Garages are intended for the parking of vehicles only and **not for general storage**.

Garage Sale:

The Highlands Living Center periodically holds a Garage Sale on the campus. This sale is open to all residents and staff. A notice announcing the date, time, and location of the Garage Sale is distributed through the in-house mail. All proceeds from the sale are used to benefit the residents at The Highlands Living Center. Cash or personal checks only are accepted (no charges) and we are unable to hold your purchases.

The Garage Sale features an assortment of gently used or brand new items (all donated) and may include furniture, lamps, artwork and prints, kitchenware, decorative knickknacks, and others. If you have items of this nature that you would like to donate to the sale, please call the Hospitality Desk (586-7600) to make arrangements for a maintenance staff person to pick up your donation(s). Some items, like mattresses and clothing, are not acceptable for the sale, however, we can make arrangements to pick up and donate these items to one of several local nonprofit organizations. A representative from The Highlands Living Center will ultimately decide what is appropriate for the sale and what is not. All donations will be acknowledged by a written letter for tax purposes.

Gardens/Landscaping:

The Highlands at Pittsford prides itself on our picturesque campus. Standard landscaping is provided by our Groundskeeping staff, while some services, such as maintenance of plant material and lawn care, are provided by outside contractors. In an effort to maintain consistency to the

overall look of the campus, residents should contact the Director of Facilities (389-0982, Ext. 302) regarding professional landscape upgrades or any ideas for do-it-yourself gardening projects around your residence. If approved, these professional landscape upgrades and gardening projects will be at the resident's expense. Residents are not permitted to remove foundation plants around the building.

Residents who choose to plant their own flowers are welcome to do so. However, they must be able to maintain them at their own expense including the purchasing, planting, watering, and weeding thereof.

A group of residents get together in the spring to help with our two Community Gardens. One garden is located adjacent to the Laurelwood Patio; the other is located behind the fence in the field at the front of the campus. The residents help with planning, purchasing, planting, mulching, weeding, staking, and harvesting the vegetables. If you are interested in helping with the Community Gardens, please call the Hospitality Desk (586-7600).

Generators:

In the event of a utility power failure, our generators will provide Hahnemann Square, including the apartments, with electricity. The Hahnemann Club is also powered by a generator in the event of an interruption in electricity. While our generators are equipped with automatic transfer switches to automatically start the generator on a power failure, there will nevertheless be a brief time delay while the generator is started and proper voltage is reached. While functioning on backup generator, it is important to conserve as much power as possible. We ask that you do your part to conserve power by refraining from using major appliances such as stoves, dishwashers, and washers/dryers. Additionally, we suggest that you turn off sensitive appliances such as TVs, VCRs, and computers, as a precautionary measure, to avoid damage from a power surge. If you experience what you believe to be a power surge, please call the Hospitality Desk (586-7600) to report this.

Gift Shop:

Our Gift Shop, called The Lilac Shoppe, carries a variety of gift items, greeting cards, groceries, and convenience items. The Gift Shop is located in Hahnemann Square near the in-house mailboxes. There is also

a second entrance across from The Bistro. The Gift Shop is open from 10:30 a.m. to 1:30 p.m. Monday through Friday. For more information, please call the Gift Shop at 389-0982, Ext. 229. Purchases may be added to your monthly statement. Personal checks, up to \$100, may be cashed in the Lilac Shoppe as well.

Grievances:

Any resident with a grievance or concern is given an opportunity to have the grievance addressed through both informal and formal channels without fear of reprisal. Grievances will be addressed and responded to in a timely fashion.

If you have a problem or concern, you are encouraged to first attempt to resolve the issue informally with the Executive Director or the appropriate Department Director. In the event that you cannot resolve a concern informally, or would like to appeal a resolution, a formal grievance procedure is on file in Administration.

If a resident wishes to have further investigation of the issue, they will be referred to an objective third party, LifeSpan. LifeSpan, a community resource for seniors, may be able to provide further direction or suggestions to the resident.

Guests:

The Highlands is pleased to welcome your guests. Guests are encouraged to enter Hahnemann Square at the front entrance so that they can sign in at the Hospitality Desk. You are responsible for your guests while they are on The Highlands' campus. Young children must be accompanied by an adult while in the common areas of the building. The computers in the Media Room and the books in the Library are for residents only.

Overnight guests are welcome to visit and may stay in your residence with you at no charge. However, you must be present when guests are staying overnight in your residence unless prior approval is obtained from the Executive Director.

Please notify the Hospitality Desk (586-7600) of the arrival and departure of any overnight guests. Two weeks is the maximum continuous stay for

guests in your residence unless prior approval is obtained from the Executive Director. The Highlands also has two guest apartments that are available for reservation through the Hospitality Desk (586-7600).

Guests wishing to use the fitness equipment and/or pool and spa at the Health and Wellness Center should ask at the Hospitality Desk for the Terms of Guest Use and will be required to sign a *Guest Release and Waiver of Liability*.

The Highlands at Pittsford reserves the right to regulate visits and guest behavior, and may limit or terminate a visit at any time for any reasons it deems appropriate. Except for the aforementioned short-term guests, no one who has not signed a Residency Agreement and been approved as a resident may stay in your residence without the prior approval of the Executive Director (389-0982, Ext. 272).

Guest Apartments:

Two apartments in Hahnemann Square are designated as Guest Apartments and are available for reservation for your visiting friends and family members. Two weeks is the maximum stay in our Guest Apartments. Please call the Hospitality Desk (586-7600) to make a reservation. A postcard confirming the reservation will be sent to the guest and the host resident. Guest Apartments cannot be reserved more than six months in advance. Please refer to the **Additional Service Fee Schedule** (Addendums) for the current Guest Apartment Rental Fee. This fee is reviewed annually and subject to change.

Guests may check into the apartment at 4:00 p.m. Check-out time is 11:00 a.m. on the day of departure. Each Guest Apartment is equipped with its own heating and cooling unit to ensure personal comfort. The kitchen area has a microwave and a small refrigerator, and a limited supply of paper/plastic products in the cupboards. The following items are available upon request based on availability: cots, baby crib, blow dryer, and iron/ironing board.

Complimentary Wi-Fi service is available in our Guest Apartments. Guests should refrain from using the computers in the Media Room as these are for our residents' use only.

The Highlands is not able to provide the same daily housekeeping services that one might expect at a hotel. Our Housekeeping staff will clean the Guest Apartment and provide fresh bed linens after the fifth night's stay. Fresh towels or other convenience items are available by calling the Hospitality Desk at 586-7600.

Guests are invited to enjoy the complimentary beverages and snack items served daily in the Club Room and/or the beverages in the Café area, both on the 3rd floor.

Guests wishing to use the facilities at the Health and Wellness Center (including the fitness machines/equipment and the pool/spa) are required to first read *Terms of Guest Use* and sign a *Guest Release and Waiver of Liability* form, available at the Hospitality Desk.

Smoking is prohibited in the Guest Apartments. Pets are not permitted in the Guest Apartments. The Hospitality Desk can recommend a nearby kennel for visiting pets.

Health and Wellness Center:

The Health and Wellness Center is located on the second floor in Hahnemann Square, accessible from Calkins Run. It features a full-service hair salon, a health bar, a state-of-the-art fitness room, a spacious exercise room for group exercise classes, and a pool (with underwater treadmill and chairlift) and spa. All residents using the Health and Wellness Center are required to sign a *Release and Waiver of Liability* before using the facilities. Contact the Wellness Coach at 389-0982, Ext. 316 to make arrangements to sign this form. Please report any issues or concerns with the pool/spa or fitness machines and equipment to the Wellness Coach or the Director of Health and Wellness (389-0982, Ext. 304).

Fitness Classes

Our Wellness Coach conducts organized group fitness classes on Monday, Wednesday, and Friday mornings in two locations; in the exercise room in the Health and Wellness Center and in the Hahnemann Club multipurpose room. Additionally, a senior-friendly exercise video (without instructor) is shown Monday through Friday mornings in the Hahnemann Square

Activities Room (2nd floor). Please consult your Program Calendar for the scheduled times.

A variety of Wellness Programs are also offered at The Highlands. Please watch your Program Calendar for information about these programs.

Fitness Room

The fitness room is available for residents to use at their convenience and is equipped with free weights, circuit training machines, treadmills, and stationary bikes. For your safety, The Highlands strongly encourages you to schedule a brief orientation session with our Wellness Coach to familiarize you with the fitness machines and equipment prior to use; call 389-0982, Ext. 316 to schedule your introductory training session.

Guest Use of the Health and Wellness Center

Guests (ages 16 and older only) are welcome to use the fitness room during specified hours of operation and must comply with all rules posted. Failure to comply with the rules may result in loss of privileges.

Guests are also welcome to use the pool/spa during specified hours of operation and must comply with all rules posted. Failure to comply with the rules may result in loss of privileges. Children under the age of 16 may use the pool/spa only if accompanied by a parent or other adult responsible for their safety and behavior.

Guests are responsible for obtaining the necessary clearance from their physician prior to using the facilities at the Health and Wellness Center.

Guests are required to sign a *Guest Release and Waiver of Liability*, as well as a separate form for the pool/spa, before using the Health and Wellness Center facilities. These forms are available at the Hospitality Desk.

Guests are expected to be respectful of others, especially our residents, when using the pool/spa, fitness equipment, and changing rooms. The Highlands at Pittsford staff is not responsible for monitoring or overseeing guest activities in the Health and Wellness Center.

Pool/Spa

The pool and spa are open daily; hours of operation are posted in the Health and Wellness Center and are subject to change. Supervised open swim times are available throughout the week and aquatic exercise programs are also offered; check your Program Calendar for dates/times. The pool/spa is not supervised by a lifeguard; residents using the pool/spa do so at their own risk. Your safety is very important to us and, in lieu of on-site supervision, The Highlands has established a series of safeguards to be followed by all residents and guests. All residents using the pool/spa are provided with an overview of our safety rules and are required to sign a form indicating that they agree to abide by these rules (this form is in addition to the *Release and Waiver of Liability*).

No one using the pool should ever swim alone. A minimum of two adults must be present whenever the pool/spa is in use. Use of the pool/spa other than during posted hours of operation is prohibited. Do not swim or use the spa if you have been drinking alcohol.

In an emergency, activate one of the staff alert devices (pull cords) located adjacent to both the pool and the spa to contact help immediately. Additionally, your Personal Safety System pendant is fully waterproof and will work underwater in the pool/spa. A telephone is also provided at poolside along with pertinent telephone numbers.

Health and Wellness Services:

Audiology Services

An audiologist is available on-site every other month for hearing aid checks, etc. Dates and times are listed in the monthly Program Calendar.

Blood Draw Services

UR Medicine Labs provide weekly in-home blood draw services to Highlands' residents, as ordered by your physician. The Director of Health and Wellness (389-0982, Ext. 304) can arrange for a lab technician to come to your Apartment or Cottage for the blood draw.

Blood Pressure Clinic

A nurse is available once a week to check your blood pressure. The day, time and location of the blood pressure clinic are listed in the monthly Program Calendar. There is no fee for this service.

Dietician

The Highlands has a registered dietician on staff that reviews and approves all Laurelwood menus, per Department of Health regulations. The dietician is also available to provide nutritional counseling to all residents (Apartment, Cottage, and Laurelwood) as needed. The Director of Health and Wellness (389-0982, Ext. 304) can assist you with scheduling an appointment with the dietician.

Flu Shot Clinic

Flu shots are offered at The Highlands annually in the fall. Residents are required to provide medical insurance information to the clinic providers. Residents are notified of the date, time and location of the clinic through the in-house mail.

GAP Office

GAP is an acronym for Geriatrics Associates Practice. This practice is associated with *Geriatrics and Medicine Associates*, one of the largest geriatric outpatient practices in the region, and part of Highland Hospital and UR Medicine.

The GAP Office is located on the 2nd floor at Laurelwood and provides on-site medical services for Highlands' residents. The practice is staffed by a board-certified geriatrician and a nurse practitioner, both highly trained specialists and experts in managing the often complex care of older adults. Office hours are available three half-days per week for residents in their practice and appointments can be made by calling 389-0982, Ext. 283. Residents wishing to transfer from their current primary care provider to GAP may do so by contacting the Director of Health and Wellness (389-0982, Ext. 304). Billing for GAP services is done in the same manner as any other physician's practice.

Health Care Providers

A number of on-site health care providers and home health agencies (nursing, home health aides, physical therapy, occupational therapy) are available to all residents. The Director of Health and Wellness (389-0982,

Ext. 304) can assist you with scheduling an appointment and/or obtaining services.

Podiatry Services

A podiatrist provides on-site services monthly at Laurelwood. Highlands' residents can contact the Director of Health and Wellness (389-0982, Ext. 304) for appointment times.

Respite Care

Laurelwood is able to provide short-term respite care (up to six weeks) for any Highland resident recovering from an illness or surgery. The Director of Health and Wellness (389-0982, Ext. 304) would be pleased to meet with you or your family member to discuss your anticipated need for respite care.

Transitioning Through the Continuum

Campus residents (Hahnemann Square, Cottages, and Laurelwood) that need short-term rehabilitation or long-term skilled nursing care will have priority admission to The Highlands Living Center. Residents in independent living that need the additional services provided in assisted living will have priority status for transfer to Laurelwood and vice versa (Laurelwood residents transferring to independent living). Residents needing to transition through The Highlands' continuum may receive supportive services from private caregivers while waiting for an appropriate transfer option.

Arrangements for transfer are coordinated by the Director of Health and Wellness (389-0982, Ext. 304) in conjunction with the resident, their families, Highlands' case management and marketing staff, The Highlands Living Center staff, and any other relevant service providers.

Visiting Nurse Service/Signature Care

A registered nurse from Visiting Nurse Service is on-site Monday through Friday during regular business hours. This nurse oversees the services provided on-site by VNS Signature Care staff including private duty nurses, home health aides, and companions. VNS Signature Care, a private pay service, is part of UR Medicine and is merely one option available if you need additional services. The Director of Health and Wellness (389-0982, Ext. 304) can put you in touch with the registered nurse from VNS.

Highlander, The:

The Highlander is a community newsletter comprised of interesting articles on all aspects of campus life. It includes departmental updates, community news, resident interviews, employee highlights, and other items of interest for both residents and staff. We welcome your ideas for articles, comments, and recommendations. If you are interested in contributing written material, please call the Administrative Assistant at 389-0982, Ext. 279. *The Highlander* is published twice a year (spring and fall) and distributed through the in-house mail to all residents. Extra copies of *The Highlander* are available at the Hospitality Desk.

Holiday Safety:

During the holiday season in particular, questions arise concerning the use of decorations in residences. For the safety and well-being of everyone, the use of live Christmas trees and live holiday wreaths is prohibited. Additionally, the use of candles with an open flame is also prohibited. Battery operated or electric candles are an authentic, safe, and convenient option when decorating. Do not overload wall sockets or extension cords. Electrical cords should be carefully placed to avoid tripping hazards. Do not run electrical cords under carpets or rugs. Please do not hesitate to call the Director of Facilities (389-0982, Ext. 302) with any safety questions or concerns.

Hospitality Desk:

The Hospitality Desk (586-7600) is staffed seven days per week, from 7:30 a.m. to 8:00 p.m. Monday through Friday, and from 9:00 a.m. to 8:00 p.m. on weekends and holidays.

The Hospitality Desk is available to assist you in the following:

- Directing telephone calls to departments and staff members
- Reserving various resident gathering places and common rooms
- Reserving Guest Apartments
- Scheduling your transportation requests
- Completing a Work Order on your behalf to request maintenance, grounds, and/or housekeeping services
- Accepting your payment for monthly service fees
- Recording your planned extended absences
- Providing additional meal tickets
- Sending and/or receiving faxes

If your question or concern cannot be addressed by the person at the Hospitality Desk, you will be directed to the staff person best able to assist you.

Housekeeping:

Your home will be cleaned according to a cleaning schedule established by our Housekeeping Supervisor upon taking residency at The Highlands, as outlined in the terms and conditions of your signed Residency Agreement. If you cannot be home on your scheduled cleaning day, the housekeeper will clean while you are gone. Changes to the schedule may be determined by Housekeeping staff availability. Contact the Housekeeping Supervisor (389-0982, Ext. 228) concerning any scheduling problems.

Housekeeping services offered by the community include: changing (and, upon request, laundering) bed linens; vacuuming carpets; mopping the bathroom and kitchen floors; wiping exposed kitchen surfaces such as refrigerator, range, oven, cabinets, and sinks; emptying trash receptacles; dusting flat, cleared surfaces; and general cleaning of the bathroom areas including the sinks, tubs, showers, toilets, and mirrors. Notice will be given periodically alerting residents of preventive maintenance and comprehensive cleaning practices. Furnace maintenance and window cleaning will also be scheduled periodically with advance notice. Some furniture can be moved for vacuuming and mattresses can be turned upon request.

When a scheduled cleaning day falls on a recognized holiday, you are notified in advance as to a different cleaning day for that week only. Additional housekeeping services may be obtained at your expense by contacting the Hospitality Desk (586-7600) and is based on staff availability and interest. Please refer to the **Additional Service Fee Schedule** (Addendums) for current pricing.

Illegal/Illicit Substances:

Use or possession of illegal/illicit substances is prohibited on The Highlands at Pittsford campus. Upon learning of suspected use or possession of illegal/illicit substances on the campus, the Executive Director will notify the proper authorities.

Keys and Fobs:

Only you and your immediate family members may possess keys and/or fobs to your residence or any community building. The number of keys/fobs issued to each resident is limited. Keys may not be duplicated by anyone other than our staff. To ensure the safety and security of everyone, keys/fobs are not to be provided to personal care aides, companions, or any other individuals in your private employ. There is a charge to replace lost keys and fobs. Please refer to the **Additional Service Fee Schedule** (Addendums) for current pricing.

Legal and Health Forms:

Confidential Data Sheet

All residents are asked to complete a Confidential Data Sheet, which includes information on medical conditions, medications, and emergency contacts. The Health and Wellness staff keeps a copy of all completed forms in secure files. The original of this form is to be placed in a magnetic pouch on your refrigerator door for use in the event of a health care emergency. **Please remember to keep this form current at all times and notify the Director of Health and Wellness (389-0982, Ext. 304) of any changes in your medical history or medications.**

Health Care Proxy Form

The Health Care Proxy Form is an important legal document and gives the person you choose as your agent the authority to make all health care decisions for you, including the decision to remove or provide life-sustaining treatment, if you lose the ability to make decisions yourself. Appointing a health care agent is voluntary. Please contact the Director of Health and Wellness (389-0982, Ext. 304) for more information.

Power of Attorney

A Power of Attorney (also known as a POA) allows you to give legal permission to someone else to act on your behalf. You can give someone the ability to write checks, sign official documents, or handle other legal matters on your behalf. If you have executed a legal Power of Attorney document, you should provide a copy to the Accounting Manager (389-0982, Ext. 233).

Lost and Found:

Check at the Hospitality Desk for personal items that you have lost or misplaced. You can also turn in found items at the Hospitality Desk. All jewelry that is turned in, regardless of value, is locked in a safe in the Finance Office until it is claimed. Lost and found items that have accumulated at the Hospitality Desk over several weeks and/or months will periodically be displayed at a Resident Meeting and, if not claimed at that time, will be donated to a charitable organization at The Highlands' discretion.

Mail – In-house:

The in-house mail system is designed for written communications that do not go through the U.S. Mail. Check your in-house mail daily for special announcements and memos from Highlands' management, or notes from your Highlands' friends and neighbors. Apartment residents will find their in-house mail in cubbyholes, identified by apartment number, located in the commons area, across from the public restrooms. Cottage residents receive their in-house mail at their Cottage Home in individual tubes situated under their U.S. Mailboxes.

Mail – U.S. Postal Service:

Mail is distributed by the U.S. Postal Service to your personal mailboxes Monday through Saturday (excluding USPS holidays). These mailboxes are under the control of the Post Office and Federal Law prohibits the placement of Highlands' memos or announcements in these boxes. Please use your return address on all correspondence in order to expedite mail delivery. Outgoing mail can be dropped off at the Hospitality Desk or placed in the letter drop box located at the U.S. Mail Center in Hahnemann Square; Cottage residents can leave outgoing mail in their mailbox.

Forwarding Mail

Snowbirds and others who are planning to be at another address for an extended period of time should contact the Pittsford Post Office, or go online to USPS.com, for information on the different options available for forwarding mail.

Holding Mail

When the Hospitality Desk is notified of your short-term planned absence from your Hahnemann Square apartment, we can make arrangements with

the U.S. mail carrier to hold your mail here at The Highlands in a secure location until your return. Upon your return, please stop at the Hospitality Desk to pick up your accumulated mail. Cottage residents must stop at the Pittsford Post Office to initiate a Hold Mail Request or go online to fill out the form at USPS.com; your mail will be held safely at the Post Office until your return.

Maintenance:

The Highlands provides maintenance for the buildings, grounds, and appliances furnished by The Highlands at Pittsford. In addition, we provide all necessary repairs, maintenance, or replacement of our property and equipment. The Highlands is not responsible, however, for the repair and maintenance of items purchased/owned by the residents, including televisions, computers, and other small personal appliances.

The Maintenance staff is available seven days a week. However, to the extent possible, scheduled maintenance is offered Monday through Friday from 8:00 a.m. to 4:00 p.m.

Work Orders:

Work Orders are used to request the services of a maintenance staff person or groundskeeper. Work Orders are used to initiate maintenance service, such as a plumbing or electrical repair, resolve a problem with heating or air conditioning, attend to a malfunctioning appliance furnished by The Highlands, hang pictures, arrange furniture, or respond to a landscaping request.

All Work Orders must originate with the Hospitality Desk. Residents can call the Hospitality Desk (586-7600) to generate a Work Order or stop at the desk in person. To ensure that all service requests are properly documented in our system, please refrain from voicing your Work Order request to a Maintenance staff person in passing and do not submit your Work Order request by leaving a message on the Director of Facilities' voice mail. Work Orders are completed on a routine schedule, depending on urgency and staff availability. Every effort is made to respond to problem situations as soon as possible. In the event that parts need to be ordered or an outside contractor needs to be brought in, you will be notified about the anticipated delay.

The Highlands at Pittsford reserves the right to access your residence during reasonable hours for repair and maintenance activities. Any time that maintenance personnel enter your residence to perform these tasks when you are absent, written notice will be left advising you of the date and time of the visit and a brief description of the work done.

Medications and Sharps - Disposal:

The Highlands encourages all residents to dispose of their own expired or unused medications and used needles or syringes in an appropriate manner. Please take medications out of their original containers and mix them with an undesirable substance, such as kitty litter or used coffee grounds. Put them in a sealable bag, empty can, or other container and place in your garbage bag with other trash. Kitty litter in small containers is available for purchase in the Gift Shop at a nominal price.

The Highlands is unable to provide residents with free Sharps containers. For your convenience, Sharps containers are available for purchase in the Gift Shop. You can also purchase Sharps containers at local drugstores or department stores with an onsite pharmacy. If you need help acquiring the necessary supplies, you can contact the Director of Health and Wellness (389-0982, Ext. 304) for assistance. When your Sharps container is full, seal the lid tightly and call the Director of Health and Wellness. The Director of Health and Wellness will make arrangements to retrieve the full Sharps container from you and will properly dispose of the container and its contents.

Message Boards:

The digital sign located in the Hahnemann Square Commons Area provides an electronic display of the daily menu selections and the daily cultural programming offerings. The digital sign also serves as a source of information for announcements and reminders to everyone in our community. Resident birthdays and anniversaries are displayed here as well as notices about new employees.

Traditional bulletin boards are located in the in-house mailroom, in the Club Room, and at The Hahnemann Club. Bulletin boards are to be used for Highlands-related communications only. Residents, family members, staff and others are not permitted to post personal advertisements or solicitation notices of any kind. If you are in doubt about whether a notice is suitable

for posting, please contact the Executive Director (389-0982, Ext. 272). Please help us to maintain well-organized and informative bulletin boards by removing outdated notices.

Newspapers:

You may order a daily newspaper through the publishing company of your choice, at your expense. Newspaper carriers will deliver to the shelf outside your apartment door or directly to your cottage.

In the Resident Library, you will find a number of newspapers including *USA Today*, *The Wall Street Journal*, and *The New York Times* (Sunday only). The newspapers in the Library are for the enjoyment of all residents and should not be removed from the Library.

Noise:

Consideration for your neighbors is an important aspect of living at The Highlands at Pittsford. With that in mind, televisions, radios, and other audio devices subject to volume control should not be played above moderate levels.

Notary Public:

For your convenience, there are notaries public on staff at The Highlands. This service is provided to you at no cost during regular office hours, 9:00 a.m. to 5:00 p.m., Monday through Friday. Please contact the Hospitality Coordinator at 389-0982, Ext. 287 or the Case Manager at 389-0982, Ext. 273 to arrange for this service.

Offering Plan:

The Highlands at Pittsford was required to file an Offering Plan with the New York State (NYS) Attorney General's Real Estate Finance Bureau when the community was built in 1994. The NYS Real Estate Finance Bureau reviews all Offering Plans for the offer of real estate in the State of New York to ensure that they provide disclosure of all material terms of the offer. When you first became a resident at The Highlands, you were given a copy of the original Offering Plan and all amendments. We are required by NYS to provide you with a copy at the time you become a resident.

Any time there are changes to the original terms of the Offering Plan, such as rate changes, floor plan changes, and annual budgets, an amendment

filing has to be submitted to the NYS Real Estate Finance Bureau. Approximately once a year, an amendment is submitted to NYS for their review. After The Highlands receives acceptance and approval from NYS, all residents receive a copy of the amendment to the Offering Plan through the in-house mail. We are required by NYS to provide you with a copy.

Package Deliveries:

All packages, parcels, floral arrangements, and oversized mail delivered to Hahnemann Square residents are first received and recorded at the Hospitality Desk. For your convenience, these items will be delivered to your apartment by a Highlands' staff member. If you are not home when the staff member attempts to deliver your package, they will open your door and place the package inside your apartment. **If you absolutely do not want a staff member to enter in your absence, please call the Hospitality Desk at 586-7600 to have your name added to our "Do Not Enter" list.**

In most cases, packages, parcels, and floral arrangements are delivered directly to the Cottage Homes by the florist, postal system, or private package delivery service.

Parking:

Parking in our campus parking lots is available for residents at no charge. Limited underground and outdoor garage parking is also available for residents in the Hahnemann Square Apartments for an additional monthly fee. Please call our Marketing Coordinator at 389-0982, Ext. 289 for information about garage rentals.

Each cottage home has an attached garage. Short-term guests to the cottages may park along Stoutenburgh Lane, on the sidewalk side of the street only, pulling off the road as far to the right as possible without going onto the grass. Guests can also park in front of the Hahnemann Club or in the Cottage resident's driveway. Cars parked on Stoutenburgh Lane should not block the entrances to either of the cul-de-sacs. Parking is not permitted in the cul-de-sacs. Cottage residents are asked to communicate these guidelines to their guests and assure their compliance.

Parking spaces at the main entrance to Hahnemann Square are reserved for the convenience of guests and visitors. Hahnemann Square residents

are not permitted to reserve parking spaces in this lot. Cottage residents are, however, permitted to use the parking spaces at the main entrance when coming to Hahnemann Square for meals, programs, events, etc. Please note that the handicapped parking spaces on campus are for short-term use only and are intended for no longer than 30-minute parking intervals, or longer on special occasions.

As a precautionary measure, cars should be locked at all times. If your car is parked in a surface parking space, you may be asked to change your parking space to allow for snow removal in winter.

Private caregivers must park their cars only in areas designated by Highlands' management. Parking at the main entrance to Hahnemann Square is only allowed for those private caregivers providing overnight care (11:00 p.m. to 7:00 a.m.). All cars belonging to private caregivers should be removed from this area by 8:00 a.m. Residents with private caregivers in their employ are asked to remind them of these guidelines.

Please call the Hospitality Desk at 586-7600 to bring parking issues to the attention of our Director of Campus Safety and Security.

Personal Safety System:

Independent senior living is defined as a housing setting serving seniors in which the operator may provide services such as housekeeping, maintenance, recreational and educational programming, and concierge services but **may not directly provide personal care services or supervision.**

With that said, however, your safety and well-being is our highest priority at The Highlands. We are pleased to offer all residents a Personal Safety System that is monitored onsite by our own Highlands' staff. All residents are issued a Personal Safety System pendant or wristband that allows you to summon help in any emergency. The Personal Safety System allows you to summon help, 24 hours a day/7 days a week, from virtually anywhere on the campus, including portions of the walking trail, by simply pressing the blue personal help button on your pendant/wristband. **The Highlands at Pittsford strongly recommends that you wear your pendant/wristband at all times.** Pendants/wristbands are fully waterproof so there is no need to take them off while showering or bathing. Call the

Hospitality Desk immediately at 586-7600 to report a lost or misplaced pendant/wristband and a replacement will be provided. There is a charge to replace lost pendants/wristbands. Please refer to the **Additional Service Fee Schedule** (Addendums) for current pricing.

For any emergency situation, push the personal help button on your pendant/wristband. Designated staff will respond immediately, assess the situation, and summon aid, as needed. If the responder determines that an ambulance is needed, he or she will summon one. All efforts will be aimed at getting you to the appropriate medical facility as quickly as possible.

Health and Wellness staff will be notified of any medical emergency and will communicate with your physician and family, if necessary, based on the emergency contact information you have provided to us.

Since the primary purpose of the Personal Safety System is to ensure the safety and security of our residents, please do not use your wristband/pendant to summon Highlands' staff for routine tasks.

Maintaining Your System

The Personal Safety System does not require any routine maintenance on your part. In the event that the battery runs low in your pendant/wristband, the system is designed to notify the Director of Facilities and a Maintenance staff person will promptly replace your unit. Additionally, your pendant/wristband is inspected annually by a member of The Highlands' staff to check the battery and ensure the unit is operating properly. If you ever feel the system is not operating properly, please call the Hospitality Desk at 586-7600 to report your concerns.

Motion Sensors

Each Apartment and Cottage Home is equipped with a motion sensor as part of your Personal Safety System. The system is designed to notify Highlands' staff twice a day via a computer report in the event there has been no activity/movement in your home for a 12-hour period. If your home is on the aforementioned computer report, a staff member will first try to reach you by telephone. If there is no answer to their telephone call, a staff member will come to your home to make sure you are OK. The

motion sensors take readings at both 9:00 a.m. and 9:00 p.m. seven days a week.

Pets:

Approved pets are defined as dogs, cats, caged birds, and fish (with a maximum aquarium size of 20 gallons). All dogs must be approved by the Executive Director prior to residing at The Highlands and size, breed, and nature of the dog will be considered. Pets deemed dangerous and/or aggressive will not be allowed. In Hahnemann Square, it is preferred that dogs reside in apartment homes that are either on the first floor or have an exit door at ground level. However, this will be reviewed and approved on a situational basis by the Executive Director and consideration will be given to the size and nature of the dog and the proximity of the apartment to an outside exit. Indoor cats, birds, and fish may reside in any residence. You are financially responsible to The Highlands for all pet-related damages to residences.

All dogs must be leashed at all times when they are not inside your residence (both indoors and outdoors). Leashes should not extend more than 5 feet. Dogs (with their owners) should enter and exit Hahnemann Square at the Key Pad entrances only. Pets are not permitted in any common area of the community and should not enter/exit at the main entrance.

When walking dogs on The Highlands' grounds, all dog owners are responsible for picking up and properly disposing of pet waste.

Pets must not interrupt the quiet enjoyment of other residents, nor impede staff from performing their duties. Pets that are unable to live harmoniously within the community will not be permitted to stay on the property.

Pets should be licensed and up-to-date with all required vaccinations. Additionally, pets should be properly groomed and disease free. Copies of license and/or vaccination records must be provided to The Highlands' Case Manager (389-0982, Ext. 273), a member of our Resident Health Services team, for the administrative files. The Highlands provides you with a pet identification tag and we strongly encourage you to attach the

tag to your pet's collar to ensure that your dog or cat is safely returned to you in the event it slips out an open door.

The Highlands requires that you appoint a representative to care for your pet in the event of a planned or unforeseen absence. If you (or your representative) are unable to care for your pet, The Highlands may board your pet at your expense.

Pet owners who are visiting The Highlands with their animals are expected to follow the same guidelines listed above. It is the resident's responsibility to inform their guests of these policies and help us enforce them.

Phone Lists:

Residents may find it more efficient to contact a Highlands' manager (without going through the Hospitality Desk) by calling 389-0982 followed by the appropriate extension. The 389-0982 number (plus extension) is referenced throughout this handbook and a **Management Phone List** with extensions can be found in the Addendums section. If in doubt, do not hesitate to call the Hospitality Desk at 586-7600 and speak directly to a receptionist.

Resident phone lists (for both the Cottages and the Hahnemann Square Apartments) are distributed to all residents through the in-house mail and are updated periodically to reflect residency changes. It is The Highlands' policy to **not share** resident telephone numbers with anyone outside our community.

Postage:

Postage stamps are available for purchase in the Gift Shop and at the Hospitality Desk. If you have a larger item to mail through the U.S. Postal Service (5 pounds or less), you can bring it to the Hospitality Desk and we will weigh it for you on our postage meter and affix the correct postage, thus saving you a trip to the post office. You are required to reimburse The Highlands for the postage charge; cash is preferred at the time of service or you can request that the charge be added to your monthly statement. The Highlands is unable to provide free envelopes or packaging materials, however, envelopes are available for purchase in the Gift Shop.

Prescriptions:

You may select the pharmacy of your choice. Arrangements for prescriptions or refills should be made by you or your physician. For added convenience, the pharmacy you select should have a delivery service. The two pharmacies that deliver to The Highlands are Wegmans Pharmacy (Country Club Plaza on Fairport Road) and Rite Aid at 3349 Monroe Avenue. Please contact the Hospitality Desk at 586-7600 for more information about delivery and payment.

If you send a family member or companion aide to the Hospitality Desk to pick up your prescription for you upon delivery, your designee will be required to sign for the prescription. You must call the Hospitality Desk (586-7600) to let us know if you are giving someone else permission to pick up medications on your behalf.

Privacy of Residents:

The Highlands is strongly committed to protecting your health information. Protected Health Information (PHI) is information about you that may identify you and that relates to your past, present, or future physical or mental health or condition and related health care services. The Health Insurance Portability and Accountability Act (HIPAA) became a federal law in 1996 and addresses privacy and security issues. All Highlands' staff members are required to sign a confidentiality statement and any information they are exposed to may not be discussed with others within the community who do not need to know the information for business or resident care reasons. Please do not put their employment in jeopardy by asking them to disclose confidential health information about other residents. The Hospitality Desk can tell you if a resident has been admitted to a hospital or rehabilitation facility, and identify the location, but no additional information will be provided. We thank you for respecting your neighbors' privacy.

Private Caregivers/Companion Aides:

The Highlands is your home and it is part of our mission to assist you in identifying additional services to help sustain your independence and enhance your well-being. Within the realm of independent living, there are many choices available to you. Some residents first consult with our Resident Health Services Team, while others make the decision to hire a private caregiver strictly on their own. Regardless of how you decide to

meet your needs, it is vital to the smooth operation and safety of our community that the Director of Health and Wellness (389-0982, Ext. 304) is informed about the services you choose to bring into your home. Please be assured that this information is kept in complete confidence and used only to maintain the safety of our community. After being notified of your decision to hire a private caregiver, the Director of Health and Wellness will collect essential information about your caregiver and provide an orientation packet.

The Director of Health and Wellness has a list of approved caregiver agencies on file and would be pleased to provide you with a recommendation. Ultimately, however, it is the resident's (or family member's) responsibility to initiate services. Services provided by a private caregiver are at the resident's expense. The Highlands is not responsible for payment of fees for these services.

The agency providing services is responsible for the oversight of their employee. When you contract with an agency, you assume responsibility for the actions of that provider. The Highlands is not responsible for the performance of services provided by an agency staff person.

The Director of Health and Wellness may meet periodically with private caregivers to review The Highlands' standard operating procedures. Furthermore, we would appreciate your assistance in helping your caregiver understand the following guidelines.

- All private caregivers should sign in at the Hospitality Desk or the Key Pad entrance. Caregivers are not to be given keys, key fobs, or the key code to any building, apartment or cottage on The Highlands' campus. Caregivers using the Key Pad entrances should use the phone in the lobby to call the resident and the resident should then grant them entry.
- Private caregivers must wear name tags everywhere on The Highlands' campus, including the Cottages. If they do not have a name tag issued by their employer, The Highlands can provide one; they should make their request at the Hospitality Desk.
- Private caregivers must park their cars only in areas designated by The Highlands at Pittsford. Parking in the front circle of Hahnemann

Square is only allowed for those caregivers providing overnight care (11:00 p.m. to 7:00 a.m.); their cars should be moved from this area by 8:00 a.m.

- Private caregivers are not allowed to partake in the complimentary food or drink offered to residents in the common areas. They may purchase meal tickets at the Hospitality Desk at resident/guest meal prices, not employee meal prices. Caregivers are asked to eat their meals in the resident's apartment or cottage.
- Private caregivers who escort residents to the dining rooms are asked to wait in the Music Room while the resident is having their meal.
- Caregivers should not take their breaks in any resident areas of the community or employee break rooms. Apartment #157 on the first floor in Elmwood Terrace is designated as the caregiver break room.
- The participation of private caregivers in Cultural Programming activities, programs, and outings is defined by the needs of the resident and subject to available space as determined by the Director of Cultural Programming and Best Practices. Caregivers are subject to Highlands' rules and regulations in effect for these programs. Should there be a need for the caregiver to participate in a function where there is a fee involved, all such fees are the responsibility of the resident.

If you have any questions regarding the use of private caregivers at The Highlands at Pittsford, please call the Director of Health and Wellness (389-0982, Ext. 304).

Religious Services:

A variety of worship opportunities are offered by our campus chaplain. See your monthly Program Calendar for details. A Catholic Communion Service takes place every Sunday morning at 10:30 a.m. in the Laurelwood Gallery. The Highlands provides transportation on Sunday mornings to several churches in the Pittsford Village area; contact the Hospitality Desk for a list of these churches and to sign up for a ride to church by 5:00 p.m. on Friday. Additional services representing a number of religions/faiths are scheduled on a monthly basis; refer to your Program Calendar for details.

Residents and family members of all faiths are encouraged to use the Meditation Room for prayer, meditation, or private visits with clergy.

Residency Agreement:

The Residency Agreement is an agreement that all new residents sign when committing to The Highlands at Pittsford and placing a 10% deposit on their desired Apartment or Cottage home. The Residency Agreement outlines the monthly service fee, the residency fee, and the personal services and amenities provided by The Highlands, as well as the obligations of the resident to abide by the rules and regulations and to meet ordinary and customary living expenses after assuming occupancy of their new home. Each resident should maintain a copy of the signed Residency Agreement for their records.

Resident Council:

The Resident Council consists of elected representatives from the apartments (6) and cottages (2) who meet on a regular basis with the Executive Director to discuss various aspects and interests of the community, and to advise management on policies and community affairs.

The Council operates under resident-approved Bylaws to communicate your interests and concerns to management. The Council also promotes an understanding of administrative policies and procedures. A copy of the Resident Council Bylaws is available upon request; call the Hospitality Desk at 586-7600.

The Council welcomes your ideas and suggestions for improvements to our community. The Council and Executive Director give each suggestion careful consideration. (See ***Suggestion Boxes***)

Resident Meetings:

The Highlands at Pittsford conducts monthly Resident Meetings for the purpose of announcements and open discussion of subjects of concern and interest. Meetings are held on the last Monday of each month in the Community Center. Cottage residents also meet periodically to discuss issues intrinsic to cottage life. Minutes are recorded at the monthly Resident Meetings and distributed to all residents through the in-house

mail. The **Resident Meeting Schedules** (Apartment and Cottage) are included with Addendums.

Resident Photographs:

Shortly after your move to The Highlands, a staff member will take an informal picture of you. Pictures of all residents are kept at the Hospitality Desk in a secure location for safety/security purposes. Additionally, with your permission, we will place your photograph in a community photo album so that your Highlands' neighbors can put a name with a face. These photo albums are located on a shelf to your left as you are entering Calkins Run from the Hahnemann Square Commons Area.

Resident Relations:

You are expected to interact with other residents and employees in a courteous and respectful manner. Incidents of improper or offensive behavior on the part of staff or residents should be brought to the attention of the Executive Director (389-0982, Ext. 272) so that appropriate action can be taken.

Resident Rights and Responsibilities:

Residents have the right and freedom to exercise their rights as a resident of this community without fear of discrimination, restraint, negligence, humiliation, abuse, interference, coercions or reprisal.

Residents will be treated respectfully without discrimination with regard to sex, race, religion, creed, national origin, sexual orientation, handicap or age.

Residents have the right to refuse care unless this will endanger the health and safety of the resident or other residents living at The Highlands at Pittsford. The Highlands will not be responsible for any harm this decision may cause to the resident.

Residents have the right to confidentiality and privacy of both their personal and resident records.

Residents have the right to have their property treated with respect.

Residents have the right to choose their own activities, schedules, and health care and any other aspect affecting their life within the community. Residents may organize groups of their choice.

Residents have the right to voice grievances without fear of discrimination or reprisal and to receive prompt efforts for the resolution of grievances. (See **Grievances**)

Residents are responsible for adhering to the policies set forth in The Highlands at Pittsford Residency Agreement. (See **Residency Agreement**)

Security:

The Highlands at Pittsford provides campus security 24 hours a day, seven days a week. In the event that you need to reach a Security staff member after the Hospitality Desk closes at 8:00 p.m., please call the **Security Cell Phone 355-9771 or 451-7422.**

Remember, your Personal Safety System pendant/wristband can also be used to summon help in the event of any emergency.

Service Fees:

A monthly service fee is billed in advance usually by the sixth business day of every month. Payment is due 10 days after the billing date. You are charged a late fee of 1.33% of the overdue balance for monthly service fees and any other overdue amounts you owe The Highlands at Pittsford. There is a \$20 charge for each returned check.

Any additional charges (or credits) incurred during a given month, such as guest meals, alcoholic beverages, or other services, are billed in the next monthly billing cycle. If questions arise, please contact the Accounting Manager in the Finance Department (389-0982, Ext. 233).

The monthly service fee and other fees may be adjusted periodically by The Highlands at Pittsford at its sole discretion upon at least sixty (60) days written notice to you. Fee changes are typically announced at the October Resident Meeting (last Monday in October) and usually take effect on January 1st of each year.

Automatic Bill Payment

The Highlands is able to receive payments for your monthly service fee by directly withdrawing the amount from your checking account. This would eliminate the need for you to write a check each month. If you sign up for this service, your fees will be withdrawn on the 23rd of each month (or the next business day if the 23rd falls on a weekend or bank holiday) until you cancel the automatic withdrawal. If you are enrolled in the automatic bill payment plan, the aforementioned late fees will not apply.

Residents enrolled in the automatic bill payment plan will still receive a monthly statement and will always have the opportunity to review their statement prior to the withdrawal of funds from their account. Please contact the Accounting Manager (389-0982, Ext. 233) for more information about the automatic bill payment service and/or to obtain the necessary authorization form to begin electronic deductions from your chosen checking account. The resident is responsible for notifying the Accounting Manager of changes to their checking account information and/or their decision to cancel participation in the automatic bill payment plan.

Smoking:

In order to promote a healthy and safe environment at The Highlands at Pittsford, a “No Smoking” policy is in effect for **all interior space**, including apartments and cottages, common areas, and garages.

Solicitation:

Solicitation by residents, staff, or outsiders is not permitted anywhere on The Highlands’ campus. Our non-solicitation policy includes, but is not limited to, canvassing, requesting contributions, offering goods and/or services for sale or purchase, distributing advertising materials, and posting or distributing handbills, pamphlets, or petitions. Solicitation performed through verbal, written, or electronic means is prohibited. Activity of this nature should be promptly reported to the Hospitality Desk (586-7600).

Specialized Medical Equipment:

If you are using specialized medical equipment in your residence, you should notify the Director of Health and Wellness (389-0982, Ext. 304). Specialized medical equipment includes, but is not limited to, oxygen supplies and other respiratory equipment.

SPIRIT Program:

SPIRIT is an acronym that incorporates The Highlands' core values: **S**ervice, **P**ride, "**I** Can", **R**espect, **I**deas, and **T**eamwork. The SPIRIT Program is designed to praise and reward staff for outstanding attitude and performance. Each staff member, including managers and supervisors, has the opportunity to earn SPIRIT awards.

If you observe a staff member going "above and beyond", you might consider nominating them for a SPIRIT award. Nomination forms (and a collection box) are located at the Hospitality Desk. Any resident who nominates an employee will receive acknowledgement of their nomination. The nominating resident's name will be entered into a monthly drawing for an incentive award. A resident may submit up to a maximum of five nominations per month.

Storage:

An individual storage locker is allocated for each apartment home in Hahnemann Square. Please contact the Director of Facilities (389-0982, Ext. 302) to discuss your storage needs. Storage lockers must be padlocked when in use. The Highlands is unable to store furniture or personal belongings after an apartment has been vacated. For safety reasons, items are not to be stored outside of the resident storage lockers and The Highlands reserves the right to dispose of any items outside the lockers without prior notification.

Suggestion Boxes:

You can make suggestions or complaints to the Resident Council at any time. If approved, they are forwarded to the Executive Director for action. Suggestion boxes and suggestion forms are located in the in-house mailroom in Hahnemann Square and at The Hahnemann Club, near the cubbyholes positioned in the lobby. Suggestions must be in writing and must include your (legible) signature in order to be considered by the Council. This is also a good method to express a compliment for good service.

Suggestions and comments regarding your Fine Dining experience can be submitted on Food Service Comment Cards located near the entrance to the Oneida Room. You may also suggest new menu items on these cards.

The suggestion box located in the Resident Library can be used to request a favorite book or author. A committee of residents meets on a regular basis to review and consider all suggestions.

Telephone Service:

Each Apartment and Cottage Home is equipped with in-wall wiring for landline telephones. If you choose Frontier, you are responsible for contacting them at 1-800-921-8101 to arrange for hookups and for any special services you require. You are responsible for the cost of installing and maintaining your telephone service. The Highlands does not require you to use Frontier. You are free to choose any phone provider for your landline service. You may also cancel your home phone service and use your mobile phone exclusively if you choose to do so. The Personal Safety System operates independently from your phone service.

The Highlands publishes a list of all resident phone numbers that is distributed within our community only, to residents and management staff. It is The Highlands' policy to not share resident phone numbers with anyone outside our community.

Tipping and Gifting:

In order to achieve an equitable compensatory arrangement with all Highlands' employees, we have adopted a "No Tipping" policy. This includes both monetary and non-monetary gifts. Because there are many employees whom you don't see, to give tips only to certain or a few staff would be inequitable and detrimental to morale. Employees are not allowed to accept tips or gifts from you under any circumstances. Please do not place our employees in a situation where their employment may be jeopardized. If you would like to recognize an employee for outstanding performance, please see the Executive Director for more information about employee recognition programs. (Also see **Donations: Employee Appreciation Fund and SPIRIT Program**)

Transportation:

The Highlands at Pittsford offers the convenience of transportation seven days a week. You are encouraged to take advantage of this service to shop, visit doctors, friends, clubs, or other attractions.

Normal transportation hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. Please do not schedule appointments earlier than 8:30 a.m. and afternoon pickups are scheduled no later than 4:00 p.m. All transportation reservations must be made 24 hours in advance, to the extent possible, by calling the Hospitality Desk at 586-7600.

Medical appointments will always take priority over non-medical appointments. There is no charge for transportation to medical appointments at Strong and Highland Hospitals, Rochester General, Unity/Park Ridge, and satellite physician practices within our service area. The Highlands will not transport residents with urgent medical needs to hospital emergency departments; an ambulance will be summoned.

Residents are charged for personal transportation based on 3 zones established by The Highlands. Charges are added to your monthly statement. Fees are for same day round-trip transportation and are charged per person. Residents will be charged the full fee in the event that one-way only transportation is needed. Additionally, residents will be charged for two round-trips if they are dropped off and picked up on two separate days (i.e., airport transportation). Please refer to the **Transportation Map** (Addendums) depicting the zones and current charges for personal transportation.

We ask that you please be flexible with your departure and pickup times, especially for personal transportation. There may be occasions when you are asked to wait 30-45 minutes to be picked up from an appointment.

Group excursions to area shopping centers, grocery stores, banks, museums, cultural events, and entertainment locations are regularly planned by the Cultural Programming Department and transportation is free of charge for most of these trips and outings. Other requests for transportation are considered, subject to our drivers' availability, distance, and prior scheduling.

We make every effort to provide transportation to local memorial services when a Highlands' resident passes away, based on our drivers' availability and other circumstances.

For your safety and well-being, our drivers are available to help you get in and out of the vehicle and assist you in managing walkers and canes. The lift ramp is also available on The Highlands' bus.

The participation of private caregivers and family members in resident outings, to include transportation, is determined by the needs of the resident and subject to available space.

For your transportation needs outside of our normal transportation hours, the Hospitality Desk would be pleased to recommend a reliable taxi service.

Saturday Transportation:

The *Pathway to Pittsford* errand bus runs two Saturdays a month (on alternating weekends) with stops at Pittsford Plaza and the Pittsford Library. The bus departs from The Highlands every hour beginning at 10:00 a.m. Consult your monthly Program Calendar for details or call the Hospitality Desk at 586-7600.

Sunday Transportation:

The Highlands provides transportation on Sunday mornings to several churches in the Pittsford Village area. Please call the Hospitality Desk at 586-7600 for a list of these churches and to sign up for a ride by 5:00 p.m. on Friday.

Trash Disposal and Recycling:

In Hahnemann Square, common trash rooms are located on all floors. Please refer to the **Interior Building Map** (Addendums) for the location of the trash rooms.

Sealed plastic bags should be used to deposit garbage in the large refuse totes. The Highlands encourages recycling of appropriate paper, metal, plastic, and glass. Designated recycling totes are located in each trash room. Please refer to the **Recycling Guidelines** (Addendums) provided by Monroe County Environmental Services. Residents are reminded to do their part in helping to keep the common trash rooms neat and tidy. **There is no fee for weekly trash pickup.**

Cottage residents are to place their refuse and recycling totes outside their garage door for Friday morning pick up. For holiday weeks (New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas), there is customarily a 1-day delay in service. For Cottage residents, this would mean a Saturday pick up versus Friday. The Residential Collection Holiday Schedule can be found on the Waste Management website.

If you need assistance with disposal of larger items, please call the Hospitality Desk at 586-7600. Additionally, if you have items that you wish to donate, we will help you make arrangements with a local charitable organization, including The Highlands Living Center.

Urgent Care Centers:

There is a number of Urgent Care facilities nearby that can be used if you have an injury or illness that requires immediate care but is not serious enough to warrant a visit to the hospital emergency room. Referrals and/or appointments are not needed and most major insurances are accepted. The benefits to using these walk-in facilities include avoiding hospital emergency room wait times and lower co-pays than visiting an emergency room. Please call the Director of Health and Wellness (389-0982, Ext. 304) for information on locations, hours of operation, and services provided.

If the Health and Wellness staff determines that your needs are such that it is not safe for our drivers to transport you to an Urgent Care Center, an ambulance will be summoned to transport you.

Utilities:

All utilities (except telephone, cable and internet) are included in your monthly service fee. These include water, sewer, electricity, heating, and air conditioning. Your residence contains an individual thermostat for heating and cooling, allowing you to regulate the temperature to suit your personal preferences. Although The Highlands at Pittsford is not responsible for any disruption of service, all utility problems should be reported immediately to the Hospitality Desk. A charge for basic cable television service appears on your monthly statement as an additional expense and is described as Broadcast Service Fee on your bill.

For internet services, you will need to contract with the internet service provider of your choice. Please note that The Highlands' staff is not able to offer technical assistance with computer configuration nor can we provide repair or maintenance service on your personal computer or other electronic devices. You can call the Hospitality Desk (586-7600) for referral to a local computer service provider that you can hire at your own expense.

Vacating Your Apartment or Cottage:

To the extent possible, we ask that you notify either Marketing or the Business Office 60 days in advance before vacating your residence. We understand, however, that circumstances beyond your control may make such notification impossible. Ideally, if you or your family member contacts management with sufficient notice prior to vacating, we can assure that we have the proper information for return of your Residency Fee and answer any questions you may have regarding items you want to leave behind for donation or disposal.

Please keep the following guidelines in mind in the event you decide to vacate your residence. The apartment or cottage should be left in "broom swept" condition. If you cannot clean out the apartment or cottage to our requested guidelines, The Highlands has the ability to hire an outside cleaning company to do so at your expense and the applicable charges will be added to your final billing statement.

All keys and key fobs, including those held by family members, must be returned to the Director of Facilities. Additionally, if a garage was rented, garage remotes must be returned to the Director of Facilities. The Personal Safety System pendant/wristband is to be left in your apartment or cottage when you vacate. There will be a charge for unreturned key fobs, garage remotes, and Personal Safety System pendants/wristbands. Please refer to the **Additional Service Fee Schedule** (Addendums) for the current charges. These charges are reviewed annually and subject to change.

A Termination of Residency Agreement, which will release your residency fee upon re-occupancy, must be completed. Your monthly fee billing will not stop until you or your family member has completed a final walk-through of your apartment or cottage with the Director of Facilities or

designee. To the extent possible, final walk-throughs are scheduled during regular business hours, Monday through Friday. When necessary, you may schedule a walk-through on Saturday or Sunday by contacting the Director of Facilities (389-0982, Ext. 302).

Hahnemann Square residents are reminded to empty their storage lockers. Maintenance can cut the lock if you are unable to locate the key.

Any items left in the apartment or cottage will be considered property of The Highlands and will be donated and/or disposed of at The Highlands' discretion. A donation acknowledgement letter for tax purposes is available upon request.

Please refer to your signed Residency Agreement for further details about the condition of your residence upon vacating.

Valuables:

The Highlands at Pittsford is not responsible for loss, theft, or damage to valuables in your residence. However, if you notice something missing from your residence, please notify the Hospitality Desk immediately at 586-7600 and the Director of Campus Safety and Security will promptly investigate.

The Highlands strongly recommends that you purchase renter's insurance especially if you have valuable items like furs, jewelry, antiques, collectibles, and fine art. Keep in mind that a regular renter's insurance policy, which covers your personal property, has limits on how much it will pay for certain valuable items if they are stolen or damaged. If you want to be sure your valuables are covered, please mention them to your insurance agent. The Highlands maintains insurance coverage for the buildings and furnishings that we supply. Only your personal insurance policy covers your belongings, including furniture, etc., in your residence.

Volunteer Opportunities:

There are a variety of ways for residents to volunteer their time and talent on our campus. Volunteer opportunities include assisting with large scale events or parties, outings, or facilitating a group program. You may have an interest or hobby such as travel, photography, arts and crafts, or local history. If so, we would love to have you share that talent by leading an

educational program for your fellow residents. You may have some free time to visit with residents at The Highlands Living Center who otherwise may not receive visitors. Whatever your interests are, a member of the Cultural Programming staff would be happy to assist you in coordinating your volunteer endeavors; please call the Recreation Program Coordinator at 389-0982, Ext. 245.

Wheelchairs (Borrowing):

Residents can borrow a wheelchair from the Hospitality Desk (586-7600) for short-term use. We ask that you sign out the wheelchair and return it on the same day. If you need a wheelchair for a longer period of time, the Director of Health and Wellness (389-0982, Ext. 304) would be pleased to recommend a local medical supply store that also rents mobility equipment.

Wi-Fi:

The Highlands is pleased to offer Wi-Fi service in various locations within Hahnemann Square: 1) Hospitality Desk Area; 2) Community Center; 3) Main Dining Rooms; 4) Club Room; 5) Media Room; 6) Social Room; 7) Activities Room; 8) Guest Apartment #257 and #357.

The Wi-Fi network in Hahnemann Square is an open, unsecured connection; it is called URMC_guest. You are reminded to be cautious when using a non-secure wireless network. While most Wi-Fi equipment will be compatible with our Wi-Fi network, we can make no guarantees that you will be able to connect with our network.

There is also Wi-Fi service at The Hahnemann Club. Unlike Hahnemann Square, the Wi-Fi network at The Hahnemann Club is a secured connection. Please call the Hospitality Desk (586-7600) for the wireless network name and access code. Once this code is successfully used on your device, you will not have to enter it again. The access code is for residents' and family members' use only. Please do not share the code with others.

The Highlands' staff is not able to offer technical assistance with computer configuration. If you need help with your personal computer or other electronic device, please call the Hospitality Desk (586-7600) for referral to a local computer service provider that you can hire at your own expense.

Window Treatments:

In order to maintain an attractive and consistent exterior appearance, horizontal mini-blinds are provided for all windows. You may also provide your own decorative window treatments if you so desire, but all draperies must be lined white to the outside.

ADDENDUMS

Please place updated policies and related Handbook items in this section as you receive them. Items to be added to the Handbook will be distributed to residents on 3-hole punched paper.