



SILVER MAPLES
of Chelsea

RETIREMENT NEIGHBORHOOD

**RESIDENT
HANDBOOK**

The Villas / The Maples

January 2022

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Welcome to Silver Maples!

We know that it's never easy to move, but we're very glad that you did! All of us -- from board members and staff to current residents -- are here to help you make the move as smooth as possible.

Our goal is to help members of the Silver Maples community stay creative, connected, and engaged with friends, family, and the greater community. We encourage you to enjoy your new home, your new neighbors, and your new community.

Silver Maples is your home, and your satisfaction is our primary concern. You have many new experiences awaiting you as a resident here . . . new friends, new interests, and yet, you are encouraged to enjoy long-term hobbies, activities and friends you have enjoyed in your past. You are encouraged and welcome to be involved as you wish!

We offer a wide variety of activities and events from which to choose from. Whether it's programs like the "Kaleidoscope Concert Series," membership at the Chelsea Wellness Center, special dinner events, or the "Here & Now" current events discussion, the opportunities available to you are designed to meet the creative, spiritual, intellectual, social, physical, and vocational needs based upon the desires and interests of our community.

As you settle in, please know that all of our departments – Activities, Housekeeping, Maintenance, Grounds, Dining Services, Administration, and Assisted Living – are here to help. We're just a phone call away.

This Resident Handbook will help guide you through the numerous amenities, services and community policies of Silver Maples of Chelsea. Please take time to review it so that you may become familiar with your new home and our services. We will provide updates to this reference guide from time to time as activities, events or policies change.

Again, welcome!! Please don't hesitate to call on any of us with any questions and concerns and suggestions you may have.

Sincerely,



Julie Deppner

Executive Director and CEO

THE SILVER MAPLES OF CHELSEA ORGANIZATION

So that you may know how the various departments at Silver Maples of Chelsea fit together, it may be helpful to give you a brief explanation of our organization. Silver Maples of Chelsea is divided into the following departments and functions:

Activities Services / Programming and Wellness

Residents are welcome to participate in any number of events and programs organized and directed by our Programming and Wellness staff. These events include many social, educational, physical, cultural, arts & crafts, wellness, recreational and spiritual activities. Our Director of Programming and Wellness evaluates the interests and desires of the residents and customizes the activities program to create entertaining, interesting and stimulating activities for Silver Maples of Chelsea residents. All activities are optional and some may be at a nominal additional charge. The Programming and Wellness staff also coordinates transportation services.

To keep you informed of upcoming community activities, a monthly calendar and a bi-weekly newsletter is distributed. You will also find these calendars posted on the message board in the Mail Center within The Maples apartments and The Meadows.

Administrative Services

Administrative Services is headed by the Executive Director/CEO, who has full responsibility and authority over all departments and staff at Silver Maples of Chelsea. In addition to the Executive Director/CEO, Administrative Services is staffed by the Directors of each department, including Human Resources, Sales and Marketing, Culinary Services, Operations/Facilities, Programming and Wellness, and The Meadows (Assisted Living). These individuals direct day-to-day operations and, in general, manage the business of the community. Administrative Services also coordinates Accounting including payroll, accounts receivable and accounts payable. Administrative Services is open Monday through Friday from 8:00 a.m. to 5:00 p.m.

Assisted Living Services at The Meadows

Residents of The Villas or The Maples have priority access to The Meadows, our Assisted Living residence. Under the leadership of the Director of Assisted Living, employees provide 24-hour assistance and support to residents who require aid with activities of daily living (such as assistance with bathing, dressing, and grooming), **excluding extensive or continuous nursing care**. Caregivers at The Meadows, known as Resident Care Associates or RCAs, are available to provide services in concert with the resident's service plan and tier level or assistance with Activities of Daily Living for support like assistance with bathing, dressing, and medication supervision and administration. The Meadows will also help the resident in scheduling personal needs as requested by the resident, such as medical appointments and meetings with financial or legal advisors. The resident is responsible for all licensed health care professional charges and the cost of any medicines, drugs, special nurses, private duty care, dental care, therapeutic services, eye glasses, incontinence products, hearing aids, wheel chairs and other ancillary items that may be needed.

The philosophy of The Meadows is to assist residents to retain their dignity in being as independent as possible for as long as possible while supporting aging with choice.

Culinary Services (Dining)

Full meal service is available in the dining rooms of Silver Maples of Chelsea. The Director of Culinary Services and dining room personnel also make every effort to accommodate those residents who desire meals for special events or require the preparation of special diets. The Culinary Services Department also maintains the Courtyard Café for casual dining seven (7) days per week for breakfast and lunch.

Environmental Services

Maintenance Services are under the direction of the Director of Operations. The Maintenance staff is responsible for the repair and upkeep of the exterior and interior of the community, as well as the community grounds and landscaping. Work orders submitted by our residents for corrective maintenance services are a priority of our staff in addition to various preventative maintenance activities and projects that are performed on a periodic, scheduled basis. See the receptionist to obtain a work order.

The Grounds staff, under the direction of the Director of Operations, is responsible for maintaining outdoor lawn care, landscaping and snow removal, and environmental safety. Concerns or safety risks identified will assume top priority and receive corrective action. The Grounds staff is under the direction of the Director of Operations.

Housekeepers, under the direction of the Director of Operations, ensure that all apartments and commons areas are clean and free of litter. Residents of Silver Maples of Chelsea who reside in The Maples apartments receive housekeeping services for their home on a twice monthly basis as part of their monthly service fee. Housekeeping for Villa residents is available for an additional fee. A team of housekeepers, under the direction of the Director of Operations, ensures that all residences and common areas are clean and orderly.

Marketing and Sales

The Marketing and Sales Department is responsible for promoting the community, and coordinating residency of Silver Maples of Chelsea. Please refer any inquiries you may receive to The Director of Marketing and Sales or Sales Counselor.

Social Work Services

Silver Maples of Chelsea employs a professional Director of Social Services to assist residents and families with any transitional and/or health related issues, concerns and recommendations for improving resident's general well-being and identification of community service & support.

Transportation Services

Regularly scheduled transportation is provided to the residents of Silver Maples of Chelsea via the community's vehicles. Service may be available for other local (Chelsea area) personal trips to medical centers, banks and businesses. Please contact the transportation department to set up an appointment; 24-hour notice is appreciated and service is **subject to availability**. The cost of scheduled transportation within our service area is included in your monthly service fees. A list of alternate transportation options is available at the reception desk for transportation services outside our service area (ie/ airport).

TRANSPORTATION OFFSITE FOR EMERGENT OR URGENT CARE SERVICES
SUCH AS TO HOSPITAL OR URGENT CARE CENTER

If a resident incurs an injury or illness episode of a significant life threatening nature or one that in our judgment appears to need immediate medical attention, The Meadows staff will notify the resident's emergency medical contact and the staff will call the emergency medical services (EMS or 911) for emergency medical attention and transportation to an off-site emergency or urgent care facility.

However, if the injury or illness requiring immediate medical attention occurs within a resident's apartment or is otherwise unknown to staff, the resident is responsible for calling 911.

Once treatment is rendered off-site and the resident is ready to be returned to Silver Maples of Chelsea, it is the responsibility of the resident's family or legal guardian to coordinate return transportation to Silver Maples. If the return can be handled during the normal Monday through Friday working hours of Silver Maples transportation driver, Silver Maples will exercise its best efforts to transport the resident back to Silver Maples. Otherwise, it is the resident's responsibility to coordinate return transportation.

24-HOUR CALL SYSTEM AND PROCEDURES

FOR NON-HEALTH AND NON-LIFE THREATENING CONCERNS:

In the event of a health or life-threatening emergency, Call 9-1-1.

Residents of Silver Maples of Chelsea enjoy peace-of-mind knowing that their home and community is secure. Silver Maples of Chelsea's on-site staff are available for emergencies to provide basic first aid until emergency help arrives. This is provided on a twenty-four (24) hour basis both in The Maples and The Meadows (Assisted Living). All apartments are equipped with a 24 hour call system which is monitored 24 hours a day by our Meadows staff. Your cooperation with the following procedures will greatly increase our effectiveness.

Procedures for use:

1. **In the event of a health or life threatening emergency, Call 9-1-1 immediately.**
2. In the event of a non-health and non-life threatening concern, push the button on your pendant or bathroom wall. Personnel will respond as soon as they are available.
3. Personnel will assess your situation and summon aid as needed.
4. If the person on duty feels that an ambulance is needed, they will summon one.
5. All residents are encouraged to complete a "Medical Information Form" and store it on their refrigerator for use during medical emergencies. This form is provided during your initial paperwork, but if for some reason you have changes or would like another copy, please see the reception desk or your physician to obtain one. This form should be updated anytime you change doctors or your medication needs change. You may also wish to include DNR paperwork as well.

Villa residents are provided emergency neck pendants and buttons on the bathroom walls which are responded to by an outside organization. In addition to the emergency pendants, homes are equipped with CO2 detectors, smoke detectors, door alarms, motion sensors, water alerts, and low temperature sensors that are all tied to a control panel in the entry way of the home.

ABSENCE BY THE RESIDENT:

If you leave the community overnight, we request that you notify the reception desk at The Maples. This information will prove helpful in the event of an emergency requiring evacuation, and will be useful if someone wants to reach you while you are away.

ACCCESS TO YOUR HOME:

You control access to your home; however, it is also necessary for you to allow access into your home at reasonable times for pest control, housekeeping and maintenance and at any time in case of emergency.

In your absence, the community may be required to admit service personnel to your home. An appropriate staff person will accompany any non-staff personnel who must enter your home while you are away. All such entries are approved only by Administrative Services and/or Operations. Anytime entry has been made to your home in your absence, a written, signed report of the entry will be left in your home.

To assist in maintaining the highest level of access control, please obtain an *Access Authorization* form from the Marketing and Sales Department to list those people authorized to enter your home while you are absent, in the event of illness and/or transfer to the health care center or hospital, or in the event of death. This form is filled out during your initial paperwork, but if for some reason you have changes or would like another copy, please see the Marketing and Sales Department to obtain one. Without this prior permission, no one, including family, will be allowed access to your home unless they have your legal power of attorney or other legal authorization.

ACTIVITIES / PROGRAMMING AND WELLNESS:

Residents are welcome to participate in any number of events and programs organized and directed by our Programming and Wellness staff. These events include many social, educational, cultural, arts & crafts, physical, wellness, recreational and spiritual activities. Our Director of Programming and Wellness evaluates the interests and desires of the residents and customizes the activities program to create entertaining, interesting and stimulating activities for Silver Maples of Chelsea residents. All activities are optional and some may be at a nominal additional charge. Tickets & admission fees for theatre shows & museums, for example, will be billed to your account. The Programming and Wellness staff also coordinates transportation services.

To keep you informed of upcoming community activities, a monthly calendar and a bi-weekly newsletter are distributed. You will also find these calendars posted on the message board in the mail center within The Maples, they are also available on our website.

UPGRADES/ENHANCEMENTS TO YOUR HOME:

Any desired upgrades/enhancements require prior approval from Silver Maples of Chelsea. The cost of all enhancements will be at your expense and will not be included in the refund of the entry fee you paid on your villa/apartment. Please discuss requested upgrades/enhancements with the Facilities Manager.

AMBULATORY AID:

Assistive devices for ambulation such as canes, quad canes, walkers, motorized carts and wheelchairs are acceptable for use by our residents as prescribed by your licensed Health Care Physician or upon recommendation of PT or OT. All ambulatory aids must be stored in the resident's apartment when not in use.

In light of legitimate safety concerns and the likelihood and seriousness of injury in the event of an emergency, it is recommended that every resident be able to evacuate in a safe manner from the building.

AUTOMOBILES -- REGISTRATION:

Part of the peace of mind we offer you as a resident extends to your automobile. In order to enhance our effectiveness and security, we ask that you complete an *Automobile Registration Form* for Administrative Services which contains the following information: your automobile's make, year, color, and license plate number. This form is filled out during your initial paperwork, but if for some reason you have changes or would like another copy, please see the Marketing and Sales Department to obtain one.

BANKING:

For your convenience, Chelsea State Bank provides service on location every Wednesday morning. A representative from the bank is here in the conference room near the lobby area of The Maples from 9:00 A.M. to 12 noon. An ATM Machine is also located in the lobby of The Maples near the main entrance.

BEAUTY AND BARBER SHOP:

The services of a licensed beautician/barber are offered to the residents of Silver Maples of Chelsea. The charges for these services can be itemized on your monthly service bill and paid to Silver Maples of Chelsea. Since this service is provided by contract services, any tipping would be given directly to the person providing the service. Appointments may be made for any of the wide range of services at the Beauty/Barber Shop. A list of charges is available from the Beauty/Barber Shop or reception desk. The Beauty/Barber Shop can be reached at 433-5222.

BILLING:

Each month residents will be billed for their monthly service fees and ancillary charges. The monthly bills are placed in your personal internal communication box (unless alternate delivery instructions are on file) each month by the 10th business day.

Payments are due upon receipt. Any payments received after the last day of the month are considered late and a \$25 late fee may be assessed. If a payment is returned for non-sufficient funds, a \$25 charge will be assessed.

Monthly service fees may be adjusted periodically. Residents will be notified at least 60 days prior to any changes.

CABLE TELEVISION SERVICE:

Basic cable television wiring is provided in your home or apartment. Residents are responsible for contacting the cable company for cable hookup, disconnect, or change in cable services and payment of monthly service fees.

CANDLES:

At no time are candles to be utilized in your apartment, villa or community areas unless overseen by a Silver Maples staff member. Flameless candles are a great alternative.

CHARITABLE ASSISTANCE:

Silver Maples of Chelsea (SMOC) may provide financial assistance to any resident, within limits set by the Board of Directors, after considering the needs of SMOC residents, the funds available, and the long term financial stability of SMOC and its Mission. Therefore, the funds available may change from year to year, and may be zero in any year.

See Schedule E (Charitable Assistance Silver Lining Fund Policy) in the Residency Agreement.

COMMITTEES / RESIDENT COMMITTEES

We have numerous resident committees which offer meaningful and engaging opportunities for you to take an active role in the community, while getting to know your new neighbors and friends. These committees and informal groups make the decisions that affect and strengthen our retirement neighborhood. You can choose to participate, if that's your style, or choose to sit back taking a low-key approach, both are welcome and enjoyed. Committees include: Activities, Art, Food, Happy Hour & Pizza Party, Hospitality, Library, Maintenance, Memorial Garden, Mixer Dinner, Resident Council, Silver Lining Fund, and Spiritual Enrichment. Check out our website to see a complete list of resident committees including a description, meeting days/times/location and the current committee chair(s).

COMMON AREAS:

Residents have access to all common areas; Garden Room, Library, Arts & Crafts Rooms, Maples Rooms, Game Room, Pool Parlour, Cinema 100, Private Dining Room, Exercise Room, Meadows Lounges. This is your home and we would like you to enjoy these rooms and areas for your daily use and relaxation. These areas are lovely places to use when visiting with family and friends. All areas have Wi-Fi capabilities for your guests use; see the reception desk for network and password information.

COMMUNICATIONS:

Our community is based on open communication to ensure events, facilities, and services meet resident expectations. We have provided many ways for residents to communicate, both with management and with each other.

The following methods of communication are used to ensure you are an active community participant.

1. Message Board -- located in The Maples resident Mail Center.
2. Digital Marquee
3. Newsletter -- published bi-weekly and distributed to all residents with extra copies available at the reception desk. A monthly calendar of events is also available.
4. Suggestions – Direct them to any staff member.
5. Staff Availability -- residents are encouraged to bring concerns, suggestions, and compliments to any staff member. Residents can email, call, or make an appointment with the receptionist. Of course, residents are always encouraged to stop by a staff member's office to check if they are available.
6. Executive Director/CEO -- available to discuss any issues with you in his/her office, your apartment or the location of your choice.

7. Resident Council -- meets on a regular basis. All residents are eligible to participate in the Resident's Council or the committees it forms. (See "Resident Council" section on page 15.)
8. A Community Coffee Hour with the Executive Director/CEO and department Directors is held monthly in the Bistro 100. All Villa and Maples residents are encouraged to attend this informal monthly meeting to get community updates.

DINING SERVICES / CULINARY SERVICES:

Silver Maples of Chelsea's culinary wellness team focuses on creating tasteful and nutritious meals that promotes healthy living for seniors. Our in-house culinary team offers a diverse and fresh menu, made from scratch and prepared only with the finest ingredients. Our menus feature daily specials, weekly made to order menu specials, soups made from scratch, a variety of sides, starters, salads, premium hand-dipped ice cream and daily dessert features.

The dining experience is a very important social function for residents and guests alike. We encourage you to enjoy our various dining venues regularly. But, please, no cell phones are to be used in the dining rooms. The Director of Culinary Services is an experienced food service professional, and any comments or questions regarding dining service should be addressed to him/her.

MEALS AND INCLUDED MEAL PLANS:

Meals are available in various community dining venues throughout the day. A meal plan is provided in your monthly services fees based on your home location: ten (10) meals per month for The Villas and twenty (20) meals per month for The Maples. You are always welcome to enjoy additional meals throughout the month; associated cost will appear on your monthly bill. If you routinely enjoy additional meals you may want to consider our Enhanced Meal Plan. Please see the Director of Culinary Services for program details and charges. Silver Maples of Chelsea will periodically publish a schedule of meal rates.

DINING VENUES:

Trellis Dining Room:

This formal dining venue is open for full dinner service Monday through Friday. Luncheon reservations for special events can be made through the Culinary Scheduling Coordinator. In this dining room you are welcome to bring your own choice of beer or wine (glassware is provided) or purchase through your server. For current dining hours, please see hours posted outside of our dining rooms or check the Silver Maples website.

Courtyard Café:

This small casual dining venue is open every day for breakfast and lunch and offers fresh baked goods, daily luncheon specials, salads, deli and grilled sandwiches, assorted beverages, beer, wine and grocery items. Limited Seating is available in the café with additional seating available across the hall in the Bistro 100 or at the Bistro Bar. For current dining hours, please see hours posted outside of our dining rooms or check the Silver Maples website.

Bistro 100:

This casual dining venue is open Monday through Friday for dinner service only. For your convenience, beer and wine can be purchased through your server. Outside wine, beer, and alcohol are not permitted in the Bistro 100, however it is allowed in the Trellis Dining Room. This area also provides additional seating during breakfast and lunch for meals purchased from the Courtyard Café. For current dining hours, please see hours posted outside of our dining rooms or check the Silver Maples website.

Private Dining Room:

The private dining room can accommodate 8 to 10 people and is available for our residents to reserve for private dinners, parties, family gatherings and other celebrations. Reservations must be made 2 weeks in advance, please contact the Culinary Scheduling Coordinator to discuss specific dates and entree choices.

CATERING:

Catering services are available through the Culinary Wellness department as schedule allows at an additional fee.

CURBSIDE SERVICE:

For your convenience, Curbside Meal Pick up is available for our Villa residents. Dinner orders should be turned into the front desk or you can call the kitchen to place your order. We ask that all orders are in by 3:00pm the day of pick up. Curbside pickup is located on the northeast side of the building near the Meadows parking lot. Curbside pickup is at 5:00pm or 6:00pm, please note your desired pickup time when placing your order.

HOLIDAYS AND SPECIAL EVENTS:

Throughout the year, dining services enjoys celebrating various holidays and special events. Please watch for more information in your monthly newsletters and calendars.

MEAL CREDIT:

Should you be away from home for fourteen (14) consecutive days or longer, a food credit may be requested for all meals missed since the first day of absence. The credit will be given at a rate determined by Silver Maples of Chelsea to be equivalent to the average raw food cost only (the "Meal Credit"). We encourage you to take advantage of your entire meal plan as meals may not be carried over from one month to the next.

SPECIAL DIETS AND DIETARY NEEDS:

Our Culinary Wellness department is happy to accommodate special dining and dietary needs. Please contact the Director of Culinary Services to discuss your needs.

TRAY SERVICE:

Tray service to individual apartments is available daily at a cost of \$3.00 per tray. When tray service is requested, dinner orders should be turned into the front desk or you can call the kitchen to place your order. We ask that all orders are placed by 3:00pm the day of delivery. You can choose to pick up your order or have it delivered at either 5:30pm or 6:00pm. Please be sure to state your preferred time when placing your order.

RESERVATIONS:

Your family and friends are always welcome to visit our various dining venues. It is necessary, however, that reservations are made in advance when dining in the Trellis Dining Room or Bistro 100 in order to assure convenience, comfort and enjoyment of our fine dining services to all residents and their guests. If you plan to dine with 6 or more residents or are hosting any outside guests, we ask that you call Culinary Services at 734-433-5208 or complete our on-line dining reservation form through the website. Reservations must be made 24 hours in advance and before 1pm each day. Please note that guests of 10 or more are considered a catered event. Please contact the Culinary Services department to discuss your group's needs. An alternate dining location may be necessary.

DRESS CODE:

Residents are expected to dress appropriately when frequenting public areas of the community, such as corridors, lounges, dining room and activity areas. Sleeping attire is prohibited in the commons area.

DRY CLEANING:

For your convenience, dry cleaning services are available through an outside vendor. Please contact the reception desk for more information.

ELEVATORS:

The elevators have been installed with many safety devices to ensure their dependability. However, in the unlikely event of an elevator malfunction, a telephone located within the control panel will connect you with emergency response staff. Also, please adhere to all restrictions regarding elevator use during fire drills or emergency training sessions, etc. In case of a fire, elevators are inoperable; the stairways are located on each end of the wing.

EMPLOYEE RELATIONS:

We expect the staff of Silver Maples of Chelsea to be courteous and helpful at all times. If this is not the case, please direct any concerns to the Executive Director/CEO.

EXPLOSIVES AND HIGHLY FLAMMABLE MATERIALS:

To ensure a safe community, no explosives or highly flammable materials such as kerosene or paint stripper may be brought into any area of the community.

FACSIMILES:

Facsimile transmissions may be sent and received by residents and their guests free of charge. Please contact the reception desk for this service.

FIREARMS AND WEAPONS:

It is the policy of Silver Maples of Chelsea that the safety of all persons living, working and visiting at Silver Maples of Chelsea is best preserved if no weapons such as guns (whether rifle handgun or shotgun), hunting knives, long bows or crossbows be permitted on campus. If you are a resident, please make arrangements immediately for the off-site storage of your hunting or personal firearms, bows, hunting knives, and other such weapons that hold the possibility to cause bodily harm or death to human or otherwise. Failure to comply with this policy is cause for immediate termination of resident's lease, disclosure document, and/or service contract with Silver Maples of Chelsea.

FIRE SAFETY:

Silver Maples of Chelsea apartment buildings and common areas are equipped with sprinklers, smoke alarms and a fire alarm system. In the event of a fire, please do not use the elevators. Emergency exits and stairwells are located at the end of each hallway. Please note the nearest exit to your apartment. In order to comply with local fire ordinances, we will routinely hold fire drills for the safety of residents and staff. For more information, please refer to the complete Fire Safety Handbook located in Appendix A.

GARDENING:

Designated gardening areas are available for those residents with a green thumb. Raised bed garden boxes are provided in the courtyard near the back of the property. You may plant and maintain garden areas at Silver Maples of Chelsea subject to prior approval of Executive Director/ CEO. Please contact the Facilities Manager for specific information.

GUESTS:

Guests are welcome in the community, however, residents are expected to take responsibility for their guests and accompany them in common areas. This is especially important regarding youthful visitors as they must be supervised to ensure there will be no behavior disruptive of other residents. Overnight guests are welcome to visit for up to two weeks continuous stay and may stay in your home at no charge as long as you are present. Please register your overnight guests at the reception desk and sign them out upon departure.

Except for short-term guests, no person other than you or a co-resident, if any, may reside in your home without the prior approval of Silver Maples of Chelsea.

HEALTH SERVICES:

All residents of the community should retain their own personal licensed healthcare professional. The community is not financially responsible for your personal medical services or other healthcare services.

HOUSEKEEPING SERVICES:

During your new resident orientation, a *Villa/Apartment Entry Waiver* was signed that gives our housekeeping staff permission to entry your home for scheduled housekeeping. Housekeeping services are provided on a bi-weekly basis if you reside in the Maples. If you reside in the Villas you can arrange services for an additional hourly fee. Once you move in, the Housekeeping Supervisor or designee will arrange a meeting to inform you of the day/time your home has been scheduled to be cleaned.

The cooperation of each resident is essential to run a smooth cleaning schedule. You have the option of being present or leaving your home unattended while our staff is in cleaning. If you prefer to be present on cleaning day, every attempt will be made to accommodate you; however, if you cannot be home on your scheduled cleaning day, you may make arrangements for the housekeeper to clean on an alternate day. Please contact the receptionist or speak to your regular housekeeper to make these arrangements. If you are not home on your scheduled day a note will be left in your apartment to confirm that housekeeping services were performed in your absence. Residents with particular problems should contact the Director of Operations.

Housekeeping services offered include changing linens, vacuuming carpets, mopping the bathroom and kitchen floors, wiping exposed kitchen surfaces such as refrigerator, range, oven, cabinets and sinks, dusting flat, cleared surfaces and light fixtures, and general cleaning of the bathroom areas including the sinks, tubs, showers, toilets and mirrors. Window washing will be done annually inside and out. Periodically, heavy furniture will be moved for vacuuming, and mattresses will be turned.

When a scheduled cleaning day falls on a recognized holiday, you will be notified one week in advance as to your scheduled day for that week. Additional deep cleaning housekeeping services may be obtained for an hourly fee.

INSURANCE (PROPERTY AND LIABILITY):

The community carries insurance on its own property and liability insurance for accidents which occur in common areas. Silver Maples of Chelsea, however, is not responsible for the loss of any personal property belonging to you due to theft, fire or any other cause.

You are also responsible for any costs incurred in replacing or repairing any loss or damage to the real or personal property of Silver Maples of Chelsea caused by the negligence or willful misconduct of you, your guests, agents, employees or pets.

You also indemnify Silver Maples of Chelsea and hold it harmless for any injury to other residents, employees, or any third person which arises from your negligent or intentional action. You are **STRONGLY ENCOURAGED** to obtain property and liability insurance to protect against such losses. All such insurance should be arranged with the agent of your choice at your own expense.

INTRA-COMMUNITY MOVES:

A resident may elect to move to another apartment/villa within the community, subject to availability. If you desire a move to a different style apartment/villa, please contact the Marketing and Sales department to be added to the internal wait list. When apartments/villas become available, the Marketing and Sales department reference the internal and external wait list to fill these vacancies. If you are not on the internal wait list you will not be considered for a vacant apartment/villa until everyone on the wait list has been contacted first. In the event of a move, a new lease agreement will be executed. Contact the Marketing and Sales department to discuss availability and options available, including financial implications you will need to consider. Additional information is also provided in section 2.5 of the Resident Lease Agreement.

KEYS:

You will be issued a key for your individual home, the outside entrances to the main building, storage area, your mailbox, and a key FOB which automatically opens select exterior entrances. **Keys must not be duplicated.** Additional keys and/or key FOB may be made for family members; a \$5.00 fee will be charged per key. Requests can be made through The Maples receptionist, and will be billed to the residing resident on their monthly service bill. It is recommended that keys be kept on an unmarked ring or case. Keys should not be given to friends, relatives or outside service personnel. In the event that a key FOB is misplaced, a \$25 fee will be charged.

After hours, visitors may enter the building by calling a resident's apartment through the keyless entry system located in the vestibules at both The Maples and The Meadows entrances. An alphabetical listing of residents can be found near each security panel; this listing also provides a random 3-digit code for each resident. To gain entry, visitors simply need to enter the 3-digit code of the resident they are visiting; the system will dial the resident on their phone.

When a visitor calls your apartment and identifies themselves to your satisfaction, **press the "9" on your phone** to unlock the door and let them in. The door will remain unlocked for 8-10 seconds. **When the doors are locked, you may exit The Maples and The Meadows main entrances by walking up to the doors – they will open automatically.** You will not, however, be able to re-enter after the doors close without using the keyless entry system or your key FOB. Additionally, your guests can dial "000" on the keypad to be connected with staff in The Meadows who can also open the doors remotely.

LANDSCAPING & LAWN CARE:

Standard landscaping is installed according to the organization's landscaping plan. Residents may not alter the landscaping without approval from the Executive Director/CEO.

Routine lawn care is provided by Silver Maples to all areas of the community. Lawn decorations must be limited to private porches and the mulched area around the home or near the patio of apartments and are not to interfere with maintenance of the lawn.

LAUNDRY SERVICES:

Bed and bath linens for apartments will be laundered by the housekeeping staff in your home's washer/dryer during regular cleaning if you so desire. Laundry supplies will need to be provided by you. All other cleaning supplies will be supplied by Silver Maples of Chelsea.

LOST AND FOUND:

The reception desk serves as the lost and found clearinghouse. Lost and found articles will be maintained there, and misplaced items should be left and picked up at this location.

MAIL – U.S. MAIL: (Incoming)

Mail is distributed by the U.S. Postal Service to personal mailboxes. These mailboxes are under the control of the Post Office, and federal law prohibits the placement of memos or announcements in these boxes. Please use your name, address, and apartment number on all correspondence in order to expedite mail delivery. If you have air express or packages delivered that do not fit in your mailbox, they will be left at the reception desk and you will be notified. Villa residents have separate outdoor U.S. Mail Facilities.

MAIL – U.S. MAIL: (Outgoing)

Outgoing mail can be placed in the letter drop-box located near the mailboxes. If you have air express or packages, those can be weighed and postage can be purchased at the reception desk.

MAIL – INTRA-COMMUNITY MAIL:

An in-house mail system has been set up for communications within the community that does not go through the U.S. Mail. Please check daily for special announcements or notes from friends and neighbors.

MAINTENANCE SERVICES:

The community provides maintenance services for the buildings, grounds, and appliances furnished by Silver Maples of Chelsea and will provide all necessary repairs, maintenance or replacement of its property and equipment. If you need emergency maintenance assistance (after hours or on the weekend) please call 734-496-2714.

The maintenance staff is available for emergencies seven (7) days a week; however, scheduled maintenance should be planned for Monday through Friday. If a problem arises, stop by or call the reception desk to fill out a work order. You can also complete our Work Order form on line through our website. Work will be completed on a routine schedule, depending on urgency and staff availability. Every effort will be made to respond to problem situations as soon as possible.

The community reserves the right to access each home during reasonable hours for repair and maintenance activities. (See "Access to Your Home" section of this handbook)

Any time maintenance personnel enters your home to perform these duties, written notice will be left behind advising you of the service completed. Also, any necessary repairs, maintenance and replacement of your personal property will be your responsibility.

We encourage you to personalize your apartment; however, shelving or any items permanently installed which cannot be removed, becomes the property of the community.

MOVE-IN PROCEDURES AND ORIENTATION:

A member from the Marketing and Sales team sat down with you and your family prior to your move, to complete the Disclosure Document, Residency Agreement and internal paperwork. During this meeting/orientation, information was provided regarding included services, location of key areas, and important information regarding the hospitality contacts that have been assigned to help you get settled and familiar with our retirement neighborhood. Your hospitality contacts will invite you to dinner and important meetings to ensure you're able to comfortably acclimate to your new home and neighbors. Our top priority is for your transition to Silver Maples to be a truly positive experience, please don't hesitate to ask questions of your hospitality contacts or any staff member as you settle into a new routine.

NEWSPAPERS:

Several national and local newspapers are available from local carriers. Please deal with the carrier directly. When ordering a subscription, please advise the paper's circulation department that you are a resident of Silver Maples of Chelsea, your name, address, apartment or villa number (if applicable), and phone number. This will aid delivery service. Silver Maples subscribes to several newspapers (local, regional, and national) that are available to peruse while visiting the library.

NOISE:

We have given considerable attention to sound conditioning your home. Even so, consideration for your neighbors is an important aspect of living in a retirement community. With that in mind, televisions, radios, and other audio devices should not be played above moderate levels.

NOTARY PUBLIC:

For your convenience, a notary public is on staff. This service is provided to you at no cost during regular office hours. Please check with the reception desk to arrange for this service.

PARKING:

Ample parking is available for all residents and guests in the parking lots. There will also be certain spaces designated as handicapped. Carport parking is available for an additional fee, if interested, please see the Marketing and Sales Department.

We request that you do not park in the spaces by the two main entrances. These are reserved for the convenience of your guests and visitors who may require parking near the building entrance.

PATIOS AND COMMUNITY EXTERIOR:

Patios and balconies are highly visible areas to guests, as well as present and prospective residents of the community. In order to maintain a pleasing outside appearance of the community, the following rules apply.

1. Only appropriate furniture and small plants should be placed on these areas. Any unsightly items such as signs, laundry or antennas are prohibited.
2. In order to comply with local fire safety requirements, all outdoor grills and/or barbecues are prohibited on patios and balconies within ten (10) feet of the exterior of the building.

PERSONAL AIDE / PRIVATE DUTY NURSE

Should you wish to engage a personal aide or private duty nurse for your individual purposes, you may do so at your own expense in accordance with the following guidelines:

1. Role of the Personal Aide/Private Duty Nurse -- The participation of the Personal Aide/Private Duty Nurse in the community activities is defined by the role required by the resident; that is, escorting, accompanying, or participating with the resident. Personal Aides/Private Duty Nurses are subject to all rules and regulations in effect at Silver Maples of Chelsea.
2. All personal aide/private duty nurses must sign in at the reception desk upon arrival and sign out when leaving. Silver Maples of Chelsea cannot be responsible for payment of fees or performance of services. Personal aides/private duty nurses may not use the facilities of Silver Maples of Chelsea to service other clients or to operate other businesses.
3. Daytime Personal Aide/Private Duty Nurse -- No extra charge will be made by Silver Maples of Chelsea for the personal aide/private duty nurse except for meals taken in the dining room; however, no reduction in charges will be given for services provided by a personal aide/private duty nurse.
4. Health Care Restriction -- Silver Maples of Chelsea will not be responsible for health care or nursing assistance provided by a personal aide/private duty nurse or any other domestic help employed by residents.

PERSONAL ASSISTANCE PROGRAM

Our goal is for individuals to remain as independent as possible, in an environment that they are comfortable with, that is safe for them, and those around them. For example you may seek services such as the following, all according to your own scheduling needs and preferences:

- Escort for Shopping and Errands
- Light Housekeeping/Laundry
- Light Meal Preparation
- Personal Care/Additional Caregiver Support

For more information contact the Director of Social Services.

PETS:

Resident's pets are allowed at Silver Maples based on the terms of the Pet Policy (Schedule D of the Disclosure Document) and when plans for their management have been approved by Executive Director/CEO of Silver Maples. A \$825.00 one-time pet fee is required. Pets are allowed to visit the community for therapeutic activities. If you would like for your pet to visit, please contact the Director of Programming and Wellness to complete the necessary paperwork.

POWER OF ATTORNEY:

All residents are encouraged to execute and maintain a limited Durable Power of Attorney which designates a bank, lawyer, relative or other authorized responsible person or persons of your choice as your attorney-in-fact, to act for you in managing your financial affairs or filing your insurance or other benefits should you become incapacitated or disabled. Please provide a copy of this Power of Attorney to Marketing upon move in.

PRESCRIPTIONS:

As a Silver Maples of Chelsea resident, you may select any pharmacy you desire. Arrangements for prescriptions or refills should be made by you or your physician. For added convenience, the pharmacy you select should have a delivery service. Chelsea Pharmacy and Country Market Pharmacy do provide delivery service for prescriptions and staples. Arrangements for receipt and payment of medications are your responsibility.

RECYCLING CENTER:

Silver Maples of Chelsea is very concerned about our environment. Therefore, we recycle all available materials, and also encourage our residents to recycle. Recycling bins are available in the trash rooms on each floor. Villa residents will have a designated day for pick-up, see the Director of Operations for the designated day.

RECEPTION DESK:

The reception desk is staffed Monday - Friday and reduced hours on the weekends. Please refer to the Silver Maples website at www.silvermaples.org for specific hours. The reception desk serves as the hub of communication and resident business. Located at the main entrance, these services are available for residents:

1. To receive incoming calls for departments and staff.
2. To schedule reservations for the private dining room, meeting rooms, transportation, and specific requests.
3. To provide guest meal information.
4. To receive work orders for maintenance and housekeeping services.
5. To receive payments for monthly services.
6. To receive requests for photocopies which are available for free. If 10 (ten) or more copies are requested a small fee will be charged.
7. To leave information regarding overnight or extended absences.
8. To offer Notary Public service.
9. To send and receive facsimile transmissions free of charge.

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

RESIDENT COUNCIL:

The Silver Maples Resident Council consists of elected representatives from the retirement community who meet on a regular basis to discuss various aspects and interests of the community. The officers of the Council will serve as liaison between the residents and administration. This

Council offers residents the opportunity to discuss areas of community importance. The Resident Council will appoint someone to be a non-voting representative at Silver Maples Board of Directors meetings.

The purpose of the Council is as follows:

1. To communicate the interests of the residents.
2. To promote an understanding of administrative policies and procedures among the residents.
3. To participate in the planning of resident activities.
4. To encourage resident interaction and participation.

The Resident Council elects a chairperson, who will be the spokesperson for the group, as well as a secretary who will keep Council records. The Council establishes its own meeting schedules and prepares its own agenda. The Executive Director/CEO (or designee) serves as administrative advisor to the Resident Council.

A listing of all active association committees will be provided to new residents. Active participation by all residents is encouraged.

RESIDENT MEETINGS:

The Executive Director/CEO will hold meetings, typically monthly, with the residents of Silver Maples of Chelsea for the purpose of free discussion on subjects of interest. Notice of each meeting will be given in the monthly newsletter and schedule. These are usually held in the form of the Executive Director/CEO Community Coffee Hours.

RESIDENT RELATIONS:

You are encouraged to interact with other residents and employees in a courteous and respectful manner. Incidents of improper or offensive behavior should be brought to the attention of the Executive Director/CEO and/or designee so that appropriate action can be taken.

SEASONAL DISCOUNT:

Residents who are away for three consecutive months will receive 15% off the combined monthly service fee and second person fee, for the time period you are away. A written notice of dates away is required and, there is a limit of two discount periods per year.

SECURITY:

In the event of a life threatening emergency, Call 9-1-1 immediately.

Residents are also encouraged to participate in their security by utilizing caution to lock doors and vehicles and to report any unusual activity or individuals to the reception desk or 24-hour Meadows staff. During non-business hours, guests may enter Silver Maples by using the keyless entry system near the main entrance to contact the resident they are visiting. Residents should not admit unknown persons into their home or the building. Video surveillance has been added covering most entrances and parking lots. Silver Maples of Chelsea, however, is not responsible for loss or damage to your personal property or personal injury.

SMOKING:

Silver Maples of Chelsea is a smoke-free community. The sale, use and distribution of tobacco products and e-cigarettes is prohibited on the entire campus by residents, staff, and visitors.

SPECIALIZED MEDICAL EQUIPMENT:

We encourage you to notify the Executive Director/CEO if you are using specialized medical equipment in your home that may pose a risk to others. Specialized medical equipment includes, but is not limited to, oxygen supplies and other respiratory equipment so that Silver Maples may post appropriate signage to promote safety.

SPIRITUAL CONNECTIONS:

Silver Maples offers several spiritual connection opportunities on-site, and transportation service to a few programs held off-site.

Sunday Morning Services:

9:30am, Bus Service to St. Marys Catholic Church and St. Pauls Lutheran Church

9:45am, Nondenominational Worship Service, Maples Room

Bible Study Group:

Thursdays (September-May), 2:15pm, led by Our Savior Lutheran Church, Garden Room

Catholic Communion:

Fridays, 10:00am, Great Room

Streamed Live Services:

Sundays, 9:30am, Protestant Service, First Presbyterian Church of Ann Arbor, Great Room

Sundays, 10:00am, Catholic Notre Dame Service, Meadows Lounge

STAFF DIRECTORY:

A current listing of department directors and leadership team members and titles can be found on the Silver Maples website at <https://silvermaples.org/about/team/>

STORAGE:

All Maples residents receive a storage closet or cage with their apartment; a perfect place to store luggage, holiday decorations, seasonal clothing, etc. Storage units must be cleaned out, with disposal of all items, once the move out process is complete for your apartment. Unfortunately, there is no space available to store furniture or personal belongings after an apartment has been vacated.

TELEPHONE SERVICE:

Telephone jacks are provided for resident's use in their apartment. Each resident is responsible for contacting the telephone company to arrange for telephones, installation and service to their own apartment home. Installation and expenses incurred for the use of a private telephone must be paid by the resident or Authorized Representative. A courtesy telephone for local calls is available at The Maples reception desk for resident use.

TIPS AND GRATUITIES:

In order to achieve an equitable compensatory arrangement with all community staff, we have adopted a "NO TIPPING" policy. Because there are many employees whom you don't see, to give tips to specific individuals would be inequitable and detrimental to the morale of the other staff who are working behind the scenes.

Therefore, the Resident Council has established an "Employee Gratuity Fund" to which residents may contribute throughout the year. Each year around the holidays the Resident Council will ask residents and family members to donate to the fund. Special provisions will be made during the holiday season and all hourly employees, including those you rarely see, will share in this special holiday gift. All monies are collected and distributed by the Resident Council.

TRANSPORTATION:

Trips to shopping centers, grocery stores, and special field trips for activities will be scheduled regularly. Service may be available for other local (Chelsea area) personal trips to medical centers, banks and businesses. Please contact the transportation department to set up an appointment; 24-hour notice is appreciated and service is **subject to availability**. The cost of scheduled transportation within our service area is included in your monthly service fees.

TRASH DISPOSAL:

Trash rooms and recycle bins are located on all apartment floors. Dumpsters are strategically located outside the building. Please use sealed plastic bags to deposit trash in these containers. For disposal of large items, you may use the community dumpster or call the reception desk to arrange a pick-up by our housekeeping staff. Villa residents need to have their dumpsters put at the curb by 12:00 P.M. on Monday of each week. Recyclables need to be out at the curb by 11:00 P.M. on Tuesday of each week.

UPGRADES/ENHANCEMENTS TO YOUR HOME:

Any desired upgrades/enhancements require prior approval from Silver Maples of Chelsea. The cost of all enhancements will be at your expense and will not be included in the refund of the entry fee you paid on your villa/apartment. Please discuss requested upgrades/enhancements with the Facilities Manager.

UTILITIES & Taxes:

Utilities including sewer, water, gas, electricity, and heating and air conditioning are covered by your monthly service fee. Although Silver Maples of Chelsea is not responsible for any disruption of service, any utility problems should be reported immediately to the reception desk. You are responsible for installing and maintaining the costs of cable television and telephone service in your home. You may be required to have telephone service.

Your home contains a thermostat for heating and cooling, allowing you to regulate the temperature to suit your personal desires. During move-in orientation you will be instructed in the use of these controls.

Silver Maples of Chelsea is responsible for the payment of all real estate taxes, if any, assessed on the community.

VALUABLES:

With the many visitors and guests accessing our community, Silver Maples cannot be responsible for the loss or theft of valuables from your home. However, please make us aware of any disappearance, so we may assist in investigation and possible recovery of the items. You should insure your personal property and we suggest that you utilize safe deposit box services offered by neighborhood banks.

VIP SUITE:

We offer a 2-bedroom, 2-bathroom suite for residents' out of town guests; the rate is \$110 per night for up to 4 guests. Up to two (2) additional guests may stay in the suite at a cost of \$10 per guest per night. To check availability and make reservations, please contact the receptionist at the front desk. The suite is located in apartment #3125 which is in The Maples, phase II, and includes both a queen size and full size bed. A complimentary breakfast voucher is provided for each guest (maximum of 4 vouchers per reservation, one per guest), and can be used in the Courtyard Café. **Pets are not allowed in the suite.** Our community is completely non-smoking, which includes the patio outside the suite. Any evidence of smoking will require a cleaning fee of \$250.00. We offer free Wi-Fi in the building (access code can be obtained at the front desk). Check-in is at 3pm, check-out is at 11am.

WELLNESS CENTER MEMBERSHIP

Silver Maples pays for your membership to the Chelsea Wellness Center as long as you visit the center at least six (6) times a month. To sign up, contact the Director of Programming and Wellness.

WINDOW TREATMENTS:

In order to maintain a consistent exterior appearance of the building, horizontal mini-blinds are provided for all apartment windows. You may also provide your own window treatments if you so desire, but it is requested that all draperies be lined white to the outside. Only exterior window treatments approved by Silver Maples of Chelsea may be used. These include screens, shades and awnings. Please contact the Facilities Manager to obtain written approval prior to installation.

Resident
Fire
and
Safety
Handbook

FIRE PREVENTION

The key to averting a fire is PREVENTION. Listed here are a few rules to follow to maintain a safe environment for you and your neighbors at Silver Maples.

1. Trash is fuel for fire. **Do Not** let it accumulate.
2. Be alert to electrical equipment that does not work properly. Report any problems with appliances or lights to the reception desk.
3. Report immediately any frayed or faulty wiring.
4. **Do Not** overload electrical outlets.
5. Keep heat-producing devices away from things that burn.
6. **Do Not** store flammable liquids in your apartment.
7. Use of extension cords are prohibited

FIRE SAFETY TIPS

1. **REMAIN CALM - DO NOT PANIC**
2. If there is a fire of any size, be sure to notify the fire department immediately by pulling the fire alarm pull box (located beside the exits.).
3. Know the evacuation plan and location of fire alarm pull stations. Practice walking the evacuation route.
4. **Do Not** use elevators.
5. Once in the stairwell, continue down and exit outside. **Do Not** re-enter the building.
6. Smoke rises, therefore, if you are caught in smoke, crawl low to the floor to exit.
7. If you wake up and hear your smoke detector sounding, do not sit up in bed. Remember smoke rises, and you may be sitting up into a smoke filled room. Instead, roll out of bed onto the floor, turn on a light in the room, and activate emergency call system.
8. **Do Not** open any doors unless you feel them first from top to bottom. If the door is warm, **DO NOT OPEN IT**. If it is not warm, kneel down and open the door slowly. If there is any smoke or fire on the other side, close the door immediately.
9. Place wet towels or wet sheets at bottom of door to keep smoke from seeping in.

BUILDING FIRE EVACUATION PROCEDURES

For the Residential Areas

In case of fire in your apartment:

1. Remain calm; evacuate yourself and anyone else from the apartment. Then close the door to the apartment. **Do Not take time to assemble your personal belongings.**
2. Go to the nearest fire alarm pull box along evacuation route and activate it to notify the staff and other residents, the staff will be responsible for notifying the fire department, and assisting with the evacuation. (fire alarm pull boxes are located next to exits and are shown on the evacuation route plan).
3. Evacuate building following routes shown on Evacuation Route Plan. (Evacuation Route Plans are located on the wall near the center of corridors). Do not use elevators. Once outside, assemble at assigned locations.
4. Assembly areas:
The Meadows (Assisted Living): Parking Area – Meadows entrance
The Maples (Independent Living): Parking Area – Maples entrance
5. Per state requirements, and to familiarize you with the evacuation procedure of the building; once a quarter there will be a fire drill that will occur on all three shifts, and require full evacuation of the building.

WHEN FIRE ALARM IS ACTIVATED

When you hear the fire alarm (horn) you will know there is a fire emergency in some part of the building.

1. Remain calm, go to your door and feel from top to bottom to see if it is warm. **If the door is warm, DO NOT OPEN IT.** Stay in your apartment. If smoke is coming in under the door, place a damp towel on the floor in front of the door to seal it. Activate emergency call system (this will alert the staff you need assistance)
2. If the door is not warm, follow normal evacuation procedures.
3. Once outside, assemble at assigned locations.

FIRE/EVACUATION PROCEDURES

For The Common Areas

IN CASE OF FIRE

1. Evacuate yourself and anyone else from the area, then **CLOSE THE DOOR(S) TO THE ROOM OR AREA.** Do Not take time to assemble personal belongings.

2. Go to the nearest fire alarm pull box and activate it to notify the Fire Department and other residents. (Pull boxes are located at exits leading to the outside of the building and are shown on the Evacuation Route Plan found in each hallway).
3. Call the Fire Department.
4. Evacuate the building using the nearest exit. (**Do Not** return to your apartment).
5. Once outside, assemble at assigned locations.

The Meadows (Assisted Living): Parking area – Meadows entrance. The Maples (Independent Living): Parking area – Maples entrance.

NOTES:

- A. If you come to a closed door, feel it (top to bottom); if it is warm **DO NOT OPEN IT!** If it is not warm, kneel down and open the door slowly using the door as a shield; if the corridor is not filled with smoke, continue to evacuate.
- B. If the corridor is filled with smoke or the door is warm, you should attempt to exit using a door in the opposite direction.

If you have any questions or concerns regarding these instructions, please contact the reception desk at 475-4111 for The Maples and 475-1490 for The Meadows.

SMOKE DETECTORS

1. Your apartment is equipped with a smoke detector and a sprinkler system. When the smoke detectors make sounds, **DO NOT PANIC**, the alarm will stop when the smoke clears. You cannot turn it off.
2. If your smoke detector activates, alert the reception desk, giving your apartment number. A staff member will come to assess the situation.
3. If you must leave your apartment, close your door, but do not lock it.

FIRE PROCEDURES FOR PERSONS WITH MOBILITY IMPAIRMENTS

Should you have a physical handicap or temporary impairment, it is preferred that you follow the emergency procedures established for all residents to the best of your ability.

If you are unable to safely exit the building, place the red HELP tag on the outside of the door. Call 911 to inform the emergency response team of your location. Place wet sheets or towels at the bottom of your door to prevent smoke from entering your apartment. Exit to your balcony and use bright color items to gain the attention of emergency responders.

Please be sure the reception desk is aware of any special needs at all times.

The reception desk will maintain a list of those residents who may require assistance during an emergency.

Staff members will be assigned to check the apartments and the leisure areas to assist you to safety if necessary.

DISASTER OTHER THAN FIRE

Destructive weather will typically be the major cause of disaster other than a fire occurring at the community. Silver Maples personnel will normally receive advance warning of such weather patterns and will take appropriate steps to advise you of any weather conditions.

SEVERE WEATHER – TORNADO (WATCH AND WARNING)

1. **Tornado Watch** means that conditions are favorable for a tornado or severe weather. When residents notice dark and cloudy skies with unusual windy conditions, they are asked to turn on their television and/or radio. The National Weather Service will inform you of a Tornado Watch, Tornado Warning and/or Severe Weather. Residents may also call the reception desk and/or shift supervisor if a television or radio is not available.
2. **Tornado Warning** means that a tornado or severe weather has been sighted in the area. When the National Weather Service announces a Tornado Warning, residents should respond to this warning immediately. Residents are encouraged to go to the corridors or exit stairwells when possible. Please keep away from all windows and **DO NOT USE ELEVATORS**. Staff employees will notify residents in the corridors when the warning has been canceled.

PREPARING FOR HIGH WINDS: TORNADOS, THUNDERSTORMS

1. Staff will secure all objects outside the building to prevent them from becoming harmful as flying objects. This includes patio furniture, benches, hoses, and waste objects.
2. Close your draperies; take shelter in a closet, bathroom or any area in your apartment without windows.
3. If you are in the common areas, seek shelter in an enclosed area away from glass, such as a stairwell or bathroom.
4. Avoid windows, doors, outside walls and areas with a large expanse of roof such as the Dining Room.
5. Stay tuned to weather reports to find out when the danger has passed.
6. Preparations will be made if water loss is experienced.
7. The Food Services Department maintains an emergency supply of food and beverages for you in the event food cannot be delivered.

POWER FAILURE

Silver Maples is equipped with an emergency generator that automatically activates when there is loss of electrical power. Emergency lights in hallways, stairwells and exit signs are also installed.

In case of loss of all power in wintertime, residents should remain in their unit. Extended periods of power outage in cold weather will require evacuation to a place where residents can stay warm.

We suggest that you maintain a flashlight and spare batteries for a power failure.

Your emergency call system will continue to function in case of a power failure.

SNOW EMERGENCIES

Please do not attempt to leave the community until after the driveway and sidewalks have been cleared and salted.

SAFETY SIGNS

From time to time, staff or workers may post Caution, Out of Order, Wet Floor or Wet Paint signs in public areas. For your safety, please observe these signs.

SMOKING POLICY

Silver Maples of Chelsea and The Meadows of Silver Maples is a smoke free community. Consequently, Silver Maples prohibits the sale, use and distribution of tobacco products and e-cigarettes within this community.

