

THE HIGHLANDS
 AT PITTSFORD

**INDEPENDENT LIVING
RESIDENT HANDBOOK**

**HAHNEMANN SQUARE
APARTMENTS
&
THE COTTAGE HOMES**

 ENJOY
LIFE.

INTRODUCTION to THE HIGHLANDS at PITTSFORD

PURPOSE OF THE RESIDENT HANDBOOK

The Independent Living Resident Handbook is a reference for independent living residents on the services, amenities, and options that are available at The Highlands at Pittsford (hereinafter referred to as HAP). It also contains policies, procedures, rules, and regulations established by HAP management in accordance with the Residency Agreement and company policies to ensure all residents are treated fairly and equally and to ensure the orderly operation of the community. In some sections, a policy may be summarized briefly, and we explain how to obtain further details. HAP management reserves the right to amend items in this Handbook. If there are changes to information contained in this Handbook, or the introduction of newly established policies, you will receive notification in writing on 3-hole punched paper with the heading Resident Handbook Addendum. You are encouraged to file all addenda in Section I: Addenda, in the 3-ring binder provided for your Handbook.

HISTORY OF THE HIGHLANDS AT PITTSFORD

In the early 1990s, Highland Hospital proposed the concept of offering seniors a congregate living community that would provide various levels of support and care on one campus. The Highlands at Pittsford (HAP) opened its doors and welcomed its first Independent Living residents to Hahnemann Square's apartments in December 1994. Hahnemann Square is the name associated with the main building (building 100). The Laurelwood apartments (building 300) for Assisted Living residents followed suit in 1995. The Highlands Living Center, the skilled nursing facility on our campus, also opened in 1995, completing the concept of a continuum of care on one campus in the Rochester area. After an expansion in 1997 that included the addition of new wings at both HAP and Laurelwood, we broke ground for 36 Cottage Homes in 2003 and welcomed our first Independent Living residents into HAP's cottage community in 2004. Never one to rest on its laurels, HAP continued to evolve over the years with the addition of our Health and Wellness Center with a pool and exercise-workout rooms in 2012 and, most recently, our memory care neighborhood at Laurelwood in the spring of 2022.

Highland Hospital’s affiliation with the University of Rochester Medical Center, which occurred in 1997, officially launched The Highlands’ relationship with the University of Rochester. Today, under the umbrella of the University of Rochester, we continue to be a leader in the senior living industry.

MISSION AND VISION

HAP’s Mission is to provide the highest quality services and amenities empowering you to live life to its fullest.

HAP’s Vision is to take a comprehensive approach to aging by continually adapting to meet your needs and expectations.

Our Mission and Vision are reflected in the addendum **The Seven Dimensions of Wellness** which can be found in Section I: Addenda

EMERGENCY PHONE NUMBERS

In the event of an emergency here at HAP, please call one of the following numbers to let our Security know of the issue. If it is determined that additional emergency services are required, Security will call them.

Hospitality Desk: (585) 586-7600

8:00 a.m. to 8:00 p.m., Monday thru Friday

9:00 a.m. to 8:00 p.m., Weekends

Security's Cell Phone: Indoors at Hahnemann Square: (585) 355-9771

3:00 p.m. to 8:00 a.m., Monday thru Friday

3:00 p.m. to 9:00 a.m., Weekends

Security's Cell Phone: Outdoors on campus grounds: (585) 451-7422

3:00 p.m. to 7:00 a.m., 7 days/week

The Highlands at Pittsford Independent Living Resident Handbook

Overview of Contents

The Independent Living Resident Handbook is organized in nine (9) sections. A brief description of the focus and content of each section is listed below. A more detailed Table of Contents for each section can be found on the following pages.

	Page
Section A: Administration	1
This section lists information on financial arrangements and procedures, resident rights, responsibilities, and services, and policies that govern resident life and residents' guests.	
Section B: Common Rooms and Areas and Their Locations	20
This section contains a listing of the location of the common rooms and areas that are available for use by residents.	
Section C: Communication	29
This section contains information on how residents stay in touch with one another, with The Highlands management, and with the rest of the world through traditional and electronic/digital means.	
Section D: Cultural Programs, Life Enrichment, and Education Events	38
This section contains information on the various programs, events, and opportunities offered to residents.	
Section E: Dining Services	44
This section contains information on meal plans, meal points, various dining venues, meal delivery, and other dining services available to residents.	
Section F: Health and Wellness	51
The section contains information related to the health and well-being of residents and the assistance available to them.	

Section G: Hospitality Desk..... 65
This section identifies what the receptionists at the hospitality desk can do for residents.

Section H: Maintenance, Grounds, Housekeeping and Security..... 67
This section contains information on the care, upkeep, maintenance and security of all buildings, physical facilities, equipment, and grounds, including apartments and cottages.

Section I: Addenda..... 81
This section contains supplementary material (addenda) to the Handbook.

Section J: The Highlands at Pittsford Maps..... 115
This section contains a map of The Highlands at Pittsford campus and cottage homes and a map of the Hahnemann Square Interior.

TABLE OF CONTENTS FOR EACH SECTION

SECTION A: ADMINISTRATION	1
Administration Personnel	1
Automobile Registration.....	1
Financial.....	1
Donations to HAP	1
Employee Appreciation Fund.....	2
Highlands Beautification Fund	2
Resident Benevolent Fund.....	2
Monthly Service Fees.....	3
Automatic Bill Payment	3
Monthly Check Payment.....	4
The FAN Club: Resident Referral Program.....	4
Guests.....	4
Guest Apartments.....	5
Guests’ Dining.....	6
Guests’ Use of the Wellness Center	7
Wi-Fi in Guest Apartments.....	7
Legal Information.....	7
Offering Plan with New York State (NYS) Attorney General	7
Power of Attorney	8
Residency Agreement.....	8
Resident Rights and Responsibilities	8
Renter’s Insurance.....	8
Return of Residency Fee	9
Vacating Your Apartment or Cottage.....	9
Resident Services	10

Dry-Cleaning Service	10
Check Cashing.....	10
Copying Service.....	10
Notary Public	11
Transportation.....	11
For Cultural Programming Events	11
For Medical Appointments	11
For Non-medical Personal Reasons.....	11
For Sunday Services	13
Policies and Procedures	13
Absences from HAP	13
Dress Code.....	13
Grievances and Concerns.....	14
Lost and Found	14
Motorized Scooters/Wheelchairs	14
No Firearms	15
No Live Holiday Trees or Greenery	15
No Open Flames	15
No Smoking	16
No Solicitation	16
No Tipping-Gifting.....	16
Noise Control.....	16
Pets.....	17
Political Activities.....	17
Resident Relations	17
Scams	18
Signs: Political and Other	18

Use of Illegal Substances.....	18
SPIRIT Program (Employee Recognition Program)	19
SECTION B: COMMON ROOMS AND AREAS AND THEIR LOCATIONS	20
Activities Room.....	20
Art Gallery.....	20
Beauty Salon/Barber Shop (Highland Styles).....	21
Club Room	21
Mobile Book Cart.....	21
Coffee/Tea Bars	22
Community Center.....	22
Dining Rooms.....	22
The Bistro	22
Oneida Dining Room.....	22
The Hearth Room	23
Gift Shop/Convenience Store (Lilac Shoppe).....	23
Hahnemann Club	23
Highlands Pub	24
Hospitality Desk.....	24
Laundry Room for use by Residents.....	24
Library.....	25
Living Room	25
Mail Rooms.....	25
Media Room	26
Meditation Room.....	26
Music Room.....	26
Parlor	27
Restrooms	27

Social Room	27
Wellness Center.....	27
Woodworking Shop	27
SECTION C: COMMUNICATION.....	29
Cable TV, Internet, and Wi-Fi	29
Wi-Fi in Common Areas	29
Digital Message and Bulletin Boards.....	29
The Highlands Review	30
Mail and Package Deliveries	30
In-House Mail	30
United States Postal Service (USPS).....	31
Forwarding USPS Mail.....	31
Holding USPS Mail and In-house Mail	31
Postage.....	31
Package Deliveries	32
To Apartments.....	32
To Cottages.....	33
Nametags.....	33
Online Resident Portal	33
Portal Partners (Resident-to-Resident Help).....	34
Phone and Email Lists	34
Resident Directory	34
Staff Directory.....	34
Resident Advisory Council.....	34
Suggestions to Council.....	35
Resident Meetings	35
Resident Photo and Bio Albums.....	35

Technical Support from HAP IT (Information Technology)	36
Resident Appointments for Technical Assistance.....	36
Telephone Service	37
SECTION D: CULTURAL PROGRAMS, LIFE ENRICHMENT, AND EDUCATIONAL	
EVENTS	38
Cultural Programs	38
Fitness Classes	39
In-House Movies.....	39
Library.....	39
Pittsford Highlands Chorus	41
Resident Committees and Groups	41
Spiritual Care	41
Technology Classes/Information Sessions.....	42
Transportation to Cultural Events	42
Volunteer Opportunities.....	42
SECTION E: DINING SERVICES.....	44
Dining Assistance	44
Dining Meal Plans and Points.....	44
Checking Your Meal Plan Point Balance	45
Meal Credit(s)	45
Purchasing Additional Meal Points	45
Dining Options: Meals, Hours, and Venues	46
Dining Room Options.....	46
Bistro	46
Hearth Room	46
Oneida Dining Rooms	46
Oneida Grille.....	46
Other Dining Options.....	46

Complimentary Continental Breakfast.....	46
The Lunch Line (Pick Up Only).....	47
Prepared Grab and Go in Lilac Shoppe.....	47
Dinner Meal Delivery	47
Returnable/Reusable Food Containers	47
Dining Reservations	47
Making Reservations.....	48
Call Dining Services	48
Go to the Resident Portal	48
At the Oneida Room Host Stand	48
Reservation Changes and Cancellations.....	48
Bistro Cancellations and No-Shows.....	48
Dining Room Safety	49
Guest Dining	49
Special Themed and Holiday Meals.....	49
Private Parties and Catering.....	50
Providing Feedback on Your Dining Experience	50
Wine, Beer and Cocktails	50
SECTION F: HEALTH AND WELLNESS SERVICES	51
Audiology Services	51
Automated External Defibrillator (AED)	51
Blood Draw Services	51
Blood Pressure Checks.....	52
COVID-19 Vaccination Policy.....	52
CPR Policy	52
Dietician.....	53
Flu Shot Clinic	53

Health Call Pendant	53
Hearing Loop	54
Medical Information Forms	55
Confidential Medical Data Sheet and Advance Directives.....	55
Release of Health Information	55
Motion Sensors.....	56
Pharmaceutical Waste Disposal	57
Physician’s Office at Laurelwood	58
Podiatry Services	58
Prescription Delivery.....	58
Private Caregivers/Companion Aides.....	59
Resident Health Services Team (Manager and Advocate).....	60
Respite Care.....	60
Specialized Medical Equipment	60
Borrowing Wheelchairs	60
Motorized Scooters/Wheelchairs	60
Transitioning Through the Continuum of Care.....	61
Independent Living	61
Laurelwood Assisted Living	61
Memory Care Neighborhood at Laurelwood	62
Skilled Nursing Care	62
Urgent Care Centers	63
Wellness Center.....	63
Fitness Classes	63
Fitness Rooms.....	64
Pool and Spa/Hot Tub.....	64
SECTION G: HOSPITALITY DESK	65

SECTION H: MAINTENANCE, GROUNDS, HOUSEKEEPING AND SECURITY.....67

- Back-Up Generators..... 67
- Elevators 68
- Fire Emergencies..... 68
 - Apartments..... 68
 - Cottages..... 69
- HAP Security 70
- Keys and Key Fobs..... 70
- Key Pad Entrances 70
- Housekeeping 71
 - Cleanliness of Common Areas..... 72
 - Laundry Room for Use by Residents 72
 - Recycling and Trash 72
 - Recyclables 72
 - Trash (Non-Recyclables) 73
 - Cottage Trash and Recycling 73
 - Disposing of Used Batteries, Ink & Toner Cartridges, and Old Cell Phones . 73
 - Large Items and Donations 74
- Landscaping/Grounds 74
- Parking..... 75
 - Garage Rentals..... 76
 - Resident Vegetable Garden 76
- Maintenance..... 77
 - Maintenance Work Orders 77
 - Modifications to Your Apartment or Cottage..... 78
 - Electrical Outlets..... 78
 - Resident Porches, Patios and Balconies 78

Right of Entry to Your Home	79
Do Not Enter List.....	79
Storage Lockers.....	80
Utilities	80
SECTION I: ADDENDA	81
ADDENDUM: Additional Service Fee Schedule.....	83
ADDENDUM: Administration Personnel - The Highlands at Pittsford Organization Chart.....	85
ADDENDUM: Dining Options: Meals, Venues, Hours, and Meal Points.....	89
ADDENDUM: Guidelines for Motorized Scooters and Wheelchairs.....	91
ADDENDUM: HAP Pet Policy	93
ADDENDUM: Highland Styles (Beauty Salon) Price List	95
ADDENDUM: Policy on Political Activity.....	97
ADDENDUM: Private Caregivers’ Standard Operating Procedures.....	99
ADDENDUM: Resident Committees and Groups.....	101
ADDENDUM: Resident Meeting Schedule.....	105
ADDENDUM: Resident Rights and Responsibilities	107
ADDENDUM: Returnable/Reusable Food Containers.....	109
ADDENDUM: The Seven Dimensions of Wellness	111
ADDENDUM: Transportation Zone Map	113
SECTION J: THE HIGHLANDS AT PITTSFORD MAPS.....	115

SECTION A: ADMINISTRATION

This section lists information on financial arrangements and procedures, resident rights, responsibilities, and services, and policies that govern resident life and residents' guests.

ADMINISTRATION PERSONNEL

For the organization chart showing all the HAP administrative personnel, their current positions and reporting relations, please refer to the addendum **Administration Personnel - The Highlands at Pittsford Organization Chart** in Section I: Addenda

AUTOMOBILE REGISTRATION

HAP administration maintains a record of all residents' vehicles. When you become a HAP resident, the Marketing staff will ask for information about your automobile, including year, make, model and license plate number, which will be entered into the HAP database. Numbered parking stickers are issued for each vehicle, reflecting the importance of 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. Call the Administrative Assistant (641-6379) if you change vehicles so that you can be issued a new parking sticker. You should also notify the Administrative Assistant if you give up driving and/or get rid of your vehicle.

FINANCIAL

Donations to HAP

HAP, a qualified 501(c)(3) organization, has three funds for which donations are gratefully accepted from you or your family members. Contributions to these funds may be tax deductible; we recommend that you consult with your tax advisor for more information. For all donations received, an acknowledgement letter is provided for tax purposes. Contact the Senior Director of Long-term Care Finance Services (641-6324) 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 residents to show appreciation for the services they receive from the non-salaried staff. Independent Living residents and family members may contribute to the Employee Appreciation Fund in the fall of each year. 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 Advisory Council with bookkeeping assistance from the Finance Department. Since you are not allowed to tip the HAP staff, this fund is a good way to express your appreciation for the services they provide. Although Laurelwood residents and families are not asked to contribute to the Employee Appreciation Fund, per Department of Health regulations, Laurelwood non-salaried staff do participate in the distribution.

Highlands Beautification Fund

The Beautification Fund exists to accept contributions for the purchase of amenities not covered in the annual Grounds budget to beautify the HAP campus. Donations can be used to fund the purchase and planting of a tree or shrub, or the purchase and installation of a landscaping feature. Donations can be made by an individual, a family, or other group to memorialize a loved one who has passed or to honor a special person, event, or accomplishment. While all donations are gratefully accepted, a gift of \$500 or more will include the purchase and installation of a dedication plaque identifying the donor and honoree. To the extent possible, we will try to honor requests for a specific tree or shrub as long as it complements our master landscaping plan. The Beautification Fund is an unrestricted fund managed by the Executive Director and the Senior Director of Long-term Care Finance Services according to its purpose. Contributions may be tax deductible to the extent of the law.

Resident Benevolent Fund

The Resident Benevolent Fund was initially established in 2002 through contributions made in memory of Dr. David S. Parker, a former HAP resident. The purpose of this restricted fund is to provide financial assistance to HAP residents 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 HAP. Residents must have resided at HAP for a minimum of five years to be eligible to receive assistance from this fund. The Resident Benevolent Fund is managed by the Senior Director of Long-term Care Finance Services according to its purpose. Contact the Senior Director of Long-term Care Finance Services (641-6324) for further information about eligibility for this fund.

If you or your family member would like to donate to HAP and earmark it for a particular purpose outside of these three funds, contact the Senior Director of Long-term Care Finance Services (641-6324).

Monthly Service Fees

A monthly service fee (i.e., rent) is billed usually by the 10th of every month for the current month. Also included in the monthly service fee are basic cable TV, internet, and utilities. Payment is due on the 23rd of each month (or the next business day if the 23rd falls on a weekend or bank holiday). A late fee is charged of 1.33% of the overdue balance for monthly service fees and any other overdue amounts owed to HAP.

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, contact the Accounting Manager (641-6333).

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

Automatic Bill Payment

HAP is able to receive payments for your monthly service fee by directly withdrawing the amount from your checking or savings account. This eliminates 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.

If you are enrolled in the automatic bill payment plan, you will still receive a monthly statement and will always have the opportunity to review your statement prior to the withdrawal of funds from your account. Contact the Accounting Manager (641-6333) 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 or savings account. You are responsible for notifying the Accounting Manager of changes to your checking or savings account information and/or your decision to cancel participation in the automatic bill payment plan.

Monthly Check Payment

If you are paying by check, please make your check payable to *The Highlands at Pittsford* and place it in the secure, wall-mounted gold box labeled **Deposits** located in the in-house mail room. To pay with a check by mail, please address to: The Highlands at Pittsford, 100 Hahnemann Trail, Pittsford NY 14534. There is a \$20 charge for a returned check. HAP does not accept third party checks as payment for monthly service fees.

The FAN Club: Resident Referral Program

FAN Club stands for “*Friends as Neighbors*” Club, our resident referral program. Most people select their new home based on the recommendations of friends who are already enjoying the carefree lifestyle of a beautiful community like HAP. 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 HAP. This bonus applies only if your referral has not had prior contact with our Marketing Department. Contact our Director of Marketing and Community Outreach (641-6381) for more information about this program or to make a referral.

GUESTS

HAP is pleased to welcome your guests. Guests are required to sign in (and out) at the Hospitality Desk. You are responsible for your guests while they are on

the HAP campus. Young children must be accompanied by an adult while in the common areas of the building.

Overnight guests are welcome to visit and may stay in your residence at no charge. A folding cot and Pack-N-Play are available upon request based on availability; contact the Housekeeping Supervisor (641-6328).

Two weeks is the maximum continuous stay permitted for guests in your residence unless prior approval is obtained from the Executive Director (641-6372). You must be present when guests are staying overnight in your residence unless prior approval is obtained from the Executive Director (641-6372). Please notify the Hospitality Desk (586-7600) of the arrival and departure of any overnight guests.

HAP reserves the right to regulate visits and guest behavior and may limit or terminate a visit at any time for 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 (641-6372).

Guest Apartments

Two apartments in Hahnemann Square (Apts. 257 and 357) are designated as Guest Apartments and are available to reserve for your visiting friends and family members. Two weeks is the maximum stay in the Guest Apartments. To make a reservation, you can call the Hospitality Desk (586-7600) or use the Resident Portal. Upon request, a postcard confirming the reservation is sent to the guest and the host resident. Guest Apartments cannot be reserved more than six months in advance. For the current nightly rate for our Guest Apartments, please refer to the addendum **Additional Service Fee Schedule** in Section I: Addenda. This rate is reviewed annually and subject to change.

Guests check in and out of Guest Apartments at the Hospitality Desk; check-in time is 4:00 p.m.; check-out time is 11:00 a.m. Each Guest Apartment is equipped with its own heating and cooling unit to ensure personal comfort. The kitchen area has a small refrigerator, a microwave, a coffee maker with packets of coffee, and a limited supply of paper/plastic products in the

cupboards. The following items are available upon request based on availability by contacting the Housekeeping Supervisor (641-6328): a folding cot, Pack-N-Play, blow dryer, and iron/ironing board.

HAP is not able to provide the same daily housekeeping services that one might expect at a hotel. The Housekeeping staff will provide fresh towels and remove trash after the fifth night's stay. Trash rooms are conveniently located near each Guest Apartment. Guests can call the Hospitality Desk at 586-7600 to request additional towels or other convenience items such as toilet paper, soap, mini-size shampoo, and additional packets of coffee (subject to availability).

Visitors staying in the Guest Apartments are invited to enjoy the complimentary beverages and snack items served daily in the Club Room and/or the beverages in the Coffee/Tea Bar areas.

Smoking is not permitted in the Guest Apartments nor is it permitted in any interior space at HAP. Pets are not permitted in the Guest Apartments. Visiting pets can stay in the host resident's apartment or cottage; the Hospitality Desk can recommend a nearby kennel.

Guests' Dining

Your family and friends are welcome to dine with you in any of the dining rooms. For a complete listing of meals and venues, please refer to the addendum **Dining Options: Meals, Venues, Hours, and Meal Points** in Section I: Addenda. When you make reservations, specify the number of guests. You can utilize your meal plan for all guest meals or purchase a gift card at the Hospitality Desk to supplement your meal plan for the additional meals. Gift card prices are published in the addendum **Additional Service Fee Schedule** in Section I: Addenda.

You will be informed in advance of special themed and holiday meals and of resident only meals such as the Employee Appreciation fund dinner and the resident summer picnic.

Guests' Use of the Wellness Center

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

Overnight guests are welcome to use the pool and the spa/hot tub 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 and hot tub only if accompanied by a parent or other adult responsible for their safety and behavior.

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

Overnight guests are expected to be respectful of others, especially of residents, when using the Wellness Center facilities. HAP staff is not responsible for monitoring or overseeing guest activities in the Wellness Center.

Wi-Fi in Guest Apartments

Both of HAP's guest apartments are equipped with access to complimentary Wi-Fi service. Consult the Instructions for Guests located in the guest apartments for the Wi-Fi connection name and password.

LEGAL INFORMATION

Offering Plan with New York State (NYS) Attorney General

In an Offering Plan, residents are fully informed of the risks, obligations, and benefits of occupancy. HAP was required to file an Offering Plan with the NYS Attorney General's Real Estate Finance Bureau when the community was built in 1994. That Bureau reviews all Offering Plans for offers of real estate in New York State to ensure that all material terms of the offer are disclosed. When you first became a HAP resident, 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 HAP receives acceptance and approval from NYS, we are required by NYS to provide you with a copy of the amendment. Unfortunately, we are prohibited (by the NYS Attorney General) from providing this information electronically.

Power of Attorney

A Power of Attorney (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 are asked to provide a copy to the Accounting Manager (641-6333).

Residency Agreement

All residents are required to sign a Residency Agreement at the time the required deposit is paid on the apartment or cottage of their choice. The Residency Agreement outlines the monthly service fee, the residency fee, and the personal services and amenities provided by HAP, as well as the resident's obligations to abide by the rules and regulations and to meet ordinary and customary living expenses after assuming occupancy of their new home. You should retain a copy of the signed Residency Agreement for your records.

Resident Rights and Responsibilities

As a resident, you have specific rights and responsibilities. Below are some of these rights and responsibilities. Others are listed in the addendum **Resident Rights and Responsibilities** in Section I: Addenda.

Renter's Insurance

HAP maintains property and casualty insurance coverage on its buildings and grounds, including the furnishings we supply, and liability coverage for HAP employees. Such coverage will not insure against loss or damage to residents' personal property. Thus, HAP bears no responsibility for the personal belongings in your home, or the personal belongings of private

caregivers and guests. If you notice something missing from your home, however, promptly notify the Director of Facilities (641-6302).

HAP strongly recommends that you purchase renter's insurance to cover your personal effects, including your furnishings, in case of fire, theft, and damage and be sure to include appropriate liability insurance. Keep in mind that a standard renter's insurance policy has limits on how much it will pay for certain items. You may want to speak to your insurance agent about adding a rider to your policy for extra coverage on high valued items and collectibles, such as jewelry, furs, and fine art.

If you have incurred the cost of making significant upgrades to your home, such as special hardwood floors or granite countertops, HAP suggests that you ask your insurance company if they can provide coverage.

Return of Residency Fee

The Residency Fee will be returned pursuant to HAP's Residency Agreement, Section 17 (i.e., paid to the resident, last surviving resident/spouse, or to the estate of).

Vacating Your Apartment or Cottage

To the extent possible, we ask that you provide 60 days advance notice before vacating your residence; please notify either Marketing or the Business Office to schedule that discussion. If a resident passes away, we will work with a family member or responsible party to help facilitate the move-out process.

Shortly after HAP is made aware of your decision to vacate your home, you/your family member will be given a packet of information that includes a Transition Checklist, a Move-out Form, and a Termination Agreement. Contact the Sales Manager (641-6380) to request a copy of this move-out packet.

Your home should be left in "broom swept" condition. If any items are left behind, if the apartment or cottage is not left in "broom swept" condition according to HAP's standards, or if there are damages, a fee will be assessed and added to your final billing statement.

Billing will cease upon completion of a final walk-through with the Director of Facilities (641-6302) or designee. To the extent possible, walk-throughs are scheduled Monday thru Friday during regular business hours, although weekend appointments may be arranged upon request.

A fee will be assessed for unreturned Health Call pendants, keys/key fobs, and garage door remote controls.

As stated on page 15, item b in your Residency Agreement, the refund of the original residency fee shall take place after a replacement resident has entered into a new residency agreement, paid the new residency fee, and taken up residency of your apartment/cottage.

RESIDENT SERVICES

Dry-Cleaning Service

For your convenience, your dry-cleanable items can be picked up from and delivered to the Hospitality Desk by outside dry-cleaning companies. You are responsible for bringing your items to the desk and picking them up; we do not deliver dry-cleanable items to your home. HAP is not responsible for safeguarding clothes or other items left at the Hospitality Desk for cleaning, nor are we responsible for the actions of the dry cleaner. The cost of dry cleaning is at your expense with payment made directly to the cleaner. Contact the Hospitality Desk (586-7600) for more information.

Check Cashing

Checks up to \$100.00 may be cashed in The Lilac Shoppe (the HAP's gift shop, see Section B: Common Rooms and Areas and Their Locations). Checks can be cashed on Monday through Friday from 10:30 a.m. to 1:30 p.m. A \$20 fee is charged for returned checks.

Copying Service

The copier in the Media Room is intended for moderate use only, generally 10 pages or fewer. If you need to copy more than 10 pages or are unsure about using the Media Room copier, please go to the Hospitality Desk for assistance. A per-page fee may be charged for large quantities at HAP's

discretion. For current pricing, please refer to the addendum **Additional Service Fee Schedule** in Section I: Addenda.

Notary Public

Call the Hospitality Desk (586-7600) to request the services of a Notary Public. You can also submit a request on the Resident Portal.

Transportation

For Cultural Programming Events

Group excursions are regularly planned by the Cultural Programming Department; transportation is free of charge for most of these trips and outings. Transportation is also provided free of charge to selected concerts and performances.

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

For Medical Appointments

HAP offers transportation for medical appointments (by appointment only) Monday through Friday from 8:00 a.m. to 4:30 p.m. Please do not schedule appointments earlier than 8:30 a.m.; afternoon pickups should be 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. You may also submit your transportation request on the Resident Portal.

There is no charge for transportation to medical appointments scheduled at Strong and Highland Hospitals, Rochester Regional Health hospitals, and satellite physician practices within our service area. HAP will **not** transport residents with urgent medical needs to hospital emergency departments. An ambulance will be summoned.

For Non-medical Personal Reasons

HAP offers transportation (by appointment only) Monday through Friday from 8:00 a.m. to 4:30 p.m. for non-medical personal needs. Please do not schedule appointments earlier than 8:30 a.m. and afternoon pickups

should be 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. You may also submit your transportation request on the Resident Portal. Medical appointments will take priority over non-medical appointments. See Section F: Health and Wellness for information on transportation to medical appointments.

Courtesy transportation is also available between Hahnemann Square, the Cottages, and The Highlands Living Center upon request and based on drivers' availability.

Residents are charged for personal, non-medical transportation based on 3 zones established by HAP. For current zones and charges, please refer to the addendum **Transportation Zone Map** in Section I: Addenda. Charges for personal transportation 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 roundtrips if they are dropped off and picked up on two separate days (i.e., airport transportation).

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

Other requests for transportation are considered, subject to drivers' availability, distance, and prior scheduling. We make every effort to provide transportation to local memorial services when a HAP resident passes away, based on our drivers' availability and other circumstances.

The *Pathway to Pittsford* errand bus is offered periodically throughout the month with stops at Pittsford Plaza and the Pittsford Community Library. Consult your Program Calendar for dates and departure times.

While our drivers are able to help you get in and out of the HAP vehicle safely, you must be able to ambulate without assistance from the vehicle

to the inside of the building of your destination and vice versa. The lift ramp is also available on the HAP bus.

Pets are not permitted in any HAP vehicle.

For transportation needs outside of HAP's transportation hours and availability, please consider a taxi service or request a ride through the Uber or Lyft apps.

For Sunday Services

HAP also offers transportation on Sunday mornings for services at several local churches. Call the Hospitality Desk at 586-7600 for a list of these churches and to sign up for a ride.

POLICIES AND PROCEDURES

Absences from HAP

If you are going to be away from HAP overnight or longer, 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. The form can also be completed on the Resident Portal. This information is used for issuing meal credits and for general security purposes. In the event of an unplanned absence, e.g., a hospital stay, please notify the Hospitality Desk when you return to your home.

Dress Code

You (and your guests) are expected to dress in a tasteful manner when in the common areas of Hahnemann Square. "Bedroom" attire is not allowed in any of the common areas unless an emergency situation exists. For safety reasons, socks only or bare feet are not appropriate outside your apartment. If you are going directly from your apartment to the swimming pool or spa/hot tub and back to your apartment, you may wear your bathing suit covered by a robe.

We encourage you to dress casually but appropriately in the HAP dining rooms, keeping in mind contemporary standards for a fine dining establishment. Apparel not permitted in the dining rooms includes short shorts, tank tops, halter tops, and rubber flip-flops. Men are not required to

wear a jacket to dinner. While no one will be denied entrance to the dining room because of dress except in very extreme cases, management may speak with you privately if your attire is deemed inappropriate. Please inform your invited guests of these HAP dress code guidelines when extending dinner invitations.

Grievances and Concerns

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 available 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 the resident with further direction or suggestions for resolution.

Lost and Found

Check with the Hospitality Desk (586-7600) for personal items 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 Business Office until it is claimed. Lost and found items that have accumulated at the Hospitality Desk over a period of time may be displayed at a Resident Meeting or elsewhere and, if not claimed at that time, will be donated to a charitable organization or discarded, at HAP's discretion.

Motorized Scooters/Wheelchairs

In an effort to promote safety within our community, HAP has established policies and expectations with regard to the use of motorized scooters/wheelchairs (hereinafter referred to as scooters). If you have a scooter, or if you obtain a scooter in the future, you must notify the Resident

Health Services Manager (641-6304). The Resident Health Services Manager (or designee) will meet with you to review the addendum **HAP Guidelines for Motorized Scooters and Wheelchairs** located in Section I: Addenda. Annually, you will be required to sign a *Statement of Understanding* acknowledging that you agree to the guidelines and commit to maintaining a safe community. The original form will be kept on file in the Resident Health Services Office, and you will be provided with a copy.

Additional parameters have been established specific to scooters in the HAP dining rooms. For the safety of our wait staff and other residents, with very few exceptions, you must park scooters in the designated area outside the Oneida Dining Room during mealtime.

Any accident or incident involving scooters should be promptly reported to the Resident Health Services Manager (641-6304).

The **HAP Guidelines for Motorized Scooters and Wheelchairs** is located in Section I: Addenda and is available upon request from the Resident Health Services Manager (641-6304). These guidelines are subject to change based on HAP management's priority to maintain a safe community.

No Firearms

No firearms of any kind are permitted on the HAP campus. No explosives or highly flammable materials such as kerosene or paint stripper may be brought into any area of the community.

No Live Holiday Trees or Greenery

During the holiday season questions arise concerning the use of decorations inside the apartments and cottages. For the safety and well-being of everyone, the use of live holiday trees and live holiday wreaths is **prohibited**.

No Open Flames

The use of candles with an open flame is 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. Call the Director of Facilities (641-6302) with any safety questions or concerns.

No Smoking

In order to promote a healthy and safe environment at HAP, a “No Smoking” policy is in effect for **all** interior spaces, including apartments and cottages, common areas, and garages. Smoking is also prohibited on patios and balconies. This includes smoked tobacco products (namely cigarettes and cigars) as well as e-cigarettes. If you must smoke, do so inside your car or off HAP premises.

No Solicitation

Solicitation by residents, staff, or outsiders is not permitted anywhere on the HAP campus. Our no-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).

No Tipping-Gifting

To achieve an equitable compensatory arrangement with all HAP employees, we have adopted a “No Tipping” policy. This includes both monetary and non-monetary gifts. Since there are many employees whom you do not see or interact with, 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. Do not place employees in a situation where their employment may be jeopardized. If you would like to recognize an employee for outstanding performance, consider a SPIRIT Nomination (see SPIRIT Program in this Section) or a donation to the Employee Appreciation Fund (described above in Financial). Contact the Administrative Assistant (641-6379) for more information about employee recognition programs.

Noise Control

Consideration for your neighbors should be an important aspect of living at HAP. With that in mind, we ask you to make common sense decisions about

the volume of your TVs, radios, and other audio devices. As a general rule, noises should not be heard from one apartment to the next. Be mindful of the time of day (and duration of your session) when playing/practicing musical instruments in your home.

We also ask you to be mindful about your voice volume in the hallways and other common areas. Following the golden rule to *Do Unto Others...* is especially relevant in maintaining a pleasant and harmonious atmosphere. If you have an issue with noise control and are unable to resolve it by speaking directly with your neighbor, contact the Executive Director (641-6372).

Pets

HAP welcomes certain pets according to established guidelines. For the guidelines, please refer to addendum **HAP Pet Policy** in Section I: Addenda.

Political Activities

You are encouraged to be active and engaged citizens and to participate fully in political activities, whether by expressing viewpoints on political issues, participating in political campaigns, running as candidates for office, or holding political office. However, as a tax exempt entity, HAP must abide by certain Federal and State laws that prohibit the use of our facilities, services, and/or our staff from participating or intervening in any political campaign on behalf of, or in opposition to, any candidate for public office or political party.

To preserve HAP's tax exempt, non-partisan status, please refer to the guidelines in the addendum **Policy on Political Activities** in Section I: Addenda. The policy includes prohibited activities and guidelines relating to both the HAP organization and HAP residents. For further clarification or to read the administrative policy in its entirety, you may contact the Executive Director (641-6372).

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 (641-6372) so that appropriate action can be taken.

Scams

One of the most important ways to avoid becoming a victim of a scam is to pass along information about scams that are making the rounds, especially ones that you have encountered personally. If you think you've been targeted by a scammer, promptly contact the Executive Director (641-6372) and we will assist to the degree possible.

Signs: Political and Other

To expand on the topic of Political Activities (above), posting of political signs on HAP property or in the window of your apartment or cottage home is prohibited. For HAP purposes, a political sign means a sign advertising a candidate or candidates for public elective office, or a political party, or a sign urging a particular vote on a public issue decided by ballot.

HAP has established guidelines pertaining to signage that will be permitted in support of various human/civil rights, social movements, and health related issues. One sign only is permitted per residence; it can be placed inside one window only and can be no larger than 16 X 24 inches. A sign in the form of a small decorative garden flag can be displayed on a post specifically designed to display such a flag. The flag can be no larger than 13 X 18 inches and must be placed in your garden bed, not on the lawn. You can place a sign on the shelf outside your apartment door; the shelf sign can be no larger than 8 ½ X 11 inches. Signs cannot be affixed to the outside of the buildings, on apartment/cottage entry doors, porches, patios, or balconies.

HAP administration will have final approval on the posting of any sign/banner and reserves the right to request the removal of signs that are deemed inappropriate.

Use of Illegal Substances

Use or possession of illegal substances is prohibited on the HAP campus. Upon learning of suspected use or possession of illegal substances on the campus, the Executive Director will notify the proper authorities.

SPIRIT PROGRAM (EMPLOYEE RECOGNITION PROGRAM)

SPIRIT is an acronym that incorporates HAP's core values: Service, Pride, "I Can", Respect, Ideas, and Teamwork. The SPIRIT Program is designed to reward staff for outstanding attitude and performance. Each staff member, including managers and supervisors, has the opportunity to earn SPIRIT awards on a monthly basis.

If you observe a staff member going "above and beyond," you may consider nominating them for a SPIRIT award. Nomination forms (and a collection box) are located in the in-house mail room at Hahnemann Square. You can also submit SPIRIT nominations on the Resident Portal. You may submit a maximum of five nominations per month.

SECTION B: COMMON ROOMS AND AREAS AND THEIR LOCATIONS

This section contains a listing of the location of the common rooms and areas that are available for use by residents.

Please Note: The five hallways in the Hahnemann Square living area are named: Allens Creek (floors 1, 2, and 3), Bedford Pass (floors 1, 2, and 3), Calkins Run (floors 2 and 3), Durham Way (floors 2 and 3), and Elmwood Terrace (floors 1, 2, and 3). The names are posted on or above the wall as you enter the hallway. You will see these hallways referenced below to identify the location of common rooms/spaces. For a layout of the Hahnemann Square hallways, please refer to the addendum **Hahnemann Square Interior Building Map** in Section J: The Highlands at Pittsford Maps.

ACTIVITIES ROOM

Located on the second floor in Bedford Pass, the Activities Room, like many of the community areas at HAP, is designed to be a multi-purpose room for card playing, meetings, and other social gatherings. To reserve the Activities Room, call the Hospitality Desk (586-7600). If you are reserving this room for a card game or meeting, let the receptionist know so we can arrange to have tables and/or chairs set up for your group if needed.

ART GALLERY

The Art Gallery, located outside the Oneida Dining Room, displays original works of art by current residents and occasionally by staff members and outside exhibitors. Artwork may include paintings or drawings, photography, textile art, sculptures, pottery, and ceramics, just to name a few. All paintings, drawings, and photographs must be framed. A HAP staff member would be pleased to hang your pieces in the gallery and label them if you provide us with titles. Depending on demand for space, you may show one or more pieces of artwork at one time; items will remain in place for a period of time (minimum one month). Artwork is rotated at HAP's discretion. The artist assumes all risks and hazards incidental to participation in the display of their artwork.

The Art Gallery may feature an *Artist of the Month*. The featured artist will display approximately 12 to 14 pieces of art for one month. If you do not have the required 12 to 14 pieces, we may pair you up with another artist and the two of you can share the spotlight. Contact the Life Enrichment Manager (641-6345) if you wish to exhibit your artwork.

BEAUTY SALON/BARBER SHOP (HIGHLAND STYLES)

HAP offers a professional salon located in the Wellness Center called *Highland Styles*. Licensed beauticians 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 641-6332. For a listing of services and prices, please refer to the addendum **Highland Styles (Beauty Salon) Price List** in Section I: Addenda. Prices are subject to change with reasonable notice. Payment for services is made directly to the salon; salon charges cannot be added to your monthly statement. Although the salon is independently operated, feel free to report any issues or concerns to the Executive Director (641-6372).

CLUB ROOM

Located on the third floor at the corner of Allens Creek and Durham Way, the Club Room is a popular gathering place for residents most mornings. A complimentary continental breakfast consisting of bakery goods, fruit, yogurt, dry cereal, juice and coffee is available each morning in the Club Room for residents and guests staying in our Guest Apartments only.

The Club Room can also be reserved for your private meetings, events, or functions. To reserve the Club Room, call the Hospitality Desk (586-7600).

Mobile Book Cart

The books found on the mobile book cart in the Club Room are available to all; you may take a book or leave a book. This is designed to be an informal book-swap and there is no need to sign out the books or return them. 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. This

is also the recommended location for donating your paperback books. We ask that you do not return any of these books on the cart to the library.

COFFEE/TEA BARS

There are two coffee/tea bars in Hahnemann Square. One is located near the USPS Mailboxes; this is a popular spot to peruse your mail and discard unwanted items in the wall slot designated for paper recycling. The other is located in the hallway around the corner from the Bistro. The Hahnemann Club also has coffee and tea available 24/7. Help yourself to the complimentary beverages at any of these locations.

COMMUNITY CENTER

Located adjacent to the Oneida Dining Room and The Highlands Pub, the Community Center is one of the largest venues and has seating capacity for approximately 100 lecture style and 60 for a dining experience. This room is equipped with audio/visual capabilities, including a large viewing screen and a hearing loop system. A number of scheduled events take place in the Community Center including weekly Happy Hour, lectures, music performances, and Resident Meetings. Consult your Program Calendar for more information about events held in this venue. To reserve the Community Center, call the Cultural Programming Assistant (641-6344).

DINING ROOMS

There are three dining rooms available to serve you.

The Bistro is located on the third floor of Hahnemann Square across the hallway from the Lilac Shoppe. It offers an intimate dining experience for you and your guests.

Oneida Dining Room is the main dining venue at HAP and contains the Conesus, Honeoye, and Seneca Dining Rooms, as well as the Oneida Grille. It is located on the third floor of Hahnemann Square next to the Community Center.

The Hearth Room is located around the corner from the Bistro as you enter Laurelwood and offers a full-service breakfast on selected days.

For additional information on the meals offered and the days and hours of operations of these dining rooms, please refer to the addendum **Dining Options: Meals, Venues, Hours, and Meal Points** in Section I: Addenda.

GIFT SHOP/CONVENIENCE STORE (LILAC SHOPPE)

HAP offers a convenience store/gift shop called *The Lilac Shoppe*. The Lilac Shoppe carries gift items, greeting cards, postage stamps, jewelry, groceries, personal convenience items, and other sundries, and on occasion, apparel. It is located in Hahnemann Square near the in-house mailboxes. There is also a second entrance across from the Bistro. The Lilac Shoppe is open from 10:30 a.m. to 1:30 p.m. Monday through Friday. For more information, call the Lilac Shoppe at 641-6329. Purchases may be added to your monthly statement or be paid in cash or by check. Personal checks up to \$100 may be cashed in the Lilac Shoppe.

HAHNEMANN CLUB

Located at 301 Stoutenburgh Lane in the heart of the cottage community, 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. Call the Cultural Programming Assistant (641-6344) to reserve the Hahnemann Club.

A number of University of Rochester programs are held in the Hahnemann Club; at some of these programs you may be joined by active older adults from the greater Rochester community. The multi-purpose room is equipped with audio/visual equipment for presentations. There is also a bookshelf with donated books in the front hall; these books are free for the taking and do not have to be returned.

Our Wellness Coach conducts an organized group fitness class at the Hahnemann Club on Monday, Wednesday, and Friday mornings. Consult your Program Calendar for times. Additionally, a complimentary continental breakfast is offered on Monday, Wednesday, and Friday mornings when

residents often convene to socialize. Complimentary coffee and tea are available 24/7.

The Hahnemann Club also features a fitness room equipped with a variety of exercise equipment. For your safety and well-being, and to achieve optimum results, HAP strongly recommends that you call the Wellness Coach (641-6316) to schedule an introductory session designed to orient you to the fitness machines and equipment prior to use.

HIGHLANDS PUB

The Pub is our bar located directly outside the Community Center. Every Wednesday at 4:00 p.m., the Pub is the place to be for Happy Hour. Meet friends and enjoy a drink before dinner. Alcoholic drinks are limited to two per person and charges will appear on your monthly statement. Complimentary non-alcoholic beverages and hors d'oeuvres are also offered at Happy Hour. You are encouraged to wear your name tag when you come to Happy Hour to facilitate meeting new people. You will be informed when special circumstances require us to change the day, time, and/or location of Happy Hour.

HOSPITALITY DESK

Located inside the main entrance to Hahnemann Square, the Hospitality Desk is the central hub for information. **As a general rule of thumb, if you are in doubt about something, call the Hospitality Desk 586-7600.** For a list of the Hospitality Desk's services, see Section G: Hospitality Desk.

The desk is staffed seven days a week, generally from 8:00 a.m. to 8:00 p.m. Monday through Friday and from 9:00 a.m. to 8:00 p.m. on weekends. Holiday hours can vary, but they are always posted at the desk before and on the holiday.

LAUNDRY ROOM FOR USE BY RESIDENTS

You may use the first-floor laundry room in Hahnemann Square at any time. It is located near the Key Pad 1 entrance/exit around the corner from Elevator A. You might consider using the washer and dryer to launder most comforters, blankets, sheets, towels, and small throw rugs. King and California King sized

comforters, or those with down filling, should be sent out to a professional laundry service. Do not use the washer to launder pet bedding or other pet items covered in fur.

You must furnish your own laundering supplies. Please clean out the dryer lint filter after each use. An ironing board is also available in the first-floor laundry room; please bring your own iron. Water for irons is not provided. If you need assistance operating the appliances, call the Housekeeping Supervisor (641-6328).

The laundry rooms on the second and third floors are used strictly by the housekeeping staff to launder residents' bed linens and are not available for personal use by residents.

LIBRARY

The Resident Library, located behind the Living Room, houses a large collection of books in both regular print and large print. All HAP library books are listed by both title and author in a book catalog available on the Resident Portal under *Links of Significance* on the Portal homepage. A paper copy of the book catalog is available in two 3-ring binders located in the library. For more details on the Library see Section D: Cultural Programs, Life Enrichment, and Educational Events.

LIVING ROOM

Located in the central commons area near the Hospitality Desk, the Living Room is a warm and inviting place to relax. Read the newspapers located on the coffee table or enjoy a book or magazine under the skylight. Visit with family and friends in front of the cozy fireplace.

MAIL ROOMS

There are two mail areas/rooms in Hahnemann Square. The USPS mailboxes for apartment residents are located outside the Community Center, across from the Pub, next to the elevator. The in-house mail room boxes are located across from the restrooms in the hallway leading to the Lilac Shoppe.

MEDIA ROOM

Located on the third floor in Bedford Pass, the Media Room is home to office equipment including five computers, a printer, a small copier, a paper shredder, a desk phone, and a magnifying machine. It is also home to a rolling file that houses the Resident Advisory Council minutes, Bylaws, and Handbook. The computers are available on a first-come, first-served basis with first priority given to HAP residents. HAP staff members may also use the computers on their unpaid meal breaks, with prior permission, or for training purposes. Private caregivers in your employ are not permitted to use the computers in the Media Room.

The copier and the paper shredder in the Media Room are both designed for moderate use. If you need to make more than 10 copies or you do not know how to use the copier, please come to the Hospitality Desk for assistance. If you need to shred a large quantity of paper (more than what would fit in a shoebox), the Hospitality Desk can provide information about secure paper shredding services.

MEDITATION ROOM

Located on the first floor near the 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.

MUSIC ROOM

Located in the commons area across from the Living Room, the Music Room is a multi-purpose room that is used for meetings, lectures, card playing, parties, musical performances, church services, and receptions. It is also regularly used for technology classes and discussions. 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, but it is also available for private resident functions. To reserve the Music Room, call the Cultural Programming Assistant (641-6344).

PARLOR

Located across from the Hospitality Desk, the Parlor is a small, private room that is ideal for meeting with your lawyer, insurance agent, financial planner, or any other individual you prefer not to invite into your home. To reserve the Parlor, call the Hospitality Desk (586-7600).

RESTROOMS

Restrooms are located throughout Hahnemann Square. There are four on level 3; one is in the hallway leading to the Lilac Shoppe, another is located next to the Oneida Dining Room, a third is near the Bistro, and a fourth is next to the Media Room. On level 2, the restroom is next to the Activities Room. There are no restrooms on level 1.

SOCIAL ROOM

Located on the second floor at the corner of Allens Creek and Durham Way, the Social Room is another excellent location for card playing, socializing, meetings, or your private occasions. To reserve the Social Room, call the Hospitality Desk (586-7600).

WELLNESS CENTER

The Wellness Center is located on the second floor in Hahnemann Square, accessible from Calkins Run. It features a full-service hair salon, fitness room, spacious exercise room for group exercise classes, and a pool and hot tub. Before using the fitness facilities and/or pool and hot tub for the first time, please contact the Wellness Coach (641-6316) to receive a brief overview of protocols and to sign the required *Release and Waiver of Liability* form. For additional details on the Wellness Center, see Wellness Center under Section F: Health and Wellness.

WOODWORKING SHOP

HAP has a fully operational, well-equipped woodworking shop (Shop) for your personal use. It is located in the underground parking garage. Several pieces of equipment were donated by HAP residents.

The Shop is not supervised by a HAP staff member. If you use the Shop you do so at your own risk. In lieu of onsite supervision, HAP has established a series of safeguards to be followed by all Shop users. The safety guidelines, most of them common sense, are posted at the entrance to the Shop and outlined briefly in the next paragraph.

Standard safety procedures must be followed to prevent injuries. These include, but are not limited to, wearing appropriate safety equipment and clothing. Never use blunt blades or bits; check materials for knots, nails, screws, and other metal; never reach over a running blade; use the safety features on tools; avoid distractions. Do not operate tools or machinery while under the influence of intoxicants. Do your part to keep the floor and Shop clean and organized. Injuries can be prevented, and safety is everyone's responsibility. Report Shop issues or problems with equipment to the Director of Facilities (641-6302).

If you wish to use the Shop, you are required to sign a form acknowledging that you understand and agree to abide by the established safety guidelines. The form can be obtained by contacting the Director of Facilities (641-6302). The Shop should be locked at all times when it is not in use. Shop users will receive information about the key **after** they have signed the aforementioned form.

A Health Call pendant and a telephone (641-6386) are located in the Shop to summon help in the event of an emergency. For more information about using the Shop, please contact the Director of Facilities (641-6302).

Often there is a resident who is willing to build something for you to your specifications or fix something for you in the Shop. Ask the Director of Facilities (641-6302) for resident contact information.

SECTION C: COMMUNICATION

This section contains information on how residents stay in touch with each other, with The Highlands management, and with the rest of the world through traditional and electronic/digital means.

CABLE TV, INTERNET, AND WI-FI

Basic cable TV, high-speed internet, and Wi-Fi are provided, currently through Spectrum, to all residents through HAP's residential contract. Basic cable and internet are included in your monthly service fee. You are responsible for contacting Spectrum upon move-in to obtain cable boxes, modems, and routers. The number for Spectrum is 1-833-697-7328. You are also responsible for contacting Spectrum if you would like to upgrade your TV or internet package. If you choose a service upgrade, you will pay additional fees directly to Spectrum. Upon vacating your home, you (or your designee) are responsible for returning all cable and internet equipment to Spectrum; Spectrum will charge you for unreturned equipment.

Wi-Fi in Common Areas

HAP offers courtesy Wi-Fi in locations other than your residence. The Wi-Fi network in the common areas of the main building and the Hahnemann Club is an open, unsecured connection; it is called URMC guest. While it is monitored by URMC, you are nevertheless 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 make no guarantees that you will be able to connect with our network.

If you need help connecting your device to the courtesy Wi-Fi, you may contact a member of the IT Team (641-6308 or 641-6309). For anything above and beyond basic connectivity instruction, you will need to schedule an appointment for assistance.

DIGITAL MESSAGE AND BULLETIN BOARDS

Digital signs, managed by HAP administration, are in three locations in Hahnemann Square: 1) outside the Music Room near the Pub; 2) in the Club

Room; and 3) in the Wellness Center. A fourth digital sign is located in the Hahnemann Club. The digital signs display the daily menu selections, daily cultural programming offerings, upcoming events, notices from HAP administration, resident committees and discussion groups, etc. Resident birthdays and anniversaries are also displayed here.

Traditional bulletin boards are located in the in-house mail room and in the Hahnemann Club. Posting of personal advertisements and/or solicitation notices by residents, family members, staff and others is prohibited. Out of respect for different points of view, postings of a political nature are not allowed. If you are in doubt about whether a notice is suitable for posting, please contact the Executive Director (641-6372). If you post an item on the bulletin board, please do your part to keep the board fresh and relevant by removing outdated information.

THE HIGHLANDS REVIEW

The Highlands Review is a resident-run community magazine. Published three times each year, it features the creative works of the residents and staff. The managing editor and editorial staff are HAP residents who shape the publication from beginning to end, including creating a production schedule and content plan, organizing the layout, designing a cover, typing and copy editing. Our diverse HAP community is rich with stories that need to be told, and we encourage you to submit original short stories, anecdotes, memoirs, poems, or photographs. Articles should be in the range of 300 to 600 words. Someone on the editorial staff would be pleased to guide you through the process. Call the Administrative Assistant (641-6379) for more information. *The Highlands Review* is distributed through the in-house mail to all residents and is also available on the Resident Portal. A complete collection of all past copies is available in the Library. Extra copies of *The Highlands Review* are available at the Hospitality Desk while supplies last.

MAIL AND PACKAGE DELIVERIES

In-House Mail

The in-house mail system is designed for written communications from within the HAP community. Check your in-house mail daily for special announcements and memos from HAP management, or notes from your

HAP friends and neighbors. Apartment residents will find their in-house mail in the mail room located in the hallway leading to The Lilac Shoppe. Each apartment is assigned a cubbyhole; the apartment numbers appear below each cubby. Cottage residents receive their in-house mail at their cottage home in individual tubes situated under their United States Postal Service (USPS) Mailboxes.

United States Postal Service (USPS)

Mail is distributed by the USPS to your personal mailboxes Monday through Saturday (excluding USPS holidays). These mailboxes are under the control of the USPS. Federal Law prohibits the placement of HAP memos or announcements in these boxes. Please use your return address on all correspondence in order to expedite mail delivery. Outgoing USPS mail can be dropped off at the Hospitality Desk or placed in the letter drop box located near the USPS Mailboxes in Hahnemann Square. Cottage residents can hand their outgoing, prepaid mail to a carrier or leave it in their mailbox with the flag up.

Forwarding USPS Mail

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

Holding USPS Mail and In-house Mail

When the Hospitality Desk (586-7600) is notified of your short-term planned absence from your Hahnemann Square apartment, we can make arrangements with the USPS mail carrier to hold your mail here at HAP 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. The Hospitality Desk will hold in-house mail for both apartment and cottage residents when notified of your planned absence.

Postage

Postage stamps are available for purchase in the Lilac Shoppe. If you have a larger item to mail through the USPS (4 pounds or less), you can bring it to

the Hospitality Desk where we can weigh it for you on our postage meter and affix the correct postage, thus saving you a trip to the post office. We can also assist with preparing your mail piece for Certified Mail if you require proof that it was mailed and received. In each case, you are required to reimburse HAP 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. HAP is unable to provide free envelopes or packaging materials. However, envelopes are available for purchase in the Lilac Shoppe.

Package Deliveries

To Apartments

All packages, parcels, floral arrangements, and oversized mail delivered to Hahnemann Square residents are first received and recorded at the Hospitality Desk. You (or your designee) are welcome to pick up small, lightweight packages at the desk; if you do so, the receptionist will ask you (or your designee) to sign for the package so that we have a record it was passed on to you (or your designee).

A HAP staff member will deliver all other packages to your apartment in the late afternoon or early evening. This includes larger, heavier items, and small packages that remain unclaimed at that time of day. 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 (586-7600) to have your name added to the “Do Not Enter” list. Every effort is made to deliver fresh floral arrangements and other perishable items in a timely manner.

For Instacart grocery deliveries or meal deliveries from area restaurants, you will receive a call from the Hospitality Desk upon their arrival. Some Instacart employees may deliver to your apartment; otherwise, you should plan to pick up your order at the Hospitality Desk. If the items are heavy or difficult to manage, an effort will be made to deliver your perishable items in a timely manner as resources allow.

To Cottages

Packages, parcels, and floral arrangements are delivered directly to the cottages by the florist, postal system, or private package delivery service. Instacart and meal deliveries from area restaurants are also delivered directly to the cottages.

NAMETAGS

All residents receive a complimentary custom-engraved HAP nametag with a magnetic fastener shortly after moving in. Clip style nametags are available upon request if you are concerned about the magnet interfering with medical devices.

HAP strongly encourages you to wear your nametag when you are in the common areas of the community, especially at large group gatherings like Happy Hour, Resident Meetings, and various cultural and educational programs.

Call the Hospitality Desk (586-7600) to report a lost or misplaced nametag or magnet. HAP will charge a nominal fee to replace a lost nametag or magnet. For the current fee, please refer to the addendum **Additional Service Fee Schedule** in Section I: Addenda

ONLINE RESIDENT PORTAL

We are pleased to feature the Resident Portal, an online resident engagement platform designed specifically for HAP. Upon move-in, all residents are introduced to the Portal by an Information Technology (IT) staff member and provided with login information. The web-based Portal, accessible from any internet-connected device (laptop, tablet, smart phone), encourages connection and engagement through an easy-to-use platform. The Portal simplifies the completion of a number of tasks, and information is created and shared instantly.

The Portal is designed to engage residents with activities and social connectedness by providing information such as dinner menus, program calendars, event flyers, memos, movie announcements, contact information for residents, and so much more. The Portal also provides convenient, useful tools for managing day-to-day tasks such as making dinner reservations, submitting a

maintenance request form, registering for programs and activities, or requesting the services of a notary public, among others.

An IT Team member conducts a monthly training session to familiarize you with the Resident Portal and offers personal assistance with the site. Check your Program Calendar for class dates and times.

Portal Partners (Resident-to-Resident Help)

Resident ‘super-users’, called Portal Partners, are also available to work with you one-on-one to help you learn how to use the Portal. Contact IT (641-6308 or 641-6309) to be paired with a Portal Partner.

PHONE AND EMAIL LISTS

Resident Directory

Resident phone and email lists are updated periodically to reflect residency changes and are available on the Resident Portal and at the Hospitality Desk upon request. It is HAP’s policy to **not share** resident telephone numbers or email addresses with anyone outside our community.

Staff Directory

Residents may find it more efficient to contact a HAP manager directly without going through the Hospitality Desk. A staff directory (phone and email list) is distributed through the in-house mail and updated periodically to reflect changes in personnel. This information can also be found on the Resident Portal.

RESIDENT ADVISORY COUNCIL

The Resident Advisory Council (RAC) 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. Minutes are recorded at each RAC meeting and can be found on the Resident Portal. Additionally, paper copies of the minutes are filed in a mobile filing cart located in the Media Room. The Chairperson (or designee) provides a brief report about RAC business at each Resident Meeting. For a schedule of RAC meetings, please check with the Administrative Assistant (641-6379).

The RAC operates under resident-approved Bylaws to communicate your interests and concerns to management. The RAC also promotes an understanding of administrative policies and procedures. The RAC Bylaws are available on the Resident Portal and in the mobile filing cart located in the Media Room, or you can contact the Administrative Assistant (641-6379).

Suggestions to Council

The RAC welcomes your ideas and suggestions for improvements to our community. All suggestions are given careful consideration and, if approved by the RAC, they are forwarded to the Executive Director for further action. You can submit suggestions to the RAC on paper suggestion forms or on the Resident Portal; you can also email your suggestion to the RAC Suggestion Coordinator. Suggestion boxes and suggestion forms are located in the in-house mail room and in the Hahnemann Club. If using the paper form, be sure to write legibly, preferably in ink, and include your signature. The suggestion form can also be used to express a compliment for good service. The Chairperson reports on the status of suggestions at Resident Meetings.

RESIDENT MEETINGS

HAP conducts monthly Resident Meetings for the purpose of announcements and open discussion of subjects of concern and interest. Resident Meetings are held on the last Monday of each month in the Community Center; some exceptions to the schedule apply. Cottage residents also meet monthly to discuss issues applicable to cottage life. For the schedule, please refer to addendum **Resident Meeting Schedule** in Section I: Addenda.

The PowerPoint slides from the Resident Meetings can be found on the Resident Portal; paper copies are available at the Hospitality Desk upon request. The schedule of Resident Meetings is distributed in January through the in-house mail; the schedule can also be found on the Resident Portal.

RESIDENT PHOTO AND BIO ALBUMS

Shortly after your move to HAP, 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 and upload it to the directory on

the Resident Portal so that your HAP neighbors can put a face to a name. The community photo albums, located on a shelf to your left as you are entering Calkins Run (behind the U.S. Mailboxes), also contain biographical information about the residents. While participation in the photo album is optional, obtaining your photo for security purposes is not. If you have not been photographed or wish to update your photo, contact the Administrative Assistant (641-6379).

TECHNICAL SUPPORT FROM HAP IT (INFORMATION TECHNOLOGY)

If you need help with any of the types of technology listed below, you can call 641-6308 (or 641-6309) or stop by the IT office during normal business hours (9:00 a.m. to 5:00 p.m.) Monday thru Friday. The IT office is located on the first floor in the Elmwood Terrace hallway next to room 157. While the IT Team can resolve some issues fairly quickly, you may be asked to schedule an appointment for a future time if your request is more involved or if they are already busy with another task.

Here are some examples of the types of technology the IT Team supports:

- Computers of all types: Desktops, Laptops, Mac, Windows PC
- Tablets, iPads, Androids, Kindles
- Printers, Scanners, Fax Machines
- Internet connectivity issues
- Cable TV, Set-top Boxes, Remote Controls
- Home Phones, Cell Phones, Google Home or Echo devices

Resident Appointments for Technical Assistance

If you would like one-on-one assistance with your technology issue, you can request an appointment with the IT Team (641-6308 or 641-6309). These appointments are scheduled in 30-minute time blocks. An IT Team member will come to your apartment or cottage and assist with your technology needs. They can help you troubleshoot hardware and software issues, help you find a missing file, or open up an email. There are limitations, however, on what hardware issues they will assist with, i.e., they will not open up your computer and replace main components. They can offer guidance and refer you to a local computer service provider if hardware needs to be replaced.

TELEPHONE SERVICE

You are free to choose any provider for your landline phone service. If you choose Spectrum, you are eligible for a price discount because of HAP's Bulk Residential Contract for cable TV and Wi-Fi. You can call Spectrum at 1-833-697-7328. If you choose Frontier, you are responsible for contacting them at 1-877-389-7157 to arrange for phone service. A Marketing team member is available upon move-in to help you coordinate this. You are responsible for the cost of installing and maintaining your telephone service. You may also choose to use your mobile phone exclusively and forgo landline phone service. HAP's personal safety system operates independently from your phone service.

SECTION D: CULTURAL PROGRAMS, LIFE ENRICHMENT, AND EDUCATIONAL EVENTS

This section contains information on the various programs, events, and opportunities offered by The Highlands to residents.

CULTURAL PROGRAMS

HAP offers 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. A wide array of non-credit courses are presented through our affiliation with the University of Rochester. HAP 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, you are encouraged to attend the Program Planning Meeting on the first Monday of the month or contact the Cultural Programming Assistant (641-6344).

You are informed of upcoming events and activities in a number of ways: 1) A Program Calendar is distributed monthly through the in-house mail; 2) The Program Calendar is also available on the Resident Portal and events for the day are displayed on the digital signs; 3) A daily email is provided with same-day and upcoming reminders, new updates, and Zoom links if applicable; 4) Special Event flyers are distributed thru the in-house mail and posted in the elevators.

Some events and activities may require advance registration; these events are identified with an asterisk (*) on your Program Calendar. Please register on the Digital Calendar located on the Resident Portal. For questions and registration assistance, contact the Cultural Programming Assistant (641-6344). Keep in mind that some events may have a limit to the number of residents that can be accommodated; sign-up is on a first-come, first-served basis. 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 Life Enrichment Manager (641-6345).

FITNESS CLASSES

Our Wellness Coach conducts organized group fitness classes in the Wellness Center exercise room and in the Hahnemann Club multipurpose room. A number of other wellness classes are offered at HAP including, but not limited to, Water Fitness, Gentle Chair Yoga, and Balance and Strengthening. Classes are subject to change. Consult your Program Calendar for class days and times; a Health and Wellness Schedule is also posted in the Wellness Center.

IN-HOUSE MOVIES

In-house movies are presented on Tuesday evenings and on Saturday and Sunday afternoons. The movie title, time, and location will be announced in advance on the Resident Portal and posted on the digital signs located in Hahnemann Square and the Hahnemann Club.

You are encouraged to write your ideas for movies, lectures, and programs in the loose-leaf notebook labeled Program/Lecture and Movie Suggestions located on the table underneath the digital sign near the Pub.

LIBRARY

The Resident Library, located behind the Living Room, houses a large collection of books in both regular print and large print. All HAP library books are listed by both title and author in a book catalog available on the Resident Portal under *Links of Significance* on the Portal homepage. A paper copy of the book catalog is available in two 3-ring binders located in the library.

The Resident Library is managed and organized by the Library Committee. A number of new books are added to the library throughout the year. A group of residents meet on a regular basis to consider which new books will be purchased, based on a number of factors including current book reviews and resident suggestions. They submit their recommendations to the administration

for purchase. The suggestion box located in the library can be used to request a favorite book or author.

Please do not sign out more than two library books at a time; return all books within three weeks. The books are for your enjoyment only and should not be loaned out to relatives or friends. When you borrow a book, sign it out in the book located on the library desk. Upon returning a book, find your name in the same book, cross your name off, and place the book on the “returned book” shelf across from the library desk. Please do not attempt to reshelve the book in its original location. Our resident volunteers are happy to reshelve all returned books as they follow a very specific procedure for tracking how often a book is checked out.

Our tracking system ultimately helps us determine which books are seldom used in the event that shelf space becomes an issue, and we need to do some weeding. Weeding is performed on occasion, based on selected criteria, to ensure that the collection stays current, relevant, and in good condition.

In the library you will find a number of magazines, all donated by residents and others. You can read the magazines in the library or take them to your home and read them there at your leisure. The policy for borrowing magazines is less formal; you can return them to the library if you wish to do so, but it is not required.

Book donations are accepted periodically, space permitting. You may drop off 2-3 donated books at the Hospitality Desk. However, for larger quantities (more than 3), call the Administrative Assistant (641-6379). For large quantities, arrangements will be made for a Library Committee representative to visit you in your home and review the books to determine which ones are appropriate for the library. If your books are not chosen for the library, it is your responsibility to find another recipient. The Pittsford Community Library may be able to accept books for their used book sales. Visit the website pittsfordlibraryfriends.com/booksales for more information about their donation guidelines or call (585) 727-2895.

The New York State Talking Book and Braille Library (TBBL), located in Albany, is a free library service for eligible residents of upstate New York who are unable

to use standard print materials due to a visual or physical disability. Contact the Resident Health Services Manager (641-6304) if you would like help enrolling in this program.

PITTSFORD HIGHLANDS CHORUS

HAP 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. No audition is necessary. Rehearsals are held weekly in the Music Room; check your Program Calendar for days/times. If you would like to experience the joy of making music and making new friends with fellow chorus members from Pittsford Senior Citizens, come to a rehearsal and speak with the chorus director. There may be occasions where the chorus performs at different venues in the greater community.

RESIDENT COMMITTEES AND GROUPS

Residents are encouraged to play an active role in the HAP community through involvement in various committees and groups. For a listing of these, please refer to the addendum **Resident Committees and Groups** in Section I: Addenda. In addition to the organized committees and groups, if you have a special interest such as knitting or playing Bridge, Mah Jongg, or other card and board games, please contact the Cultural Programming Assistant (641-6344).

SPIRITUAL CARE

Our campus chaplain leads several spiritual programs. Consult your Program Calendar for interdenominational worship services, Bible study, and holy day celebrations. A Catholic Communion Service with volunteers from St. Louis Church takes place every Sunday morning in the Music Room. HAP also provides transportation on Sunday mornings to several area churches. Contact the Hospitality Desk (586-7600) for a list of these churches and to sign up for a ride.

The campus chaplain is available to help residents maintain spiritual connections and deal with numerous life changes, including the loss of a spouse. They will meet confidentially with residents to discuss end of life issues and help

families plan a celebration of life for their loved one. The chaplain welcomes your ideas for new ways to meet the community's spiritual needs.

The Life Enrichment Manager (641-6345) can help you get in touch with the campus chaplain. After regular business hours, contact the Hospitality Desk at The Highlands Living Center (383-1700).

Residents and family members of all faiths are encouraged to use the Meditation Room, located on the first floor near the Key Pad #1 entrance, for prayer, meditation, or private visits with clergy.

TECHNOLOGY CLASSES/INFORMATION SESSIONS

The IT Team holds regular technology classes/sessions throughout each month. While some sessions are held as informal discussions, others are more structured classes where they provide hands-on instruction relating to a specific topic. Classes are usually held in a group setting in either the Music Room or the Media Room. All classes and sessions are listed in the monthly Program Calendar. Some classes may require advance registration; these classes are identified with an asterisk (*) on your Program Calendar. Please register on the Digital Calendar located on the Resident Portal. For questions and registration assistance, contact the Cultural Programming Assistant (641-6344).

TRANSPORTATION TO CULTURAL EVENTS

Group excursions are regularly planned by the Cultural Programming Department; transportation is free of charge for most of these trips and outings. Transportation is also provided free of charge to selected concerts and performances.

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

VOLUNTEER OPPORTUNITIES

In addition to serving on one or more committees, there are a number of ways for you to volunteer your time and talent. If you have a specific area of expertise,

you could lead an educational program for HAP residents. If you are creative and crafty, we would be pleased to have you facilitate a small group crafting session. You may have some free time to visit with residents at The Highlands Living Center who otherwise may not receive visitors. Contact the Life Enrichment Manager (641-6345) to discuss volunteer opportunities at HAP.

The Community Outreach Committee is another avenue for sharing your time and talent. The committee explores opportunities to give back to the greater community and hosts a number of charitable events throughout the year to accomplish their mission. Contact the Director of Marketing and Community Outreach (641-6381) if you would like more information about this committee.

SECTION E: DINING SERVICES

This section contains information on meal plans, meal points, various dining venues, meal delivery, and other dining services available to residents.

DINING ASSISTANCE

If you need any assistance with Dining, please call 641-6330 between 9:00 a.m. and 1:00 p.m., 7 days a week and follow these prompts:

To make dining reservations:	Press 1
To order dinner delivery:	Press 2
To speak to a Dining Services team member:	Press 3
To order lunch to pick up daily at the Oneida Room Host Stand	Press 3 between 9 & 11 a.m.

Our Director of Dining Services and the Dining Services Team strive to consistently deliver a wide range of chef-prepared menu choices and exceptional service. Our extensive menus are designed and refined by drawing upon your feedback as well as that of your guests and the Dining Committee.

DINING MEAL PLANS AND POINTS

The type of residence you occupy at HAP (cottage or apartment) determines the number of dining meal points included in your monthly service fee. Each cottage resident receives twenty-one (21) points per month; each apartment resident receives sixty-two (62) points per month.

Apartment residents whose last name begins with A-K, and all cottage residents, will receive their full allocation of dining meal points for the month added to their account on the 1st day of each month. Apartment residents whose last name begins with L-Z will receive their full allocation of dining meal points for the month added to their account on the 15th day of each month.

Dining meal points do not accumulate from month to month and cannot be utilized to reduce future monthly fees. If you have a surplus of points in any

given month, you may choose to use them to host lunch or dinner guests or purchase additional grab-and-go meals in the Lilac Shoppe.

Checking Your Meal Plan Point Balance

To check your dining meal point balance at any given time of the month, consult with a Dining Services Team member or check your account balance on the Resident Portal from your personal device.

All dining and bar service charges will appear on your monthly statement. We are unable to accept cash payments from residents or guests in the dining room or at the Pub. For a detailed summary of all food and alcohol charges/transactions in any given month, you may consult the Resident Portal or request a Dining Summary Statement from the Director of Dining Services (641-6334).

If you have any questions about your dining meal plan, call the Director of Dining Services (641-6334).

Meal Credit(s)

If you are planning to be away from HAP for an extended period (14 consecutive days or longer for apartment residents; 30 consecutive days or longer for cottage residents), please stop at the Hospitality Desk (or call 586-7600) to complete an Absence Form at least seven (7) days before your departure. The form is also available on the Resident Portal. You will receive a credit for unused dining points from the first day of your absence to the last; the credit will be applied to your monthly billing statement. The credit rate is reviewed annually and is subject to change. Call the Accounting Manager (641-6333) if you have questions about the meal credit policy.

Purchasing Additional Meal Points

If you use up your allotment of points before the end of your 30-day period, you can purchase additional points (cash or check) in the form of a preloaded gift card at the Hospitality Desk according to the prices outlined in the addendum **Additional Service Fee Schedule** located in Section I: Addenda.

DINING OPTIONS: MEALS, HOURS, AND VENUES

You have a variety of dining options available to you. These options are summarized below and a complete list, along with venues, meals, meal points, and hours of operation can be found in the addendum **Dining Options: Meals, Venues, Hours, and Meal Points** in Section I: Addenda. You will receive advance written notice of any change(s) in these options.

Dining Room Options

Bistro

The Bistro is a small, intimate venue and represents dining at its finest. Residents often describe dining here as ‘going out to dinner without having to go out’ and ‘the best little restaurant in Rochester’. **Reservations are required.**

Hearth Room

The Hearth Room, located around the corner from the Bistro as you enter Laurelwood, offers a full-service breakfast on select days. **Reservations are required.**

Oneida Dining Rooms

The Oneida Dining Room (including the Conesus, Honeoye, and Seneca Rooms) is the main dining venue at HAP. Dinner is served daily. **Reservations are required.**

Oneida Grille

The Oneida Grille is located in the Oneida Dining Room and is open for lunch only. **Reservations** are required for parties greater than five (5).

Other Dining Options

Complimentary Continental Breakfast

Complimentary continental breakfast items are offered daily beginning at 7:30 a.m. in the Club Room and on Mondays, Wednesdays, and Fridays in the Hahnemann Club. The continental breakfast consists of bakery items, fruit, yogurt, dry cereal, juice, and coffee and is available as long as supplies last. The food and beverage offerings are intended for single serving consumption. Please do not take large quantities back to your home. While private caregivers may bring food and beverages to a

resident in their home, caregivers are not permitted to take items for their own consumption.

The Lunch Line (Pick Up Only)

You can order a lunch Sunday through Saturday that you pick up before 1 p.m. at the Host Stand outside the Oneida Dining Room by calling Dining Services at 641-6330 (Press 3) between 9:00 a.m. and 11 a.m.

Prepared Grab and Go in Lilac Shoppe

Prepared sandwiches, salads, and other meals are available in the Lilac Shop when it is open. These meals can serve as a lunch or a dinner.

Dinner Meal Delivery

The dinner delivery menu was specifically designed for those who wish to enjoy a dinner alone, or with family or friends, in their home. The dinner delivery menu can be found on the Resident Portal and on the back side of the weekly Oneida Dining Room Specials menu. All dinner delivery requests must be phoned in (641-6330) between the hours of 9:00 AM and 1:00 PM. A half meal point (.5) will be charged for each dinner delivered.

Returnable/Reusable Food Containers

We will deliver your meal to your apartment or cottage in an eco-friendly reusable food container. The container is BPA-free, microwavable, and dishwasher-safe. For information on how to return the container to Dining Services, please refer to the addendum **Returnable/Reusable Food Containers** in Section I: Addenda.

DINING RESERVATIONS

Please note that dining reservations are always required for dinner in the Oneida Dining Room, for lunch or dinner in the Bistro, for lunch parties of 5 or more at the Oneida Grille, and for breakfast in the Hearth Room. The host or hostess will seat you upon arrival. If you are expecting other guests who are not yet present when you are seated, please notify the host or hostess. In consideration to other residents and guests, please arrive for seating promptly at your reservation time.

Making Reservations

There are three ways in which you can make reservations:

Call Dining Services at 641-6330 between 9:00 a.m. and 1:00 p.m., 7 days a week and Press 1 for a dining reservation. Your request will be recorded and someone from Dining Services will return your call **if your request can't be honored**. Or you can Press 3 to speak to a Dining Services team member and request a reservation.

Go to the Resident Portal Login to the Resident Portal using your username and password. Click on "Go to Portal Home Page", then click on the word "Dining" at the top of the page, and then click on "Dining Reservations". Select the date you want a reservation by clicking on it in the calendar that appears, the dining venue you want, and then the reservation time you want. Provide the names of residents and guests with whom you are dining and submit the reservation. You and the other residents in your party will receive a confirmation email. If you want a reservation for more than six people, please call Dining Services at 641-6330 and Press 3 to speak to a Dining Services team member. **Please note** that you cannot cancel or change a reservation on the Resident Portal.

At the Oneida Room Host Stand outside the Oneida Dining Room between the hours of 9:00 a.m. and 1:00 p.m. and make reservations for any of the dining venues including meal delivery and lunch pick up.

If you are making **reservations for more than six (6) people**, please call Dining Services at 641-6330 and Press 3 to talk to a Dining Services team member.

Reservation Changes and Cancellations

To change or cancel a reservation, please call Dining Services at 641-6330 or stop by the Oneida Dining Room Host Stand and talk to a staff member between 9:00 a.m. and 1:00 p.m.

Bistro Cancellations and No-Shows. Given the popularity and intimate size of the Bistro, and in fairness to others, if you need to cancel your Bistro

dinner reservation, please do so by 12:00 noon on the day of the reservation in order to avoid a “no show” penalty. In the event a reservation is not canceled and results in a “no-show”, the resident who made the reservation will incur a “no-show fee”. For the current fee, refer to the addendum **Additional Service Fee Schedule** in Section I: Addenda.

DINING ROOM SAFETY

To ensure the safety and well-being of HAP residents and guests, as well as the Dining Services Team members, there is a designated area outside the Oneida Dining Room for holding walkers and motorized scooters while you are enjoying your meal. A Dining Services Team member will assist you in storing your device and retrieving it for you when you have finished your meal. For additional guidelines specific to HAP dining venues please refer to the addendum **HAP Guidelines for Motorized Scooters and Wheelchairs** in Section I: Addenda. If you are assisted to the dining room by a private caregiver, we ask your caregiver to wait in the Music Room (or library) while you are dining.

GUEST DINING

Your family and friends are welcome to dine with you in any of the dining rooms. For a complete listing of meals and venues, please refer to the addendum **Dining Options: Meals, Venues, Hours, and Meal Points** in Section I: Addenda. When you make reservations, specify the number of guests. You can utilize your meal plan for all guest meals or purchase a gift card at the Hospitality Desk to supplement your meal plan for the additional meals. Gift card prices are published in the addendum **Additional Service Fee Schedule** in Section I: Addenda.

You will be informed in advance of special themed and holiday meals and of resident-only meals such as the Employee Appreciation Fund dinner and the resident summer picnic.

SPECIAL THEMED AND HOLIDAY MEALS

Throughout the year, HAP has special themed and holiday meals, e.g., 4th of July, Thanksgiving, Christmas, and New Year’s. The dates and times for special themed and holiday meals are communicated in writing and on the Resident

Portal. **Reservations are required** for all special themed and holiday meals regardless of the number in your party. Meal delivery service is also an option for special and holiday themed meals upon request; delivery times are subject to change.

PRIVATE PARTIES AND CATERING

The Dining Services Team is delighted to cater your private party in your home or in the Community Center or Hahnemann Club. Please call the Director of Dining Services (641-6334) to schedule your event and obtain a quote for food, alcohol, table settings, labor, and other miscellaneous items. Final charges will be included on your monthly billing statement.

PROVIDING FEEDBACK ON YOUR DINING EXPERIENCE

Dining Services values and appreciates your feedback on your dining experience and encourages you to submit your dining comments. This is an excellent way to share feedback regarding your dining experience and to suggest new menu ideas. Comment cards are available near the entrance to the Oneida Dining Room, or you can ask your server for one. You can also submit your dining comments under the “Dining” tab on the Resident Portal. All comments are reviewed and tracked by the Director of Dining Services and the Dining Services Team. Status reports are periodically provided at Resident Meetings to include actions taken.

WINE, BEER AND COCKTAILS

Alcoholic beverages are available for purchase at an additional charge; they are not part of any meal plan. (For a list of current prices, please refer to the addendum **Additional Service Fee Schedule** in Section I: Addenda.) There is a total **two-drink limit per person per day** which includes all alcoholic beverages purchased at meals, happy hour, or other special events. Charges will appear on your monthly statement. You may bring your own bottle of wine to the dining room and a dining staff member will assist with opening and serving your wine.

SECTION F: HEALTH AND WELLNESS SERVICES

This section contains information related to the health and well-being of residents and the assistance available to them.

AUDIOLOGY SERVICES

An audiologist visits quarterly to check hearing aids, and clean them if necessary, to ensure they are working properly. Dates and times are listed in the monthly Program Calendar. If you have a battery-operated hearing aid, the doctor will check the battery and recommend replacement if necessary; they do not provide replacement batteries. The doctor can look in your ear for earwax blockage, but they will not remove the wax. There is no charge for this service.

AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

An Automated External Defibrillator (AED) is located near the entrance to the Oneida Dining Room. HAP **does not require** its staff members 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 trained in the use of an AED device may make their own decision about whether or not to use it 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 are trained in the use of an AED device and choose to use it.

BLOOD DRAW SERVICES

UR Medicine Labs provides blood draw services for residents on Tuesday mornings in the Wellness Center beginning at 7:30 a.m. There is no need to schedule an appointment as the lab works on a first come, first-served basis.

Your doctor's office can FAX a lab requisition to the Laurelwood care office (FAX 641-0215), or you can come with your requisition in hand. Reminder calls are provided to the extent possible. If your doctor is with the Rochester Regional Health System (RRHS) you can still have your blood drawn here with the proper

paperwork. The phlebotomist does **not** have access to the URM or RRHS online lab requisitions.

BLOOD PRESSURE CHECKS

If you feel a need to have your blood pressure checked a member of the Laurelwood care staff may be able to assist. Call the Hospitality Desk first (586-7600) and the receptionist will help to determine staff availability. You can also check your own blood pressure at a freestanding automatic blood pressure machine in the following locations: 1) Hahnemann Square: 2nd floor immediately after exiting elevator near the underground garage; 2) Cottages: Hahnemann Club fitness room.

COVID-19 VACCINATION POLICY

To safeguard the health and well-being of residents, staff, visitors, and vendors from the risks associated with COVID-19, effective October 1, 2021, vaccination for COVID-19 is a requirement for all residents and staff unless written documentation for a medical exemption is provided to HAP administration from a licensed physician or certified nurse practitioner. Medical exemptions must be reviewed and approved by HAP administration.

The vaccination policy states that all existing residents are either vaccinated or medically exempt. HAP will continuously ensure that all incoming residents have documentation of COVID-19 vaccination or a valid medical exemption. Vaccination documentation will be maintained confidentially in the resident's file in the Resident Health Services office.

The COVID-19 vaccination policy can be viewed in its entirety by contacting the Resident Health Services Manager (641-6304). Additional safety measures may be put in place for the general health and safety of the HAP community at the discretion of administration.

CPR POLICY

HAP **does not require** its staff members 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 about whether or not to administer CPR and, if they choose to administer it, 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 it.

DIETICIAN

If you would like to schedule an appointment with a registered dietician, contact the Resident Health Services Manager (641-6304).

FLU SHOT CLINIC

Flu shots are offered at HAP 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 approximately one month in advance.

HEALTH CALL PENDANT

Independent senior living is defined as housing serving seniors in which the administration 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, your safety and well-being is our highest priority. The personal safety system at HAP is monitored onsite by our staff. You were issued a Health Call pendant (or wristband) upon move-in that allows you to summon help in any emergency, 24 hours a day, 7 days a week, from virtually anywhere on the campus, including portions of the walking trail.

HAP strongly recommends that you wear your Health Call pendant at all times. Pendants are fully waterproof so there is no need to take them off while showering or swimming. Call the Hospitality Desk immediately at 586-7600 to report a lost or misplaced pendant and a replacement will be provided. There is a charge to replace lost Health Call pendants.

For any emergency situation, push the blue button **once** on your Health Call pendant. When you push your Health Call button, a small red light will come on;

the light will go off when you release the button. **Do not push the button a second time.** If you push the button more than once, you run the risk of resetting the alarm and staff will assume that someone has responded. Designated HAP staff will respond immediately, assess the situation, and summon aid as needed. If the responder determines that an ambulance is needed, they will summon one. All efforts will be aimed at getting you to the appropriate medical facility as quickly as possible. The Resident Health Services Manager is notified of all medical emergencies and will communicate with your physician and family, if necessary, based on the emergency contact information you have provided.

Since the primary purpose of the personal safety system is to ensure the safety and security of our residents, do not use your Health Call pendant to summon HAP staff for routine tasks.

The personal safety system does not require any routine maintenance on your part. In the event that the battery runs low in your pendant, the system is designed to notify the Director of Facilities and a staff person will promptly replace your unit. Additionally, routine preventive maintenance checks are performed by Special Care Systems, the company that sells, installs, and services the technology. If you ever feel the system is not operating properly, call the Hospitality Desk at 586-7600 to report your concerns.

HEARING LOOP

The Community Center is equipped with a hearing loop system. A hearing loop is a special type of sound system for people who use hearing aids. The loop system provides a magnetic wireless signal that is picked up by a hearing aid when it is set to the T-coil (Telecoil) program. The system transmits sound directly into the hearing aid and filters out unwanted background noise. The system can be used by any number of users at the same time. If your hearing aid is equipped with a T-coil, and not all hearing aids need one for good quality sound, you will simply turn it on by pressing the T-coil program button on your hearing aid. If you are unsure whether your hearing aid has a T-coil, or if you have other questions about your hearing aid, contact your audiologist.

If your hearing aid does not have a T-coil or if you don't wear a hearing aid, you can use a hearing 'loop listener', a compact listening device that mimics the T-

coil in a hearing aid. The small listening device is provided on a neck strap along with over-the-head headphones. The loop listener allows people with mild to moderate hearing loss to make use of the hearing loop system. We have a limited number of loop listeners available for sign-out at the Hospitality Desk (586-7600).

MEDICAL INFORMATION FORMS

Confidential Medical Data Sheet and Advance Directives

You are asked to complete (and periodically update) a Confidential Medical Data Sheet, which includes information on medical conditions, medications, and emergency contacts. The original form is placed in a magnetic pouch attached to your refrigerator for use in the event of a health care emergency. Copies of the form are kept in secure files in the Resident Health Services Office and at the Hospitality Desk. Please keep this form current at all times and promptly notify the Resident Health Services Manager (641-6304) of any changes in your medical history, medications, medical insurance, or physician information.

Advance Directives are important legal documents that explain how you want medical decisions to be made if you become too ill or otherwise lose the ability to speak for yourself. If you have Advance Directives in place (i.e., Health Care Proxy, Durable Power of Attorney, Living Will, DNR (Do Not Resuscitate) Order, MOLST), please be sure to provide the Resident Health Services Manager with a copy for our confidential files; copies of these documents should also be placed in the magnetic pouch on your refrigerator door. Appointing a health care agent is voluntary. Contact the Resident Health Services Manager (641-6304) for more information about these legal documents.

Release of Health Information

HAP 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 HAP staff members are required to sign a

confidentiality statement; 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. Do not put their employment in jeopardy by asking them to disclose confidential health information about other residents.

Under no circumstances will HAP share your confidential medical information. However, you have the opportunity to give HAP permission (or not) to share information about your whereabouts only with other residents who may inquire about your absence from the community. Your concerned neighbor may simply want to send you a card letting you know you are thought of and missed. A form titled *Release of Information Re: Hospitalization and/or Rehabilitation* is designed to let us know your preference. If you have not already completed this form, contact the Hospitality Desk (586-7600). You can rescind permission at any time by contacting the Hospitality Desk and completing a new form. If we do not have a completed form on file for you, we will assume that you DO NOT give permission to share information concerning your whereabouts and we will act accordingly.

If your HAP friend or neighbor moves out of the community to make their home elsewhere and you would like to get their forwarding address, please contact the Director of Marketing and Community Outreach (641-6381). If the resident has given HAP permission to share that information, we would be happy to pass it on to you.

MOTION SENSORS

Each apartment and cottage is equipped with a motion sensor as part of your personal safety system. The system is designed to notify HAP 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 the telephone call, a staff member will come to your home to make sure you are OK. The motion sensors take readings at 9:00 a.m. and 9:00 p.m. seven days a week.

PHARMACEUTICAL WASTE DISPOSAL

You are encouraged to dispose of your unused or unwanted medications, and used needles or syringes (called “Sharps”), in a safe and proper manner. While flushing down the drain was once considered a proper way to dispose of unwanted medications, due to increasing awareness, this method is no longer recommended.

The preferred method is to drop off medications at a designated pharmaceutical waste collection site. The EcoPark, local police stations, and Monroe County sheriff’s offices/substations accept pharmaceutical waste at regularly scheduled times and locations. Refer to this website for information about collection sites in the community:

<https://www2.monroecounty.gov/ecopark/pharmaceutical.php>

Another method, albeit discouraged by many environmentalists, is to throw medications in the trash. If you must do so, please take the pills out of their original container and mix 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.

You can bring your empty, amber-colored pill bottles to the Hospitality Desk or to the Resident Health Services office in the hallway between the Bistro and the entrance to Laurelwood; HAP will deliver them to the EcoPark for proper recycling. Labels do not have to be removed but it is recommended that you use a Sharpie to black out all identifying information.

HAP is unable to provide residents with free Sharps containers. For your convenience, Sharps containers are available for purchase in the Lilac Shoppe. You can also purchase Sharps containers at local drugstores or stores with an onsite pharmacy. If you need help acquiring the necessary supplies, you can contact the Resident Health Services Manager (641-6304) for assistance. When your Sharps container is full, seal the lid tightly and call the Resident Health Services Manager; we will retrieve the full Sharps container from you and properly dispose of the container and its contents.

PHYSICIAN'S OFFICE AT LAURELWOOD

The Physician's Office, located on the main floor at Laurelwood, is part of the UR Medicine Geriatrics Group. The practice is staffed by a board-certified geriatrician and trained support staff, all experts in managing the often complex care of older adults. As with any physician's practice, you must first sign on as a patient. This practice does not operate as a walk-in clinic. Appointments must be scheduled in advance (276-0830). Billing for services is done in the same manner as any other physician's practice.

Contact the Resident Health Services Manager (641-6304) for more information about registering as a new patient and the physician's office hours at Laurelwood.

PODIATRY SERVICES

A board-certified podiatrist visits monthly to provide foot care to our residents; the doctor sees patients in the Wellness Center. Contact the Resident Health Services Manager (641-6304) for more information and to sign up for services. You will be billed if there is a balance after insurance.

PRESCRIPTION DELIVERY

Arrangements for prescription medications (and refills) should be made by you or your physician. Although you may select the pharmacy of your choice, you are encouraged to choose one of the two local pharmacies that deliver to HAP: 1) Wegmans Pharmacy in the Country Club Plaza on Fairport Road, (585) 586-8340; and 2) Mendon Pharmacy at 51 Assembly Drive, Mendon, (585) 624-8010. While Mendon Pharmacy will deliver over the counter/non-prescription medicine in addition to prescription meds, Wegmans Pharmacy delivers prescription meds only. Contact the Hospitality Desk at 586-7600 for more information about delivery and payment.

Wegmans and Mendon Pharmacies deliver all medications to the Hospitality Desk, and you (or your designee) must come to the desk to pick them up. The receptionist will call to let you know that your medication was delivered. At time of pickup, you (or your designee) will be asked to sign the log book acknowledging receipt of the medication. We encourage you to call the

Hospitality Desk (586-7600) to let us know if you are giving someone else permission to pick up medications on your behalf. HAP staff is unable to deliver medications to apartment or cottage residents.

PRIVATE CAREGIVERS/COMPANION AIDES

We are here to assist you in identifying additional services to help sustain your independence and enhance your well-being. If you (or your family) have arrived at the decision to hire additional help, the Resident Health Services Manager (641-6304) has a list of approved caregiver agencies on file and would be pleased to provide you with a recommendation. You are of course free to hire a private caregiver on your own. Regardless of how you decide to meet your needs, it is your responsibility to engage services and pay for these services; HAP is not responsible for payment to private caregivers.

You must notify the Resident Health Services Manager (641-6304) of your decision to hire in-home care. This information is kept in strict confidence and used only to ensure we are aware of who is coming and going within our community. The Resident Health Services Manager will collect essential information about your caregiver and provide your caregiver with a list of HAP's standard operating procedures. The Resident Health Services Manager may reorient caregivers with regard to HAP's standard operating procedures as deemed necessary. For these procedures, please refer to the addendum **Private Caregivers Standard Operating Procedures** in Section I: Addenda. If you employ a caregiver, we would appreciate your assistance in helping your caregiver understand HAP's guidelines.

If your caregiver is employed by an agency, that agency is responsible for the oversight of their employee, and you are assuming responsibility for the actions of that provider. HAP is not responsible for the performance of services provided by any caregiver in your private employ. However, if you have concerns about someone in your private employ, you should bring them to the attention of the Resident Health Services Manager.

For questions regarding the use of private caregivers at HAP, call the Resident Health Services Manager (641-6304).

RESIDENT HEALTH SERVICES TEAM (MANAGER AND ADVOCATE)

The Resident Health Services Team consists of our **Resident Health Services Manager** (641-6304) and **Resident Services Advocate** (641-6305). They provide support to the residents in Independent Living (IL), Laurelwood, and Memory Care. They are available to meet with you to help you navigate the available health care options at HAP and elsewhere. If you think you could benefit from some additional support in your home to maximize your independence, they can provide resources to help you identify a private caregiver or companion aide. Guided by the freedom of choice that is inherent with independent living, they will have personal and confidential discussions with you to determine how best to meet your individual needs.

RESPIRE CARE

Laurelwood is able to provide short-term respite care (up to six weeks) for any independent living resident recovering from an illness or surgery. The Resident Health Services Manager (641-6304) would be pleased to meet with you or your family member to discuss your need for respite care.

SPECIALIZED MEDICAL EQUIPMENT

If you are using specialized medical equipment in your home, you should notify the Resident Health Services Manager (641-6304). Specialized medical equipment includes, but is not limited to, oxygen supplies and other respiratory equipment.

Borrowing Wheelchairs

You can borrow a wheelchair from the Hospitality Desk (586-7600) for short-term use. We ask that you sign out the wheelchair. If you need a wheelchair for an extended period of time, the Resident Health Services Manager (641-6304) would be pleased to recommend a local medical supply store that also rents mobility equipment.

Motorized Scooters/Wheelchairs

If you have a scooter, or if you obtain a scooter in the future, you must notify the Resident Health Services Manager (641-6304). The Resident Health Services Manager (or designee) will meet with you to review the **HAP**

Guidelines for Motorized Scooters and Wheelchairs which can be found in Section I: Addenda of this Handbook. Annually, you will be required to sign a *Statement of Understanding* acknowledging that you agree to the guidelines and commit to maintaining a safe community. The original form will be kept on file in the Resident Health Services Office; you will be provided with a copy. These guidelines are subject to change based on HAP management's priority to maintain a safe community.

TRANSITIONING THROUGH THE CONTINUUM OF CARE

In offering a Continuum of Care, HAP provides three levels of support on one campus. These levels are: Independent Living; Assisted Living including Memory Care; and Skilled Nursing Care. These are defined by Public Health Law as follows:

Independent Living

Independent Living (IL) 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 **cannot** directly provide personal care services or supervision. Senior living communities are required to comply with the non-discrimination requirements of the Federal Fair Housing Act with regard to race, color, religion, sex (including gender identity and sexual orientation), familial status, or disability. The IL portion of the community includes 135 apartments in Hahnemann Square and 36 cottage homes situated on Stoutenburgh Lane.

Laurelwood Assisted Living

The Assisted Living component of our senior living community is called Laurelwood at The Highlands (building 300). Laurelwood has 65 apartments which includes eight apartments in the memory care neighborhood.

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 (ADLs), three meals per day, medication assistance, housekeeping and laundry.

Memory Care Neighborhood at Laurelwood

Our Laurelwood ALR license has additional certification from the Department of Health which enables us to provide specialized services to meet the unique needs of individuals with mid-stage memory impairment. As residents with special needs decline cognitively, they and/or their families often seek an intermediate level of care. Our Memory Care Neighborhood is a safe and caring environment rooted in a person-centered approach. The physical environment of the neighborhood supports this approach with eight specially-designed apartment homes, a dedicated living room, and an open kitchen with a communal dining table where residents enjoy meals together. Activities are designed by our dedicated Life Enrichment team to ensure that residents remain as active and involved as they want to be. Residents in our Memory Care Neighborhood receive the same services as those in Laurelwood Assisted Living.

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 (HLC) is a 122-bed nursing home on the Pittsford campus providing health services that include traditional long-term care, short-term rehabilitation, and memory care. While the HLC is governed by the same Board of Directors as HAP, it is a separate corporation with its own administrator.

If you need the additional services provided in Laurelwood or Memory Care you will have priority status for transfer there. The same is true if you need short-term rehabilitation or long-term skilled nursing care; you will have priority admission to the HLC. You may receive support services from private caregivers while waiting for an appropriate transfer option.

Arrangements for transfer are coordinated by the Executive Director, Laurelwood Director, and Resident Health Services Manager in collaboration

with the resident and resident’s family or responsible party and other relevant service providers. Transfers to the HLC also involve their admissions staff.

URGENT CARE CENTERS

There are 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. Call the Resident Health Services Manager (641-6304) for information on locations, hours of operation, and services provided. A member of our Transportation Team may be able to drive you to an Urgent Care Center if you need transportation between 8:30 a.m. and 4:00 p.m. Monday through Friday. If HAP determines that your needs are such that it is not safe for our drivers to transport you, an ambulance will be summoned to transport you.

WELLNESS CENTER

The Wellness Center is located on the second floor in Hahnemann Square, accessible from Calkins Run. It features a full-service hair salon, fitness room, spacious exercise room for group exercise classes, pool, and a spa/hot-tub. Before using the fitness facilities and/or pool and spa/hot tub for the first time, please contact the Wellness Coach (641-6316) to receive a brief overview of protocols and to sign the required *Release and Waiver of Liability* form. Keep in mind that HAP staff members are also permitted to use the fitness room, pool and the spa/hot tub in the Wellness Center. Residents always have priority over staff members when using the Wellness Center facilities.

Fitness Classes

Our Wellness Coach conducts organized group fitness classes in the Wellness Center exercise room and in the Hahnemann Club multipurpose room. A number of other wellness classes are offered at HAP including, but not limited to, Water Fitness, Gentle Chair Yoga, and Balance and Strengthening. Classes are subject to change. Consult your Program Calendar for class days and times; a Health and Wellness Schedule is also posted in the Wellness Center.

Fitness Rooms

HAP has two fitness rooms; one is located in Hahnemann Square; the other is in the Hahnemann Club. Both are available for residents to use at their convenience. The fitness rooms are equipped with a number of cardio and resistance machines, as well as free weights. For your safety, HAP strongly recommends that you schedule an orientation session with our Wellness Coach (641-6316) before using the equipment.

Pool and Spa/Hot Tub

Located in the Wellness Center, the pool and spa/hot tub are open daily. Hours of operation are posted in the Wellness Center and are subject to change. Supervised open swim times are available throughout the week. Aquatic exercise programs are also offered; check your Program Calendar for dates/times.

The pool and spa/hot tub are not supervised by a lifeguard. You use them at your own risk. Your safety is very important to us and, in lieu of on-site supervision, HAP has established a series of safeguards; the Wellness Coach will review these safeguards with you before you use the pool or spa/hot tub for the first time.

Do not swim alone. A minimum of two adults must be present whenever the pool or spa/hot tub is in use. Use of the pool and spa/hot tub other than during posted hours of operation is prohibited. Do not swim or use the spa/hot tub 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 spa/hot tub to contact help immediately. Additionally, your Health Call pendant is fully waterproof and will work underwater in the pool and spa/hot tub. A telephone is also provided at poolside along with pertinent telephone numbers.

Report any issues or concerns with regard to the Wellness Center to the Wellness Coach (641-6316).

SECTION G: HOSPITALITY DESK

The Hospitality Desk is the central hub for information. **As a general rule of thumb, if in doubt call the Hospitality Desk @ 586-7600.** The desk is staffed seven days a week, generally from 8:00 a.m. to 8:00 p.m. Monday through Friday and from 9:00 a.m. to 8:00 p.m. on weekends. Holiday hours can vary, but they are always posted at the desk before and on the holiday.

The receptionist at the Hospitality Desk is available to assist in the following:

- Signing in and signing out guests and visitors
- Reserving Guest Apartments*
- Checking in/Checking out guests for Guest Apartments
- Providing guests with the form required to use the Wellness Center
- Directing telephone calls to departments and staff members
- Reserving Parlor, Social Room, Club Room, and Activities Room
- Scheduling transportation requests*
- Submitting a Work Order*
- Recording planned absence*
- Requesting the services of a Notary Public*
- Reporting housekeeping issues
- Notifying resident of prescription delivery
- Sending and receiving facsimile (FAX)
- Weighing USPS mail and affixing the correct postage (at resident expense)
- Preparing Certified Mail
- Accepting a small amount of unwanted paper documents for secure shredding
- Making photocopies (charges will apply for quantities greater than 10)
- Disposing of used batteries, ink & toner cartridges, and old cell phones

*These tasks can also be accomplished on the Resident Portal.

At the Hospitality Desk you can:

- Purchase additional meal points and/or dining gift cards
- Sign up and pay for Highlands trips
- Report a lost item; ask if lost item has been turned in
- Request replacement for lost/misplaced nametags, keys, key fobs

- Drop off outgoing U.S. mail
- Pick up US mail upon return from absence (apartments)
- Pick up in-house mail saved during absence
- Pick up Instacart and other food deliveries
- Pick up newspaper (subscribers only)
- Pick up packages
- Pick up prescription deliveries
- Pick up resident and staff phone and email lists
- Drop off and pick up dry cleaning
- Drop off empty, amber-colored pill bottles for proper recycling
- Borrow a wheelchair
- Borrow a hearing loop listening aid for the Community Center
- Receive/return garage door remote control
- Request an extra copy of *The Highlands Review*
- Request apartment/cottage be added to the *Do Not Enter* list
- Complete the form “Release of Information Re: Hospitalization and/or Rehabilitation” (and rescind permission if applicable)

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

SECTION H: MAINTENANCE, GROUNDS, HOUSEKEEPING AND SECURITY

This section contains information on the care, upkeep, maintenance and security of all buildings, physical facilities, equipment, and grounds, including apartments and cottages.

BACK-UP GENERATORS

HAP is equipped with backup generators that allow you to stay in your home where you will remain warm and safe, avoiding the stress associated with prolonged power failures due to storms or other events. While the generators at Hahnemann Square are equipped with transfer switches that 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. The delay is so brief, however, that you may not notice it.

Cottage residents, your home is equipped with either an automatic-start or manual-start backup generator. While the latter is portable and requires a manual hookup by a HAP staff member, the automatic-start generators are permanently installed and come on automatically. In the case of the manual-start generators, HAP staff members will start up generators approximately two hours after the initial loss of power. HAP staff will use their discretion in this regard. If you have medical issues, you will be given first priority. If you are out of town or are a snowbird, your cottage will be considered last. The Hahnemann Club is also equipped with a generator; you can go there to seek light and heat while waiting for your individual generator to be started.

While functioning on backup generators, 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, as a precautionary measure we suggest that you turn off sensitive appliances such as TVs and computers to avoid damage from a power surge. If you experience what you believe to be a damaging power surge, call the Hospitality Desk (586-7600) to report this.

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 and/or phone in the elevator will connect you to a 24-hour emergency call service.

In the event of a fire emergency, the system is designed to lower all elevator cars to the ground level, at which time the doors will open. The elevator cars will remain ‘parked’ on the ground level until the fire emergency is lifted. In the unlikely event you are in an elevator car at the time of a fire emergency, please get off the elevator on the ground floor and proceed to the nearest exit. **Do Not** use an elevator during a fire emergency; firefighters and emergency personnel only may use the elevators if deemed necessary.

FIRE EMERGENCIES

Apartments

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 HAP staff know the exact location of a fire when the alarm is activated. When a fire alarm is activated, the horn strobes will emit a flashing strobe light along with a loud horn noise that can be heard in the hallways and common areas of the community. You may or may not be able to hear the horn strobe inside your apartment. If the fire is clearly not inside your apartment, remain in your apartment. If necessary, staff will come to you and help you evacuate. Once the horn strobe is silenced, it is safe to come out of your apartment. Unfortunately,

with the current system we are unable to publicly announce an “all clear” when it is safe to come out.

In the event of smoke and/or fire in your apartment, evacuate immediately and close the apartment 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. HAP staff will respond immediately to the area and help you evacuate or provide further instructions.

If you are in a corridor and hear the horn strobe or see evidence of fire or smoke, evacuate beyond the nearest fire door or exit at the nearest stairwell. HAP staff will respond immediately to the area and help you evacuate or provide further instructions.

If you are in a common area near the front lobby and hear the horn strobe (e.g., Living Room, In-House Mail room, Library, Pub, Coffee Bar) proceed to the Music Room. HAP staff will respond immediately to the area.

In the event of a fire in the dining rooms during meal service, our dining team will assist with evacuation.

Do not use the elevators when a fire alarm is activated.

Please take the time to familiarize yourself with your personalized fire safety plan located on the back of your apartment door. HAP conducts an annual review of fire emergency procedures, usually at a Resident Meeting. HAP staff members are also required to participate in an annual review of fire safety procedures. If you feel you could benefit from a personal review, please contact the Director of Facilities (641-6302); a HAP staff member will meet with you and walk you through the fire procedures.

Cottages

Each cottage is equipped with smoke and carbon monoxide detectors. There is a smoke detector located in each bedroom and a combo smoke/carbon monoxide detector located in the hallway. Unlike Hahnemann Square, these life safety devices are not tied into HAP’s 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 911. You should also call the Hospitality Desk (586-7600); after 8 p.m., call Security 451-7422 or 355-9771. A HAP staff member will then provide further instructions. These calls can be made from your cell phone, the phone in the Hahnemann Club, or from a neighboring cottage.

HAP SECURITY

HAP provides campus security 24 hours a day, seven days a week. In the event that you need to reach Security after the Hospitality Desk closes at 8:00 p.m., call one of the **Security Cell Phones: 355-9771** (will be answered by the security guard inside Hahnemann Square) or **451-7422** (will be answered by the security guard patrolling the campus grounds).

Remember, your Health Call pendant should always be the primary method for summoning help in the event of an emergency.

KEYS AND KEY FOBS

Only you and your immediate family members may possess keys and/or key fobs to gain access to your home or any community building. Key fobs open outside doors to Hahnemann Square and the underground garage. The number of keys/key fobs issued to each resident is limited. Keys may not be duplicated by anyone other than HAP staff. HAP will charge a fee to replace lost keys and key fobs. For the applicable fees, please refer to the addendum **Additional Service Fee Schedule** in Section I: Addenda.

To ensure everyone's safety and security, keys/key fobs shall not be provided to caregivers, companions, pet care providers, or any other individuals in your private employ.

KEY PAD ENTRANCES

There are two Key Pad entrances (1 and 2) located on the first level of Hahnemann Square. You may find these entrances more convenient than the main entrance for ingress and egress, depending on the location of your

apartment. A limited number of parking spaces are available outside both Key Pads. Your key fob will permit you to enter at the Key Pads.

For the location of Key Pad entrances, please refer to the addendum **Hahnemann Square Interior Building Map** in Section J: The Highlands at Pittsford Maps.

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. HAP 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, report the occurrence to the Hospitality Desk (586-7600).

HOUSEKEEPING

Your home will be cleaned according to a cleaning schedule established by the Housekeeping Supervisor once you have moved in, 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 (641-6328) regarding any scheduling problems.

Housekeeping services offered by the community include changing (and, upon request, laundering) bed linens; vacuuming carpets; sweeping wood, tile, and laminate floors; mopping bathroom and kitchen floors; wiping exposed kitchen surfaces such as refrigerator, range top, 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.

Written notice will be provided to announce any special cleaning schedule along with a brief explanation of the services provided at that time. HVAC (heating, ventilation, and air conditioning) preventive maintenance and window cleaning will also be scheduled periodically with advance notice. Some furniture can be moved for vacuuming; mattresses can be turned upon request.

Changes will occur to the housekeeping schedule during weeks when the following six holidays fall: Memorial Day, 4th of July, Labor Day, Thanksgiving,

Christmas, and New Year's Day. Residents will be notified of these schedule changes in advance.

You may schedule additional housekeeping services at your own expense by contacting the Housekeeping Supervisor (641-6328). Our ability to honor your request is ultimately based on staff availability. For the current pricing of additional services, please refer to the addendum **Additional Service Fee Schedule** in Section I: Addenda.

Cleanliness of Common Areas

Please be considerate of others and keep the common areas clean by disposing of all trash in proper receptacles. If you see a spill or other general housekeeping issue in the common areas, report it promptly to the Hospitality Desk (586-7600).

Laundry Room for Use by Residents

You may use the first-floor laundry room in Hahnemann Square at any time. Refer to Section B. **Common Rooms and Areas and Their Locations** for the location and use of this room.

The laundry rooms on the second and third floors are used strictly by the housekeeping staff to launder residents' bed linens.

Recycling and Trash

In Hahnemann Square, common trash collection rooms are located on all floors. Please bring your recyclables and trash to the nearest trash room. There is no fee for weekly recycling and trash pickup. Please do your part to help keep the common trash collection rooms neat and tidy. For the location of the trash collection room on each floor, please refer to the addendum **Hahnemann Square Interior Building Map** in Section J: The Highlands at Pittsford Maps.

Recyclables

Monroe County accepts Mixed Recycling materials, which means that recyclables (paper, some plastic, metal, and some glass) can be mixed together in the same large recycling tote in the trash collection room. **Recyclables** should be empty and clean and **should not be bagged** before

placing in the designated tote. Signage is posted in each of the trash rooms to guide you accordingly. When in doubt about what to recycle, it is best to throw it out in the trash.

For cardboard boxes, please remove any packing materials such as packing peanuts and Styrofoam (they go into the bagged trash), then flatten the box if possible before placing it next to the recycling tote positioned under the RECYCLING poster in the trash room. If you need help with oversized cardboard boxes, call the Hospitality Desk (586-7600).

If you would like a Mixed Recycling refrigerator magnet depicting acceptable paper, plastic, metal, and glass items, please contact the Hospitality Desk (586-7600). You can also visit the website www.monroecounty.gov/des-residentialrecycling for additional information and frequently asked questions.

Trash (Non-Recyclables)

All trash (non-recyclables) **must be bagged** before placing in the large tote under the TRASH poster in the trash collection room.

Cottage Trash and Recycling

Cottage residents, please refer to the above paragraphs regarding what is recyclable and what is trash. Please note that **recyclables are not to be bagged** and that **trash is to be bagged**. Please place your recycling and trash totes outside your garage door, preferably the night before your designated morning pickup day. When any of the following holidays fall on a weekday, you can expect recycling and trash services to be delayed by one day for the remainder of the week: Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day.

Disposing of Used Batteries, Ink & Toner Cartridges, and Old Cell Phones

You can bring used batteries to the Hospitality Desk for proper disposal and/or recycling. Examples of acceptable batteries include common single-use alkaline or zinc batteries, rechargeable batteries, button batteries, e.g., for watches and hearing aids, and cell phone batteries. If possible, use clear tape to cover the positive (+) end of the battery so that it does not come into direct contact with metal or other batteries. The

Hospitality Desk will also accept your used ink and toner printer cartridges for proper disposal and/or recycling as well as old cell phones.

Large Items and Donations

If you need assistance with the disposal of larger items, you may submit a maintenance request form on the Resident Portal or call the Hospitality Desk (586-7600) to place a Work Order. If you have items that you wish to donate, we will provide information about local charitable organizations that may accept your donations. It is your responsibility to contact the organization and arrange pickup.

LANDSCAPING/GROUNDS

HAP prides itself on our picturesque campus. Standard landscaping is provided by an outside contractor to include lawn care/mowing, tree and shrub care, mulching, ornamental bed maintenance, flower installation, seasonal lawn applications, and spring and fall cleanup.

In an effort to maintain consistency to the overall look of the campus, you should contact the Director of Facilities (641-6302) regarding landscape upgrades or any ideas for do-it-yourself gardening projects around your home. If approved, these professional landscape upgrades and gardening projects will be at your expense. You are not permitted to remove foundation plants around the building(s) without prior approval from the Director of Facilities. In the event you are no longer able or willing to maintain your personally chosen landscape improvements, HAP may return your garden area to the original design at its discretion.

If you choose to plant your own flowers, you are welcome to do so. However, you must be able to maintain them at your own expense including purchasing, planting, watering and weeding.

If you see a landscaping concern anywhere on the HAP grounds, call the Hospitality Desk (586-7600) to put in a Work Order. You can also complete a maintenance request form on the Resident Portal.

Parking

Parking in our campus parking lots is available to you at no charge. Limited underground and outdoor garage parking is also available for an additional monthly fee. Call the Sales Manager (641-6380) for information about garage rentals.

Each cottage has an attached garage. Cottage residents are expected to park in their designated garage or driveway. Short-term guests visiting cottages 101 to 519, 410 to 414, and 210 to 214 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 at other cottages may park in the cottage resident's driveway or in front of the Hahnemann Club. 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. Please ensure that the approach to your U.S. Mailbox is clear to facilitate mail delivery. Companion aides and private caregivers should park in your driveway or in front of the Hahnemann Club. It is HAP's expectation that you will communicate these guidelines to your guests and to those in your employ.

Parking spaces at the Hahnemann Square main entrance are reserved for the convenience of guests and visitors. Guests, however, should not leave their vehicles in these spaces overnight. Hahnemann Square residents are not permitted to reserve parking spaces in this lot. Cottage residents are permitted to use the parking spaces at the main entrance when coming to Hahnemann Square for meals, programs, events, etc. 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.

HAP has established parking guidelines for caregivers and companion aides in your private employ that can be found in the addendum **Private Caregivers Standard Operating Procedures** in Section I: Addenda.

Call the Director of Facilities (641-6302) to report parking issues or concerns.

Garage Rentals

HAP has a limited number of garage spaces for rent on an annual or seasonal basis. These include spaces in the underground garage and in above-ground garages. If you rent garage space during the winter months only, you are not guaranteed garage availability from year to year. Garages are intended for the parking of vehicles only and not for general storage.

If you are interested in renting garage space, contact the Sales Manager at 641-6380 to determine availability. Once a garage has been assigned, we will notify you when your garage door remote control is ready to be picked up at the Hospitality Desk, at which time you will sign the required paperwork. The garage rental fee will appear on your monthly statement.

You will be charged a fee to replace a lost garage door remote control. For the current fees for a garage rental and for a replacement garage door remote control, please refer to the addendum **Additional Service Fee Schedule** in Section I: Addenda. These fees are reviewed annually and are subject to change.

If you wish to vacate your garage, you must return the garage door remote control to the Hospitality Desk and sign the required paperwork. Rental charges will cease when the garage door remote control is returned.

Resident Vegetable Garden

A group of residents get together in the spring to help with our Resident Vegetable Garden. The raised garden beds are located on the right-hand side of Hahnemann Trail as you turn onto the campus at the traffic light. Residents help with planning the garden, purchasing and planting, and with the maintenance tasks including mulching, weeding, and staking. Later they harvest and enjoy the results of their labor and share vegetables with the rest of the HAP community. Sometimes the residents work together at a specified time, especially when the gardens are first planted. The rest of the time they work in the garden whenever they have free time and the weather cooperates. If you are interested in helping with the Resident Vegetable Garden, call the Hospitality Desk (586-7600). They will put you in touch with

the resident who is managing the Garden who will explain the guidelines for using the garden.

MAINTENANCE

Maintenance Work Orders

Work Orders are used to request the services of the maintenance staff. HAP utilizes a maintenance management software system, *The WorxHub*, to open, assign, track, and close out Work Orders on mobile devices carried by each of the maintenance workers. The maintenance workers are happy to assess plumbing, electrical, and HVAC (heating, ventilation, and air conditioning) issues and determine whether an outside contractor needs to be called for parts or repairs. A member of our maintenance team will attend to a malfunctioning appliance furnished by HAP, replace light bulbs in fixtures that came with your apartment or cottage when you moved in, hang pictures, and arrange furniture. You may be asked to incur the cost of replacement bulbs for your floor, table and desk lamps as well as bulbs for your personal chandeliers. A Work Order can also be used to direct our attention to a landscaping issue on the campus grounds. New residents will discover that our maintenance workers are a godsend in the days following their move-in.

There are two ways to submit a Work Order: 1) Complete/submit a maintenance request form on the Resident Portal; 2) Call the Hospitality Desk (586-7600) or stop at the desk in person to report your issue; the receptionist will enter your Work Order into *The WorxHub* system.

To ensure that all Work Orders are properly documented in *The WorxHub* system, please refrain from flagging down a maintenance worker in passing to make an oral request. We also ask that you refrain from submitting a 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 prioritize and 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. You can call the Hospitality Desk (586-7600) to receive a progress report on the Work Order. If you submit a maintenance

request form on the Resident Portal, you will receive email updates regarding the status.

HAP reserves the right to access your home during reasonable hours for repair and maintenance activities. Every effort is made to leave a written notice letting you know if a service call was performed in your absence.

Modifications to Your Apartment or Cottage

While you are encouraged to decorate your residence to your personal liking, any structural or physical changes require prior approval from the Director of Facilities (641-6302). You will incur the cost of any requested changes that have been approved. Additionally, you may be required to return your home to its original state, at your expense, upon termination of your Residency Agreement.

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.

Resident Porches, Patios and Balconies

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

Patio furniture, small potted plants and decorative items may be placed in these areas. Please refrain from cluttering these outdoor spaces with items such as empty/damaged flowerpots, shelving, and an excessive amount of yard art, décor, etc.

Cottage residents who have small barbecue grills are responsible for the maintenance of their grills as well as providing charcoal/gas for their unit. Grills must be safely stored away from the side of the cottage. They may be stored in the garage or on the back patio when not in use. In order to comply with local fire safety requirements, outdoor barbecue grills are prohibited at the Apartments.

The addition of roll-up shades or awnings, lattice, and other similar items requires prior approval from the Director of Facilities (641-6302). Affixing items to the outside of buildings with screws, hooks, hangers, etc., including the outside of cottages and apartment balconies, may permanently mar or penetrate the siding and is prohibited unless performed by HAP employees.

If you wish to have your porch, patio or balcony screened in, contact the Director of Facilities (641-6302) for an appropriate referral. This modification would be at your expense.

RIGHT OF ENTRY TO YOUR HOME

You control access to your home. However, HAP 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 routine preventive maintenance, the need for urgent maintenance service such as a plumbing issue, and at any time in case of an emergency.

We will make every attempt to have a HAP staff member accompany any non-staff personnel entering your home in your absence; all entries of this nature must first be approved by the Director of Facilities. Every effort is made to leave a written notice if we enter in your absence.

Please provide the Hospitality Desk (586-7600) with a list of people authorized to enter your home while you are absent, and update this information as needed. HAP reserves the right to restrict access to your home to anyone else, including family, unless they have legal power of attorney or other legal authorization. You are not permitted to install your own locks.

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 the “Do Not Enter” list. Keep in mind that even if you are on the “Do Not Enter” list, HAP management may be required to act

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

STORAGE LOCKERS

An individual storage locker is allocated for each apartment home in Hahnemann Square. Contact the Director of Facilities (641-6302) to discuss your storage needs. Storage lockers must be padlocked when in use. HAP is unable to store furniture or personal belongings after an apartment has been vacated. For safety reasons, items are not to be stored outside the storage lockers; HAP reserves the right to dispose of any items outside the lockers.

UTILITIES

Utilities including water, sewer, electricity, heating, and air conditioning are included in your monthly service fee. Your home contains an individual thermostat for heating and cooling, allowing you to regulate the temperature to suit your personal preference. Although HAP is not responsible for any disruption of service, all utility problems should be reported immediately to the Hospitality Desk (586-7600).

SECTION I: ADDENDA

This section contains each of the individual Resident Handbook Addendums referred to throughout the Handbook. Below is a list of the addenda (in alphabetical order).

- Additional Service Fee Schedule
- Administration Personnel – The Highlands at Pittsford Organization Chart
- Dining Options: Meals, Venues, Hours, and Meal Points
- HAP Guidelines for Motorized Scooters and Wheelchairs
- HAP Pet Policy
- Highland Styles (Beauty Salon) Price List
- Policy on Political Activities
- Private Caregivers Standard Operating Procedures
- The Seven Dimensions of Wellness
- Transportation Zone Map
- Resident Committees and Groups
- Resident Meeting Schedule
- Resident Rights and Responsibilities
- Returnable/Reusable Food Containers

ADDENDUM: ADDITIONAL SERVICE FEE SCHEDULE

Please note: This schedule will remain in effect thru 4/30/2023.

Catering	Price quoted upon request
Resident and Guest Meals:	
<ul style="list-style-type: none"> • Main Dining Rooms: Oneida, Conesus, Honeoye, and Seneca 	2 points, \$18.00
<ul style="list-style-type: none"> • Bistro Lunch or Dinner [Note: Laurelwood residents incur a \$9.00 charge to dine in the Bistro] 	3 points, \$27.00
<ul style="list-style-type: none"> • Oneida Grille 	Ranges from ½ to 2 points, \$4.50 to \$18.00
<ul style="list-style-type: none"> • Hearth Room Breakfast 	1 point, \$9.00
<ul style="list-style-type: none"> • Grab-and-Go prepared items 	1 point, \$9.00
<ul style="list-style-type: none"> • Dinner with Meal Delivery Service 	2.5 points, \$22.50
Dining Gift Cards (available in denominations of 10 meal points)	\$70 per gift card of 10 meal points)
Beer, Wine, and Cocktails	
<ul style="list-style-type: none"> • Beer 	\$4.00
<ul style="list-style-type: none"> • House Wine 	\$4.00
<ul style="list-style-type: none"> • Premium Wine 	\$5.00
<ul style="list-style-type: none"> • Mixed Drink 	\$5.00
<ul style="list-style-type: none"> • Happy Hour Drink 	\$3.00
Transportation (Round Trip) (For zones see addendum Transportation Zone Map in Section I: Addenda)	\$3.50 for Zone 1 \$4.50 for Zone 2 \$6.00 for Zone 3
Off hours group transportation (subject to driver availability)	\$25.00 per hour
Custom Maintenance (subject to staff availability)	\$35.00 per hour plus supplies
Photocopying	\$.10 per copy (over 10 copies)

Facsimiles	\$.05 per page (over 10 pages)
Replacements for:	
• Keys	\$2.00 per key
• Key Fob (new system)	\$10.00
• Health Call Button	\$100.00
• Garage Door Opener	\$50.00
• Magnet for Name Tag	\$1.50
Garage Parking:	
• Above Ground Garage	\$75.00 per month
• Underground Garage	\$90.00
Cable TV Service & WiFi	Included in Monthly Service Fee
Guest Apartment Rental	\$99.00 per night
Additional Housekeeping (subject to staff availability)	\$22.00 per hour plus supplies
Additional Personal Laundry Service (subject to staff availability)	\$22.00 per hour plus supplies
Secretarial Service (subject to staff availability)	\$22.00 per hour plus supplies

ADDENDUM: ADDITIONAL SERVICE FEE SCHEDULE

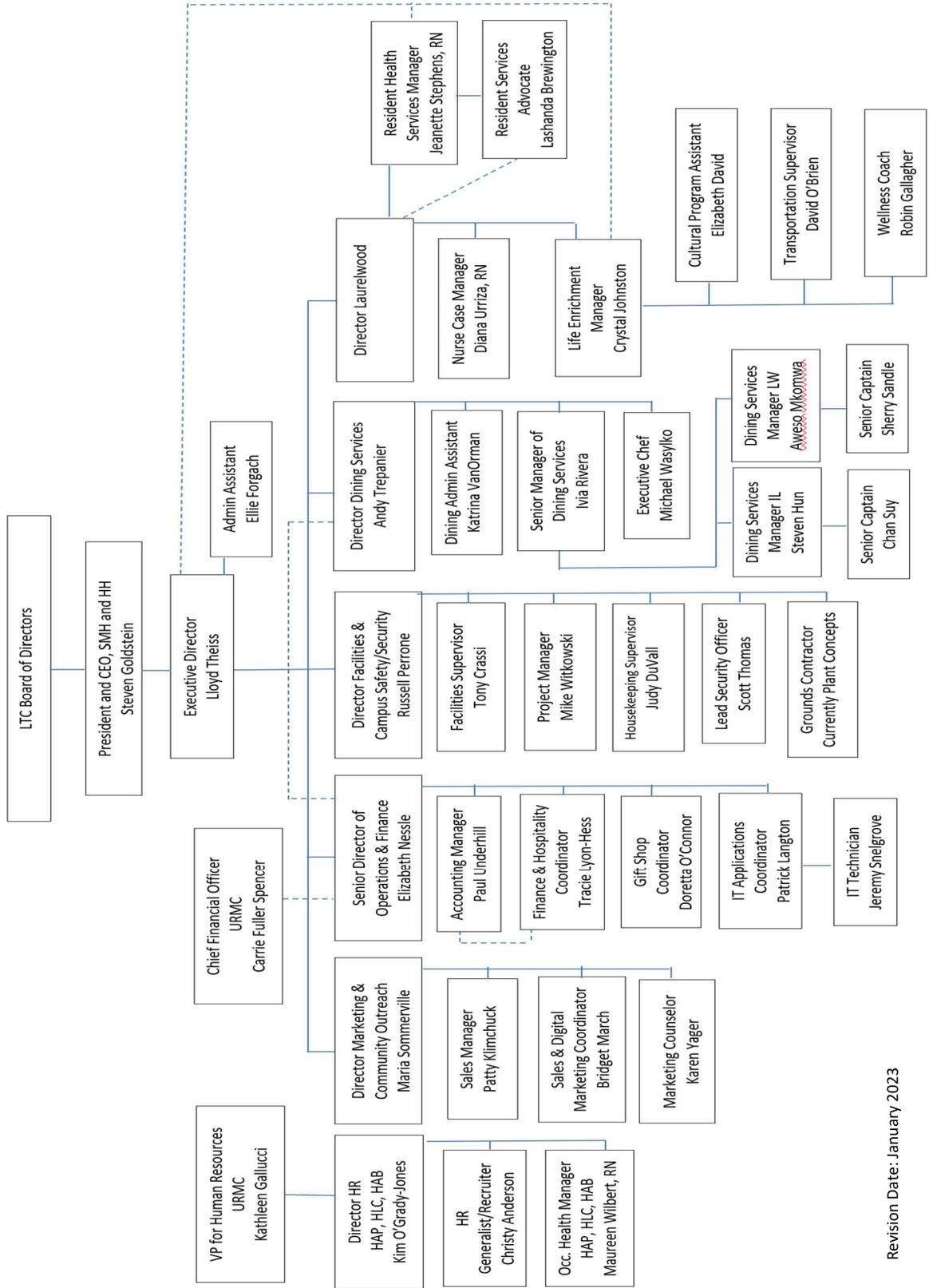
Please note: This schedule goes into effect May 1, 2023.

Catering (subject to staff availability)	Price quoted upon request
Resident and Guest Meals:	
<ul style="list-style-type: none"> • Main Dining Rooms: Oneida, Conesus, Honeoye, and Seneca 	2 points, \$18.00
<ul style="list-style-type: none"> • Bistro Lunch or Dinner [Note: Laurelwood residents incur a \$9.00 charge to dine in the Bistro] 	3 points, \$27.00
<ul style="list-style-type: none"> • Oneida Grille 	Ranges from ½ to 2 points, \$4.50 to \$18.00
<ul style="list-style-type: none"> • Hearth Room Breakfast 	1 point, \$9.00
<ul style="list-style-type: none"> • Grab-and-Go prepared items 	1 point, \$9.00
<ul style="list-style-type: none"> • Dinner with Meal Delivery Service 	2.5 points, \$22.50
Bistro Reservation “No-Show” charge	\$25.00
Dining Gift Cards (available in denominations of 10 meal points)	\$70 per gift card of 10 meal points
Beer, Wine, and Cocktails	
<ul style="list-style-type: none"> • Beer • House Wine • Premium Wine • Mixed Drink • Happy Hour Drink 	\$4.00 \$4.00 \$5.00 \$5.00 \$3.00
Additional Transportation (Round Trip) (For zones see addendum Transportation Zone Map in Section I: Addenda)	\$4.50 for Zone 1 \$5.50 for Zone 2 \$7.00 for Zone 3
Off hours group transportation (subject to driver availability)	\$25.00 per hour

Custom Maintenance (subject to staff availability)	\$35.00 per hour plus supplies
Photocopying	\$.10 per copy (over 10 copies)
Facsimiles	\$.05 per page (over 10 pages)
Replacements for:	
• Keys	\$2.00 per key
• Key Fob (new system)	\$25.00
• Health Call Button	\$100.00
• Garage Door Opener	\$50.00
• Name Tag w/magnet	\$11.50
• Magnet for Name Tag	\$1.50
Garage Parking:	
• Above Ground Garage	\$75.00 per month
• Underground Garage	\$90.00 per month
Cable TV Service & WiFi	Included in Monthly Service Fee
Guest Apartment Rental	\$110.00 per night
Additional Housekeeping (subject to staff availability)	\$22.00 per hour plus supplies
Additional Personal Laundry Service (subject to staff availability)	\$22.00 per hour plus supplies
Secretarial Service (subject to staff availability)	\$22.00 per hour plus supplies

**ADDENDUM: ADMINISTRATION PERSONNEL - THE HIGHLANDS AT PITTSFORD
ORGANIZATION CHART**

The Highlands at Pittsford Organizational Chart



Revision Date: January 2023

ADDENDUM: DINING OPTIONS: MEALS, VENUES, HOURS, AND MEAL POINTS

Meal	Venue	Hours of Operation	Meal Point Value	Are Reservations Required? If yes, call 641-6330 or use Resident Portal
Continental Breakfast	Club Room	Daily 7:30	0 points	No
Continental Breakfast	Hahnemann Club	Mon, Wed, Fri 7:00 a.m.	0 points	No
Breakfast	Hearth Room	Tues, Thurs, Sat 8:45 – 9:30 a.m.	1 point	Yes
Lunch or Dinner	Grab and Go Prepared items	Available in the Lilac Shoppe Monday thru Friday 10:30 a.m. – 1:30 p.m.	1 point	No
Lunch	The Lunch Line (Pick up only)	Daily Pick up at Oneida Room Host Stand by 1 p.m.	2 points	Yes Call 9:00 – 11:00 a.m. (press 3) to place order.
Lunch	Oneida Grille	Tues, Wed, Thurs. 11:30 a.m. – 1:00 p.m.	Selections range from ½ to 2 points	Yes, for parties of 5 or more
Lunch	Bistro	Friday 12 noon – 1:30 p.m.	3 points	Yes
Dinner	Oneida Dining Rooms	Daily 5:00 – 7:00 p.m.	2 points	Yes
Dinner	Dinner Delivery Service	Available daily Delivery times are 4:30 p.m. for Apartments, 6:30 p.m. for Cottages	2.5 points	Yes Call between 9:00 a.m. and 1:00 p.m. to place order
Dinner	Bistro	Thurs, Fri, Sat 5:00 – 7:00 p.m.	3 points	Yes

ADDENDUM: GUIDELINES FOR MOTORIZED SCOOTERS AND WHEELCHAIRS

To ensure the safety and well-being of HAP residents, staff, and visitors, the following guidelines were developed regarding the use of motorized scooters/wheelchairs (hereinafter referred to as **scooters**) within The Highlands' community.

- Residents currently using a scooter are required to register their device with the Resident Health Services Manager (641-6304) or Resident Services Advocate (641-6305). This also applies if you obtain a scooter in the future. They will meet with you to review the guidelines and answer any questions you may have.
- Residents using a scooter are required to sign a *Statement of Understanding* affirming their commitment to the safe operation of their device. You will receive a copy of the *Statement*; the original will be kept in a confidential file in the Resident Health Services office.
- Overall it is HAP's understanding that any resident using a scooter 1) has been cleared by their physician to do so; and 2) has received training on proper usage through the medical supply provider or elsewhere.
- Scooters are not to be operated at a speed that exceeds ambulatory residents walking in the immediate area; oftentimes this means the lowest speed setting.
- Ambulatory residents are afforded the right of way at all times.
- Residents using a scooter are expected to: 1) pause/proceed with caution before entering corridors and/or public walkways; 2) come to a complete stop at any intersection where ambulatory residents and others may not be readily observed.
- Scooters are to be operated at all times using extreme caution and in a manner that does not impede or interfere with normal 'flow of traffic'.
- Scooters are not to be parked where they obstruct the entrance/exit of any building or community space; this includes doorways, stairways, corridors, accessibility ramps, sidewalks/walkways, and all emergency exits.
- A parked scooter must be secured from movement to include powering down (turning the device off) and engaging the emergency brake if one is available on your device.
- The designated scooter parking area in Hahnemann Square is the small room to the left as you enter the Oneida Dining Room.

- Residents using a scooter at community events may be asked to park their scooter in a designated area of the room/space and remain seated in their scooter to ensure the safety of all others in the room/space.
- Residents using a scooter are responsible for ensuring that the device is in good working order to include routine inspections.
- Accidents/incidents involving motorized scooters must be reported promptly to the Resident Health Services Manager (641-6304) or Resident Services Advocate (641-6305). If it is deemed that the accident/incident occurred as a result of failure to follow established safety guidelines, they will meet with you to reestablish your understanding of these guidelines.
- These guidelines are subject to change based on HAP management's priority to maintain a safe community.

The following additional guidelines are specific to HAP dining venues:

- For the safety of our dining team members and other residents, residents using a scooter must park their device in the designated room outside the Oneida Dining Room.
- Residents using a scooter should be physically able to walk to their dining table with a walker or cane, either independently or with a companion aide. The following exceptions apply:
 - If you rely solely on a wheelchair for ambulation.
 - If you need your scooter to get to and from the dining table, a dining team member will take your device to the designated room and retrieve it for you at the conclusion of your meal.
 - If we have concerns about your ability to walk safely thru the dining room, we may suggest that you remain seated in your scooter at the table.

In conclusion, residents using a scooter are strongly encouraged to take all steps necessary to operate their device in a safe and responsible manner. Failure to do so could cause personal injury, injury to others, and/or damage to HAP property.

Should you have any questions, please contact the Resident Health Services Manager (641-6304) or Resident Services Advocate (641-6305).

ADDENDUM: HAP PET POLICY

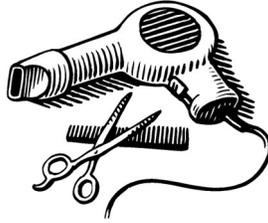
The Highlands at Pittsford welcomes pets based on the following guidelines:

1. Approved pets are defined as dogs, cats, caged birds, and fish (with a maximum aquarium size of 20 gallons).
2. All dogs must be approved by the Executive Director prior to residing at HAP. Size, breed, and nature of the dog will be considered.
3. Dogs and cats must be licensed and up-to-date with all required vaccinations. Proof of vaccination must be provided to HAP administration on annual basis. A copy of the current vaccination certificate should be prominently displayed on your refrigerator in case of an emergency.
4. Dogs should be fully housebroken; cats must be able to use a litter box appropriately. Dogs and cats should be spayed/neutered and should remain properly groomed and disease free.
5. If you are a pet owner, you are responsible for the care of your pet, including feeding, grooming and, in the case of dogs, regular walks throughout the day.
 - a. You need to supply all food and care items for your pet.
 - b. You are responsible for the health of your pet and must be able to provide your own means of transportation to and from the veterinarian's office. Pets are not permitted in any HAP vehicles.
 - c. You are responsible for picking up and properly disposing of pet waste on the HAP grounds.
6. Dogs must be on a leash and under control at all times when not inside your home. For safety reasons, the leash must not be extended more than 4 feet at any time In Hahnemann Square hallways, stairs, and elevators.
7. Dogs can enter and exit Hahnemann Square through any of the ground floor exits including your porch.

8. Dogs are not permitted in the dining rooms, lobby, or any other common area and should not enter/exit at the main entrance.
9. You must ensure that your pet does not interrupt the quiet enjoyment of other residents nor impede staff from entering your home or from performing their duties.
10. You are required to appoint a local family member or other local representative to care for your pet in the event of a planned or unplanned absence from HAP.
11. If at any time, and at the sole discretion of HAP management, it is determined that your pet is not being properly cared for, or is unable to live harmoniously within the community, you must agree to find a new home for your pet after receiving such notice from HAP management.
12. If a new home is not found for your pet within the timeframe communicated by HAP management, HAP will board your pet or find another suitable temporary home at your expense.
13. You are financially responsible to HAP for all pet-related damages to your home and/or HAP property.
14. Visitors are welcome to bring their pets in to our community; they are expected to follow the same guidelines listed above. You should inform your guests of these guidelines and help us enforce them.

On a final note, our landscaping company applies a seasonal pesticide to the HAP grounds. Dog owners can rest assured that the following locations are designated pesticide-free relief areas: 1) Cottages: both cul-de-sacs; 2) Hahnemann Square: grassy area behind garages #33-40.

Highland Styles



585-641-6332

Hours

Saturday, Sunday, Monday ~ Closed
Tuesday thru Friday ~ 9:00 a.m. to 3:00 p.m.

Services

Men's Haircut	\$16	Comb-Out	\$18
Women's Haircut & Quick Dry	\$32	Eyebrow Wax	\$18
Shampoo Only	\$12	Facial Wax	\$12 per area
Shampoo & Set	\$25	Pedicure	\$50
Shampoo & Blow Dry	\$25	Advanced Care Pedi	\$65
Shampoo, Cut & Blow Dry	\$50	Manicure	\$30
Permanent Color	\$55	Fingernail Trim	\$15
Partial Highlight	\$35+	Toenail Trim	\$20
Full Highlight	\$75+	Polish Change	\$15
Permanent Wave	\$90	Mani/Pedi	\$75

Price List effective June 1, 2022

HOURS AND PRICES ARE SUBJECT TO CHANGE WITH REASONABLE NOTICE

ADDENDUM: POLICY ON POLITICAL ACTIVITY

It is The Highlands' policy to encourage its residents to be active and engaged citizens and to participate fully in political activity, whether by expressing viewpoints on political issues, participating in political campaigns, running as candidates for office, or holding political office.

However, as a tax exempt entity, The Highlands must abide by certain Federal and State laws that prohibit the use of our facilities, services, and/or our staff from participating or intervening in any political campaign on behalf of, or in opposition to, any candidate for public office or political party.

To preserve The Highlands' tax exempt, non-partisan status, our policy on political activities is outlined below. The policy in its entirety is available in the administrative office.

Prohibited Activity & Guidelines relating to the HAP organization:

- HAP is prohibited from making a financial contribution on behalf of a political party or candidate.
- HAP is prohibited from publicizing or distributing oral or written statements on behalf of, or in opposition to, a political party or candidate.
- No HAP resources may be used for political campaign or political activism purposes, including but not limited to, the in-house mail system, staff, email accounts, office supplies, mailing lists, telephones, copiers, common space, office space, bulletin boards, vehicles, or publications.
- HAP has the discretion to host a guest speaker, such as a University of Rochester professor, a representative of a non-partisan organization, or a leader in a certain field, as long as he/she is providing factual and unbiased political information for educational purposes.
- HAP has the discretion to host an incumbent who is providing factual and unbiased political information for educational purposes. However, the incumbent would be ineligible if event date is within 60 days of reelection.
- HAP has the discretion to host an incumbent for a grand opening or other event designed to promote goodwill with the Town, City, County, or State. Fundraising is not permitted while in attendance.

- Political candidates, campaign staff, and/or political activists are not permitted to promote candidacy by going door-to-door at the cottages or apartments. All such political canvassing should be reported to HAP Security.
- HAP will not attempt to influence an individual's personal political affiliation or activity, nor will HAP infer that a given political affiliation is expected, desired, or to be avoided by its residents.

Prohibited Activity & Guidelines relating to HAP residents:

- Residents have the right to host small gatherings in their cottage or apartment to engage in partisan and non-partisan political activities. This may include a small group discussion or to meet-and-greet with an incumbent or political candidate.
- Residents who are unable to host larger groups in their home may be able to use community space as an extension of their home for a political activity. Residents should consult with HAP administration to determine eligibility and specific guidelines for group gatherings in community space. **Groups must be composed of HAP residents only.**
- In all cases, a disclaimer should be made at the beginning of the event, and in any printed materials, that HAP does not support or oppose candidates for political office and that the opinions expressed are not those of HAP.
- HAP outdoor grounds may not be used for partisan political events.
- Upon request, HAP administration will determine its ability to provide assistance, i.e., catering services, AV equipment, and room set-up. The resident group will incur the cost of these services in the event they apply.
- Residents are prohibited from posting political signs on HAP property or in the window of their cottage or apartment home.
- HAP special events signs cannot be used to direct or advertise an event or gathering for the purpose of a political campaign or partisan activity.

ADDENDUM: PRIVATE CAREGIVERS' STANDARD OPERATING PROCEDURES

A Private Caregiver is defined as an individual engaged by a resident or resident's family to provide health care, personal care, companion care or household care to that resident.

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 HAP campus. Caregivers using the Key Pad entrances should use the phone in the lobby to call the resident and the resident shall grant entry.

Private caregivers must wear name tags everywhere on the HAP campus, including the cottages. If they do not have a name tag issued by their employer, HAP can provide one; they should make their request at the Hospitality Desk.

Private caregivers must park their cars in areas designated by HAP. 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 permitted to partake in the complimentary food or drink offered to residents in the common areas. They may, however, bring food or drink to the home of the resident they are working for with the understanding that these items are to be consumed by the resident.

Private caregivers may purchase meal tickets at the Hospitality Desk at resident/guest meal prices; they are not eligible for employee meal prices. The caregiver should call Dining Services at 641-6330 to place their order and arrange for pickup/delivery. Caregivers are asked to eat their meals in the resident's apartment or cottage (with resident's permission).

Private caregivers who escort residents to the dining rooms are asked to wait in the Music Room while the resident is having their meal. If the Music Room is being used for a resident program, the caregiver can wait in the Library.

Caregivers should not take their breaks in any resident areas of the community or employee break rooms. HAP is unable to provide a dedicated break room for caregivers. The resident may want to consider allowing their caregiver to take a break in their home.

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 Life Enrichment Manager (641-6345). Caregivers are subject to HAP rules and regulations in effect for these programs. Should there be a need for the caregiver to participate in a function where a fee is involved, e.g., theater performance, entry fee, meal at a restaurant, all such fees are the responsibility of the resident.

Private caregiver's family and/or friends are not permitted to linger on the HAP campus while the caregiver is working for the resident.

Private caregiver's use of cell phone or other electronic devices should be limited to inside the resident's home or in the caregiver's parked car.

In the event that a private caregiver is unable to report to work, it is their responsibility to inform the resident of their absence and provide the name and telephone number of the caregiver who will provide services in their absence.

The Resident Health Services Manager will review the aforementioned standard operating procedures with the private caregiver shortly after they come on board at HAP. At that time, the caregiver is required to sign a statement indicating that they understand the procedures and agree to comply. The statement of understanding is kept on file in the Resident Health Services office.

ADDENDUM: RESIDENT COMMITTEES AND GROUPS

The following resident committees and groups are active at HAP. If you find a committee or group that interests you, please call the designated contact person to learn more about the committee or group's purpose and how to join. If you have a talent or area of interest that is not represented, or an idea for a new resident committee, contact the Life Enrichment Manager (641-6345).

Resident Committees

A Resident committee is managed by a member of HAP administration. The HAP administration member schedules the meetings, reserves a meeting space, creates an agenda, and records meeting minutes. Committee members are HAP residents and sometimes HAP staff. A liaison from the Resident Advisory Council attends committee meetings and reports back to the Council.

Resident Advisory Council

The Resident Advisory Council has a specific residency qualification for becoming a member. Anyone interested in running for election on the Resident Advisory Council must be in residence at HAP for a minimum of one (1) year prior to the election. Refer to **Resident Advisory Council** in Section C: Communication for more information.

Community Outreach Committee

Contact Person: Director of Marketing & Community Outreach (641-6381)

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

This committee has a mission to give back to the greater community through various philanthropic endeavors.

Dining Committee

Contact Person: Director of Dining Services (641-6334)

Meets: Second Tuesday of each month

The Dining Committee was established to represent the residents in an advisory and consultative capacity in regular meetings with the Director of Dining Services. This committee is a channel of communication for

residents to register their suggestions and/or concerns with regard to Dining Services.

With the exception of the Resident Advisory Council, the Dining Committee is the only other HAP committee with established parameters for membership and term limits. Interested residents must submit a formal request to be considered for membership. The Resident Advisory Council is responsible for selecting eight committee members; six from the apartments and two from the cottages. Those interested in serving on the Dining Committee must have at least six (6) months residency at HAP. The tenure of members is capped at two years to encourage fresh ideas and points of view. Residents are notified of openings on the Dining Committee in December.

Friendship Committee

Contact Person: Director of Marketing & Community Outreach (641-6381)

Meets: Second Tuesday of each month

This committee helps welcome new residents to HAP. Each new resident is assigned at least one Ambassador from the Friendship Committee to help them acclimate to life at HAP.

Landscape Committee

Contact Person: Director of Facilities (641-6302)

Meets: Second Monday of each month (April thru October only)

This committee meets with management to discuss the care and maintenance of lawns, shrubs, plants, and trees throughout the entire campus. Committee members may also suggest and review proposals for improvements.

Library Committee

Contact Person: Life Enrichment Manager (641-6345)

Meets: Third Wednesday of each month

Committee members must be willing to assume responsibility for a number of tasks in the Resident Library to ensure organization and general tidiness. A subcommittee meets regularly to recommend new books for purchase.

Resident Groups

A Resident group is led by a HAP resident. That individual schedules the meetings, reserves a meeting space, creates an agenda, and communicates time, place and agenda to interested residents. Generally, minutes are not recorded. There is no liaison from the Resident Advisory Council. A HAP director or manager may participate in the group upon request or act as a consultant. Groups are open to all residents with an interest. Occasionally a report may be made to the Resident Advisory Council upon request.

Book Discussion Group

Contact Person: The Life Enrichment Manager (641-6345) would be pleased to put you in touch with the resident(s) currently leading this group.

Purpose: The HAP Book Discussion Group is an opportunity to share the pleasure of reading and then discuss one's thoughtful responses with others. Books are a mix of classics, bestsellers, science, biography, poetry, and other books that stimulate one's thinking.

Go Green Group

Contact Person: The Life Enrichment Manager (641-6345) would be pleased to put you in touch with the resident(s) currently leading this group.

Meets: Third Monday of each month

This group researches and discusses practices that may lead to more environmentally-friendly and ecologically-responsible lifestyles at HAP and makes recommendations to HAP administration where applicable. All are welcome.

Library Book Selection Group

Contact Person: The Life Enrichment Manager (641-6345) would be pleased to put you in touch with the resident(s) currently leading this group.

Meets: Fourth Tuesday of each month

This group works collaboratively with the Library Committee. Each month the group chooses several new books to be purchased by HAP and added to the library. This group also reviews donated books and decides which ones will be added to the library.

Program Planning Meeting

Contact Person: Cultural Programming Assistant (641-6344)

Meets: First Monday of each month

This is an open forum for any residents who wish to suggest, discuss, or evaluate HAP programs or activities. All are welcome to share ideas.

ADDENDUM: RESIDENT MEETING SCHEDULE

To: All Residents

From: Lloyd Theiss
Executive Director

Date: December 21, 2022

Re: 2023 Resident Meeting Schedule



Please take a minute to mark your calendars for the **2023 Resident Meetings**.

Resident Meetings are also listed in the monthly Program Calendar. We encourage you to participate in-person in the Community Center although we will continue to offer a Zoom option until further notice. The Zoom link will be emailed to all residents the morning of the meeting.

Please note: Not all meetings are held on the last Monday of the month. Exceptions are identified with an * below.

Monday, January 30, 2023	2:30 p.m.	Community Center
Monday, February 27, 2023	2:30 p.m.	Community Center
Monday, March 27, 2023	2:30 p.m.	Community Center
Monday, April 24, 2023	2:30 p.m.	Community Center
*Monday, May 22, 2023	2:30 p.m.	Community Center
Monday, June 26, 2023	2:30 p.m.	Community Center
No Meeting in July		
Monday, August 28, 2023	2:30 p.m.	Community Center
Monday, September 25, 2023	2:30 p.m.	Community Center
Monday, October 30, 2023	2:30 p.m.	Community Center
November & December meetings combined:	2:30 p.m.	Community Center
*Monday, December 11, 2023		

ADDENDUM: RESIDENT RIGHTS AND RESPONSIBILITIES

The following list of Resident Rights and Responsibilities is gleaned from the Social Services Law from the New York State Department of Health (Division of Adult Care Facilities/Assisted Living) and has been modified slightly to apply more accurately to residents in an independent living setting.

- 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 HAP. HAP 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. Refer to **Grievances and Concerns** for more information.
- Residents are responsible for adhering to the policies set forth in the HAP Residency Agreement. Refer to **Residency Agreement** for more information.

ADDENDUM: RETURNABLE/REUSABLE FOOD CONTAINERS

Dining Services has partnered with The Highlands Go Green Group to plan a sustainable and reusable takeout food container program with the goal of zero landfill.

Description of Container:

A translucent green, returnable container, measuring 9" X 9" X 3 ½" will be used to deliver the entrée and two side dish selections. The robust container is made of BPA-free, recyclable polypropylene and it is dishwasher and microwave safe.

These Containers are Returnable



RETURN

These Containers are NOT Returnable



PLACE IN TRASH

How to Return the Container to Dining Services:

Apartment Residents:

After thoroughly rinsing the container, place it back in the original, brown paper delivery bag. Leave the bag outside your apartment door on the floor under the shelves, taking care to tuck the bag into the corner or against the wall to prevent a tripping hazard at the doorway. Dining will pick up bags/containers at 11:00 a.m. and 4:00 p.m.

You can rinse, save, and bag more than one container before placing them outside your apartment on the floor under the shelves. Keep in mind, however, that we have a limited quantity of these containers so please do not let them accumulate beyond just a few.



Under Shelves

How to Return the Container to Dining Services:

Cottage Residents: Please choose one of these two options.



Outside Your Front Door. After thoroughly rinsing the container, place it back in the original, brown paper delivery bag. Leave the bag outside your cottage front door for pickup, taking care to place it in a location where it will not be blown away by the wind.

OR

Hahnemann Club Drop-off Location. Take your thoroughly rinsed container(s) to the Hahnemann Club and place them in the collection tub located under the sink at the coffee service area.



Cleaning and Sanitizing Containers:

Pursuant to the standards set by the Monroe County Health Department, Dining Services will wash all returnable containers at a high-temperature cycle with detergent and sanitize at 190 degrees, the same as our china, silverware, glasses, etc.

Note: The brown paper bags used for returning containers WILL NOT be reused for HAP food deliveries. All clean used brown paper bags will be donated to local food cupboards.

In the event you inadvertently dispose of your container, there is no penalty for failing to return your container but we trust that you will take great care in supporting this initiative. We are confident such loss will be minimal.

How to Open the Reusable Containers:

The container has a hinged lid with a tab at the front. Place the container on a flat surface. Put one hand on the top back end of the container and apply slight pressure. With the other hand, grasp the front tab. Lift the tab from underneath, pull the tab towards you and gently lift the lid off the container.

ADDENDUM: THE SEVEN DIMENSIONS OF WELLNESS

The Seven Dimensions of Wellness



HAP embraces 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. HAP’s range is much greater and encompasses 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 HAP the programming, services, and amenities provided are carefully developed to fulfill these principles, thus providing 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 HAP 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 HAP 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. HAP offers many ways to stay intellectually active including our exclusive University of Rochester courses, computer classes and information technology support, trips to the Rochester Philharmonic Orchestra, and other cultural activities.



PHYSICAL (FITNESS)

The goal of living independently is shared by many people and physical wellness is necessary to achieve this. HAP will assist with your healthy lifestyle choices. Exercise classes are provided in the Wellness Center, including circuit training 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 food 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 HAP, you can make new friends at one of our Happy Hours. Join the Chorus to experience the joy of making music or step out with a walking buddy to enjoy all that our beautiful campus has to offer.



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 HAP's 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 welcome your help with one of our fundraising activities including our annual holiday bake sale.



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. HAP encourages you to get out and enjoy the beautifully landscaped grounds. Experience nature on the walking paths, get your hands dirty in the community vegetable garden, or simply sit in peace and quiet on one of the many 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. HAP offers a number of group faith-based activities, led by the campus chaplain. A designated room for personal meditation, as well as mindful exercise such as Yoga, helps create the opportunity for spiritual growth.

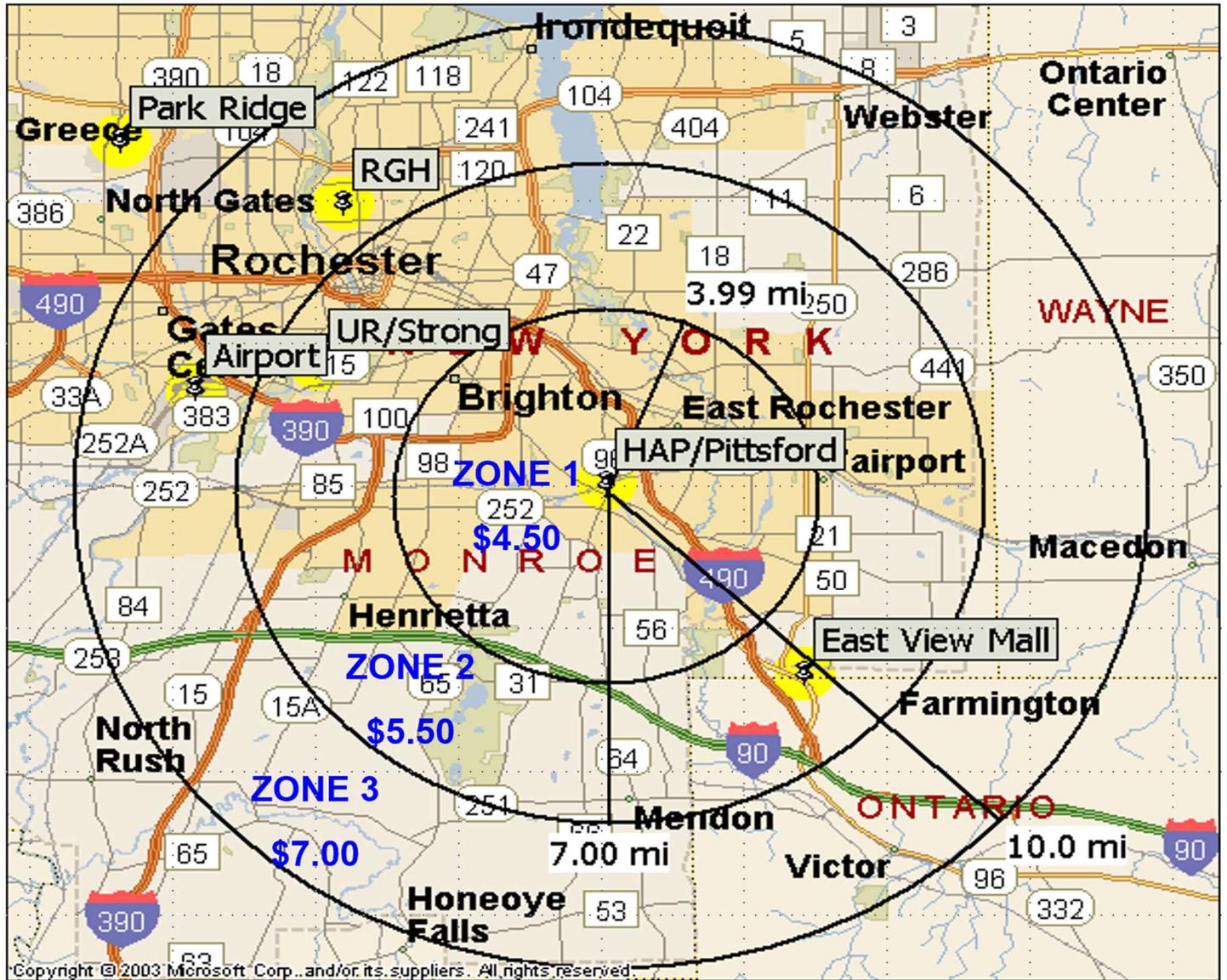
ADDENDUM: TRANSPORTATION ZONE MAP

Current Fees Effective Until April 30, 2023



ADDENDUM: TRANSPORTATION ZONE MAP

NEW FEES EFFECTIVE MAY 1, 2023



SECTION J: THE HIGHLANDS AT PITTSFORD MAPS

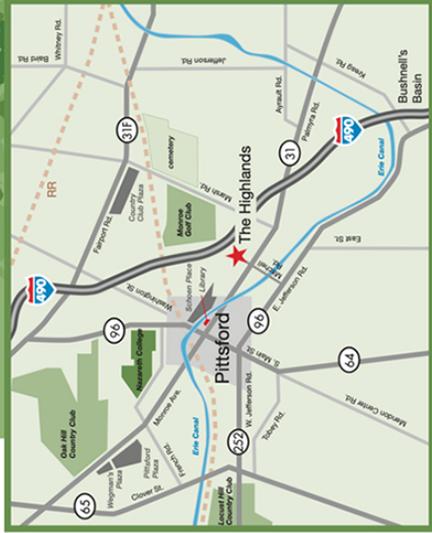
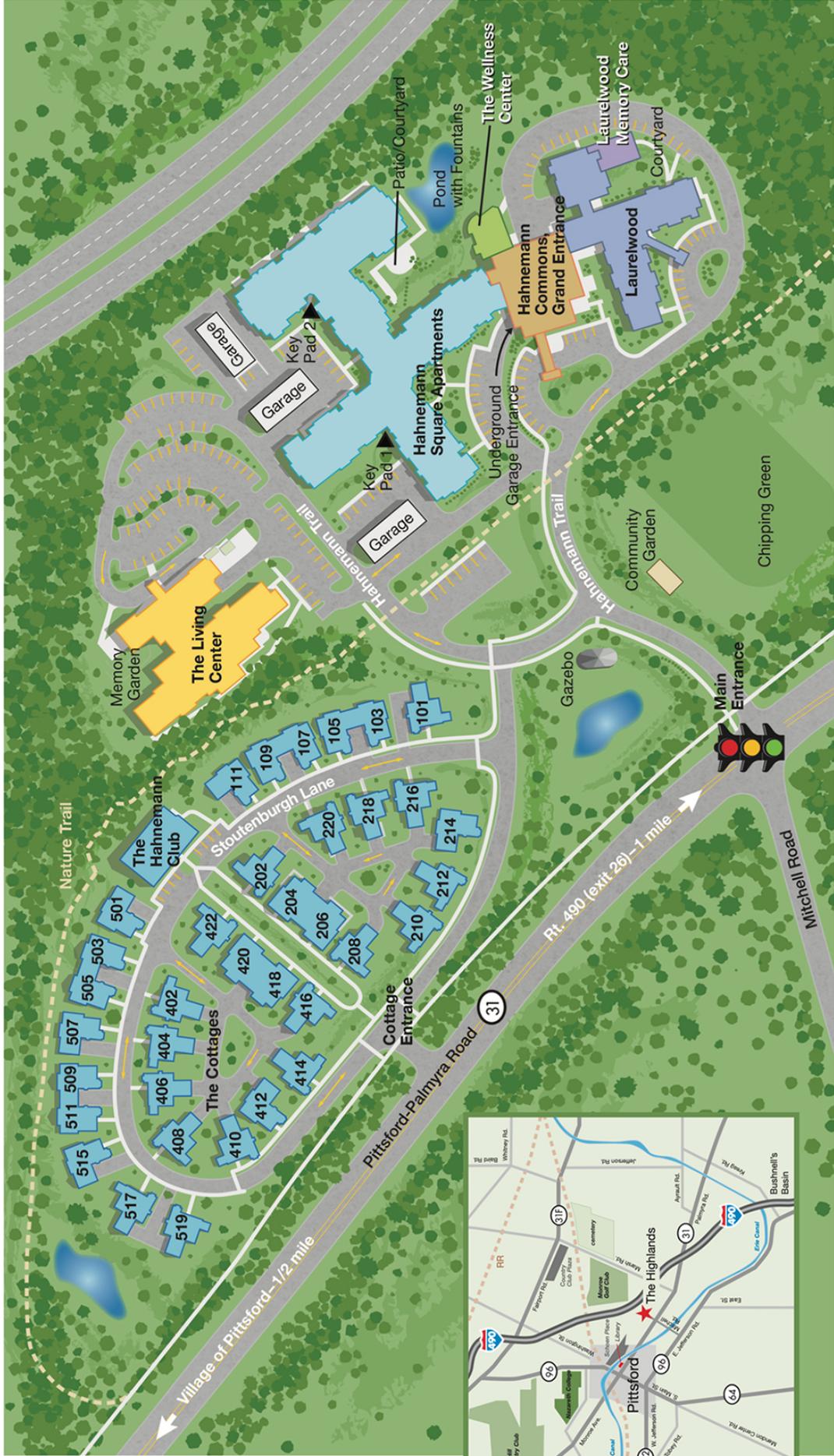
This section contains a map of The Highlands at Pittsford Campus and Cottages and a map of the Hahnemann Square Interior

GRAND ENTRANCE
HAHNEMANN COMMONS

INDEPENDENT LIVING
HAHNEMANN SQUARE APTS.
THE COTTAGES

ASSISTED LIVING
LAURELWOOD ASSISTED LIVING
LAURELWOOD MEMORY CARE

SKILLED NURSING
THE LIVING CENTER

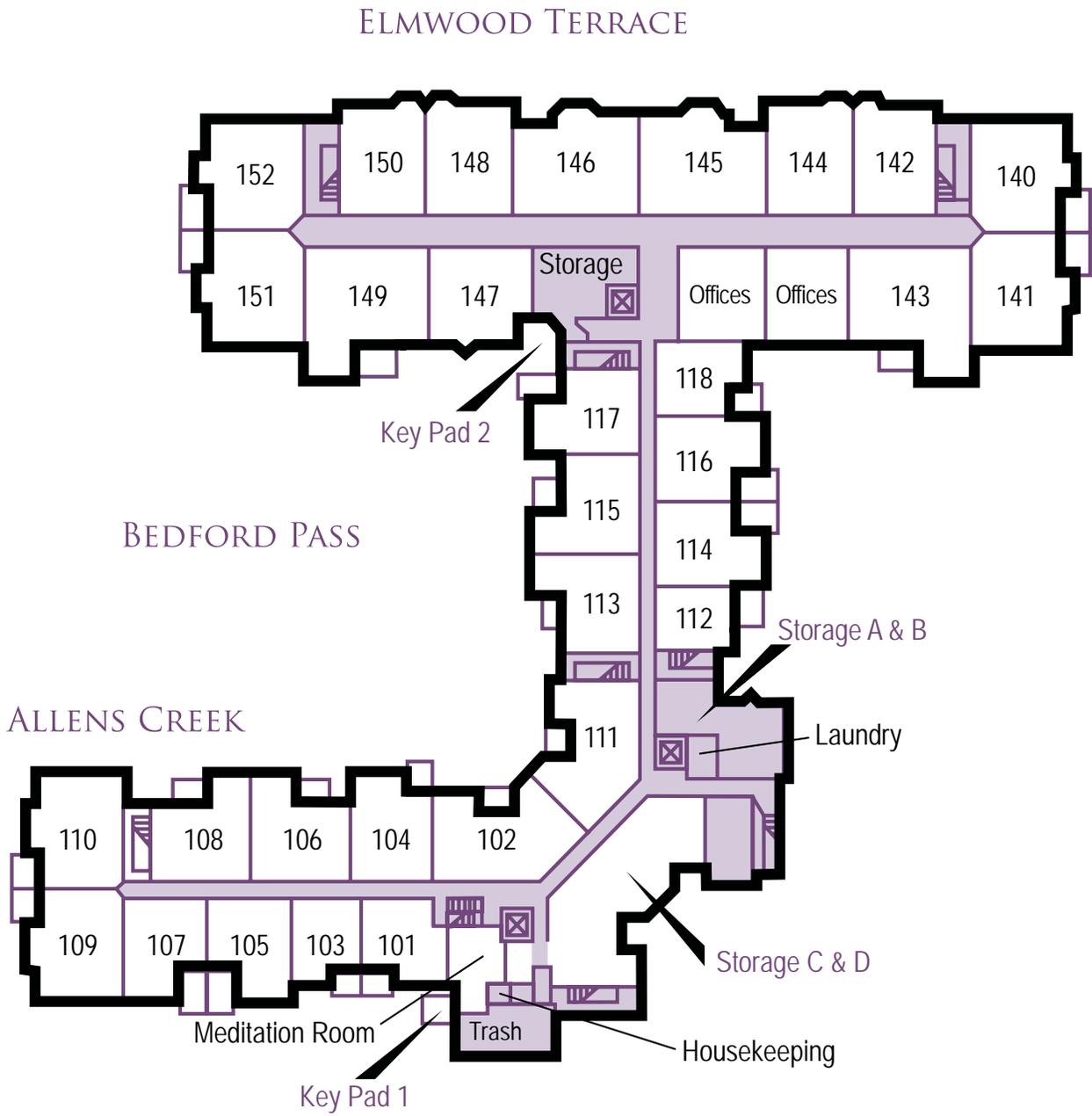


- GARAGE
- PARKING
- WOODED AREA
- NATURE TRAIL
- SIDEWALKS



HAHNEMANN SQUARE

LEVEL 1



HAHNEMANN SQUARE

LEVEL 2

ELMWOOD TERRACE

252 250 248 246 245 244 242 240
251 249 247 Storage 257 Guest Apt. 243 241

Trash 218 Maintenance
217
216
215
214

BEDFORD PASS



Restroom

Activities Room

Entrance to Wellness Center

ALLENS CREEK

213 212 219 221 223 225 227 229
211 220 222 224 226 228

Laundry

Elevator to Commons

210 208 206 204 202
209 207 205 203 201 Social Rm. 231

Trash

CALKINS RUN

Entrance to Underground Garage

DURHAM WAY

230 233
232 235
234 237
236 238 239





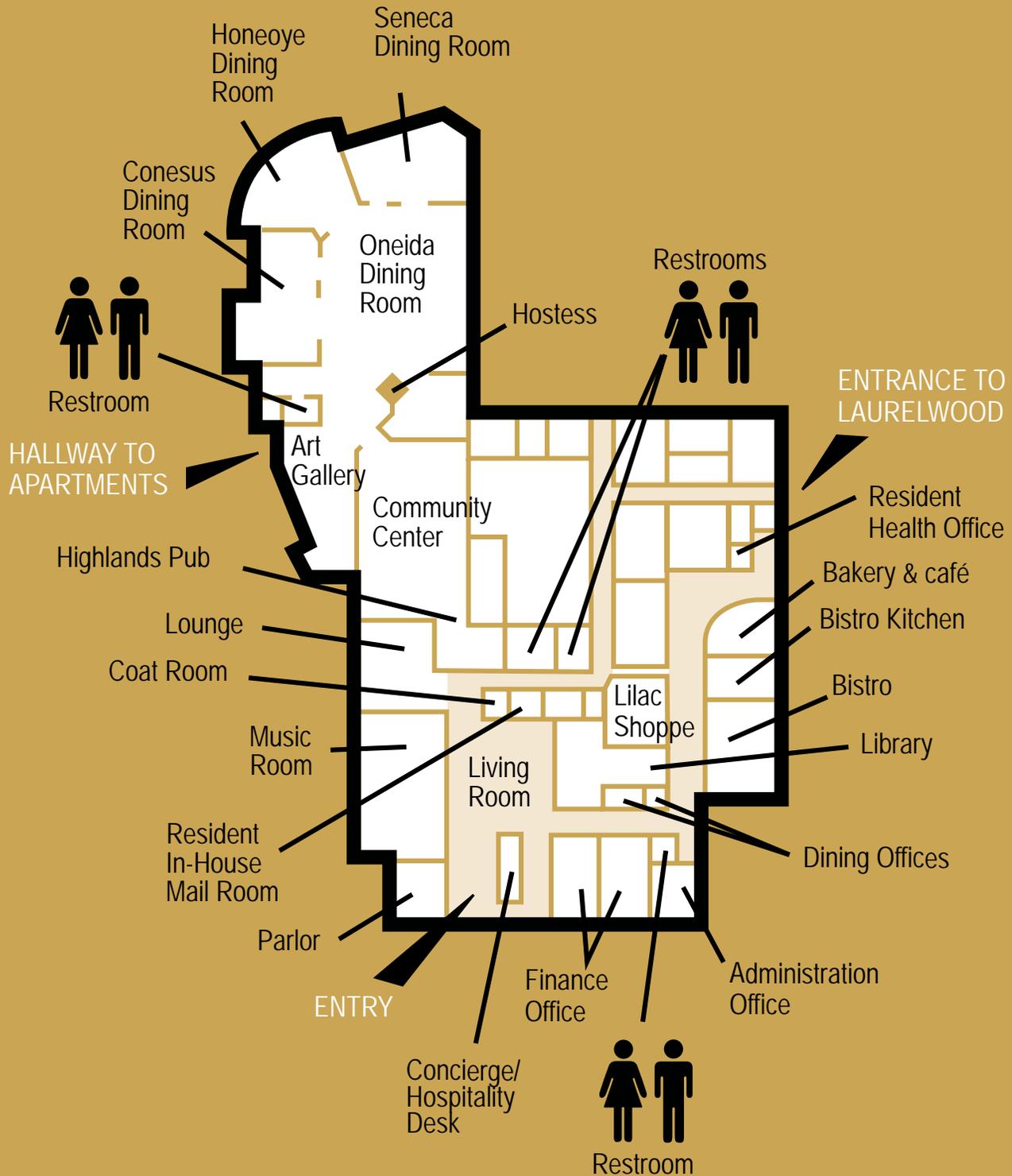
HAHNEMANN SQUARE

LEVEL 3

ELMWOOD TERRACE



HAHNEMANN SQUARE COMMONS



THE WELLNESS CENTER

