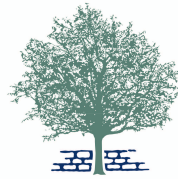


# *RESIDENT & FAMILY HANDBOOK*



The  
**COMMONS**  
IN LINCOLN

*A Benchmark Lifecare Community*

**2 Harvest Circle**  
**Lincoln, Massachusetts 01773**  
**781-262-3456**  
[www.thecommonsinlincoln.com](http://www.thecommonsinlincoln.com)

X \_\_\_\_\_  
Resident/Legal Representative Signature

X \_\_\_\_\_  
Responsible Party

X \_\_\_\_\_  
Community Representative Signature

Dear Resident,

It is my pleasure to welcome you to The Commons in Lincoln. Our Community respects your dignity and independence. We offer services designed especially for you and take care of the details of daily living so that you can spend time doing the things you love: pursuing long-delayed interests; spending time with family and friends, both old and new; and enjoying the many social, physical and recreational activities we offer.

Adjusting to a new environment can sometimes take a little time. Please know that we are here to help you and your family in any way that we can, both now and in the future.

Please feel free to call me at any time with concerns, questions, praise or simply to say hello!

Thank you for choosing to live in our Community.

Sincerely,

Laurie Roberto  
Interim Executive Director

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## **FOOD AND DINING**

The dining room serves three meals daily. Hours of operation are as follows:

Breakfast: 8:00am  
Lunch: 12:00pm  
Dinner: 5:00pm

If you wish to order room service, please contact the Reception Desk at the times specified below:

For Breakfast: 7:00am  
For Lunch: 11:00am  
For Dinner: 4:00pm

## **COMMON AREAS**

We have several common areas located within the Community which you are encouraged to use.

### **MAILBOXES**

Resident mailboxes are located next to the concierge desk on the first floor.

### **BISTRO**

The Bistro is located on the first level to the left upon entrance. This area contains tables with seating, a bar and flat screen television. This will be used as a location for delectable snacks multiple times a day and a great area to watch your sports team play!

### **LIBRARY**

The Library is adjacent to the Bistro on the first level. There are a few seating arrangements available. Enjoy a book with a friend at a table or cozy up in a chair next to the window. This is one of three library locations in our community.

### **PRIVATE DINING ROOM**

Enjoy time with family and friends for a private event by reserving our private dining room. This area is adjacent to our main dining room and is located on the first floor.

### **DINING ROOM**

*\*This Supplement is part of our Resident and Family Handbook.\**

## **DINING ROOM**

The Dining Room is located on the first level and is across from the Bistro and Library. Breakfast, lunch and dinner will be served everyday by our Dining Services Director and his team of chefs. 6

## **HAIR SALON AND SPA**

The Hair Salon and Spa is located off the elevator to the left on the second floor. We have a team of beauticians that can provide a wide range of services that include but is not limited to; hair services, medicures and pedicures. You can also sign up to experience our spa tub. Prices for these services will be given by the provider.

## **HOUSEHOLD LIVING ROOM**

There are two Household Living Rooms located in our community. One is located across from the Hair Salon and Spa on the second floor. This area features common seating with tables, a television, library, computers and a printer. The other household living room is on the third floor around the corner from the elevator. This area features a television, library and plenty of seating and table space.

## **FITNESS CENTER**

Our Fitness Center is located on the second floor near the elevator and adjacent to the nurses office. The community provides residents a place to exercise with a treadmill, NuStep Bike, Recumbent Bike, tension bands and a ballet bar.

## **ALEYDIS CENTER**

The Aleydis Center is a medical room on the second floor. Please contact the Executive Director for more information.

## **FAMILY KITCHEN**

Enjoy a full kitchen in this spacious room on the second floor that features stainless steel appliances. Residents have the opportunity to cook their favorite dishes with the supervision of staff. In addition this is a great room for families to spend quality time and enjoy cooking together!

## **WELLNESS PROGRAM**

Our “Ask the Nurse” Program is available to provide a blood pressure reading, weight monitoring, and consultation regarding other medical issues or concerns. The “Ask

the Nurse” Program is held on the second Tuesday of every month from 11am-12pm in the Aleydis Center on the second floor.

## **TRANSPORTATION**

We provide scheduled transportation on a regular basis. The transportation schedule is subject to change due to vehicle maintenance, inclement weather, or other unexpected circumstances.

## **CABLE AND TELEPHONE SERVICE**

Cable, telephone and internet is not included in the Basic Residency Fee. These services need to be set up with Comcast. Please contact our Move In Coordinator for more details.

## **SAFETY**

All doors with outside access are locked each evening at 8:00pm until 8:00am. If you need to enter the Community you have to use the phone located in our front entrance vestibule to contact our staff.

## **RESIDENT ADVISORY COUNCIL**

The Resident Council meets on the first Thursday of every month at 2:30pm in the Private Dining Room.

## **PHARMACIES**

Acton Pharmacy provides coordinated pharmaceutical services for our Community. We strongly encourage you to use this pharmacy, as it enables us to make sure we have strong quality oversight over our medication management services. The pharmacy information is:

Acton Pharmacy  
563 Massachusetts Ave, Acton, MA 01720  
(978) 263-3901

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*\*This Supplement is part of our Resident and Family Handbook.\**



Omnicare Pharmacy Services  
2 Technology Drive  
Peabody, MA 01960  
(978) 818-8446

## **HOSPITALS**

The following hospitals are in close proximity to the Community:

Emerson Hospital  
133 Old Rd to 9 Acre Corner  
Concord, MA 01742  
(978) 369-1400

Mount Auburn Hospital  
330 Mount Auburn Street  
Cambridge, MA 02138  
(617) 492-3500

Lahey Hospital  
41 Burlington Mall Road  
Burlington, MA 01805  
(781) 744-5100

## **PLACES OF WORSHIP**

The following places of worship are in close proximity to the Community:

Saint Anne's Episcopal Church  
147 Concord Road  
Lincoln, MA 01773  
(781) 259-8834

First Parish-Unitarian Church  
7 Harrington Road  
Lexington, MA 02421  
(781) 862-8200

Temple Isaiah  
55 Lincoln Street  
Lexington, MA 02421  
(781) 862-7160

## **OMBUDSMAN**

We hope that you will contact us immediately when you have complaints or concerns. You may speak to the Executive Director or write to the Chief Operating Officer of Benchmark Senior Living, as set forth in your Residency and Services Agreement. If you wish, you may also contact the Executive Office of Elder Affairs at:

One Ashburton Place, 5<sup>th</sup> Floor  
Boston, MA 02108  
1-800-AGE-INFO (1-800-243-4636)  
1-617-727-7750

## The Commons in Lincoln Directory

**Concierge Desk – 781.430.6700**

**Laurie Roberto**, Interim Executive Director – 781.430.6705

[lroberto@benchmarkquality.com](mailto:lroberto@benchmarkquality.com)

**Cintia Andrade**, RN Resident Care Director – 781.430.6706

[candradedemenezes@benchmarkquality.com](mailto:candradedemenezes@benchmarkquality.com)

**Elida Zepeda**, LPN Mind & Memory Director - 781.430.6714

[ezepeda@benchmarkquality.com](mailto:ezepeda@benchmarkquality.com)

**Neal Packard**, Dining Director - 781.430.6711

[npackard@benchmarkquality.com](mailto:npackard@benchmarkquality.com)

**JoAnn Boujoulian**, Program Director – 781.430.6728

[jboujoulian@benchmarkquality.com](mailto:jboujoulian@benchmarkquality.com)

**Stephen Loikith**, Harbor Program Coordinator- 781.430.6700

[sloikith@benchmarkquality.com](mailto:sloikith@benchmarkquality.com)

**David Aviles**, Campus Plant Operations Director -781.430.6710

[daviles@benchmarkquality.com](mailto:daviles@benchmarkquality.com)

**Holly Dineen**, Director of Sales – 781.430.6733

[hdineen@benchmarkquality.com](mailto:hdineen@benchmarkquality.com)

## MOVING IN

Moving into a new Community is both an exciting and anxious time. The following list of items and suggestions is meant to assist you through the process.

### Furnishing the Suite

Take a look at your present living situation and identify the items that mean the most to you. These are the things that we recommend be moved into your Suite. These items are familiar to you and truly make your new Suite feel like home. Furniture size and quantity will vary based on Suite size. Sharp edge or excessive furniture is discouraged as it can be dangerous for residents who are a fall risk.

Below is a list of items we suggest:

- ❑ Sturdy, comfortable chair(s) with arms
- ❑ Lamps
- ❑ Dinette set
- ❑ Desk & chair
- ❑ Sofa, loveseat or recliner
- ❑ You are welcome to personalize your space with art, family photos and mirrors and decorate your front door with an item such as a wreath.
- ❑ TV Stand/Cabinet
- ❑ TV
- ❑ Telephone
- ❑ Computer
- ❑ Other electronic equipment (DVD player, stereo, etc.)
- ❑ Several photo albums of family pictures from the past
- ❑ Pictures, plaques, diplomas, and other familiar items for the walls

**Note:** please see your New Resident Welcome Packet for specific information about this community's cable, telephone & internet providers or offerings; you may be responsible for calling the provider directly to begin service to your Suite.

## **Kitchen (If Your Suite includes a kitchen)**

- ❑ Basic kitchen items: paper towels, dish soap, sponges, dishes, flatware, mugs, tea kettle, coffee pot
- ❑ Snacks and beverages that you like to have on hand
- ❑ Waste baskets & trash bags

## **Bedroom, Bathroom & Personal Items**

- ❑ Bed
- ❑ Dresser or Bureau
- ❑ Nightstand
- ❑ Night lights
- ❑ Clothes hamper/basket (with a cover)
- ❑ Mattress Pad (water resistant mattress cover is suggested for residents with incontinence issues)
- ❑ Blanket, quilt and/or comforters
- ❑ 2 sets of sheets (please label all sheets with your name)
- ❑ Bed pillows
- ❑ 4 sets of towels & washcloths (please label all towels with your name)
- ❑ Shower curtain
- ❑ Non-skid bath mat
- ❑ Clothing hangers for closets/closet organizers
- ❑ Preferred toiletries, such as soap, shampoo, toothbrush, toothpaste, lotions, shaving cream, razors, etc.
- ❑ Glasses, hearing aids and other devices need to be labeled with the resident's name.
- ❑ False teeth also need to be labeled, and can be etched by a dentist.
- ❑ Consider setting up the bedroom similar to, and as familiar as, the set-up of the bedroom at home.
- ❑ Toiletries, such as soap, shampoo, lotions, shaving cream, electric razor, etc.

## **Clothing Needs**

- ❑ Please label all clothing
- ❑ We suggest bringing clothes that are machine washable/dryable and wrinkle resistant.

- Several button-down sweaters and one coat, hat and pair of gloves.

***Special Considerations for Harbor Program Residents:***

- Try to create a living space that is familiar to a resident who has memory-impairment. Familiar items may provide a sense of security in a new environment.
- Use bedspreads, pillows and comfortable chairs that the resident will recognize. The resident may not recognize new items as belonging to him/her.
- We recommend bringing 3 sets of sheets. Please label all sheets with the resident's name.
- A plastic mattress cover is recommended, along with a cloth mattress cover.

## COMMUNITY SERVICES

### Food and Dining

Weekly menus are posted in advance at the Community to provide you information about your dining options. Except in the case of a temporary illness or when you are out of the building, you are encouraged to enjoy your meals in the dining room. Please do not take food or tableware out of the dining areas. When you are planning to be away for a meal, please notify the Reception Desk.

#### *For Harbor Program Residents:*

The staff of the Harbor Neighborhood will serve each resident's meal in the Harbor's dining area.

We have taken special care to make our dining program full of fresh food and snacks, with a variety of menu selections, all served in a pleasant and comfortable atmosphere. All of our standard menu choices are prepared with no added salt and reduced sodium in the cooking. We also provide no concentrated sweets and low fat menu choices daily.

Staff will encourage each resident to make appropriate food choices. We encourage family and friends to honor any special dietary needs the resident may have when bringing food to the Community.

While we will attempt to accommodate residents' needs, the Community kitchen is not a gluten free or nut product free environment, and we cannot provide assurances regarding particular food allergies. You must note any food allergies as part of your initial (or any subsequent) assessment which will then be communicated to the Dining Services Director on the Diet Notification Form. If your diet requires, we will then provide you with special meals requiring specially purchased foods (lactose intolerant, glucose intolerant) for an additional charge.

Therapeutic diet options, such as texture-modified diets (chopped, mechanical soft and puree) are available in this Community with a physician's order. Note that our community staff are not permitted to

thicken liquids with powdered products or to otherwise thicken liquids; however, we will provide pre-packaged, pre-thickened liquids to a resident based on physician's orders for an additional charge. These diets meet all nutritional requirements.

## **Room Service**

If you wish to order room service, please contact the Reception Desk in the timeframe detailed in the New Resident Welcome Packet. There is a charge for room service (referred to as "tray service" in the Fee Schedule) unless you are temporarily ill.

## **"I'm OK" Program in "Traditional" Assisted Living**

When you enter the dining room or order room service for breakfast, lunch and dinner, your name is checked off on a list as being present. After the meal is finished, the list goes to the Reception Desk, and any residents not checked off of the list are called in their Suites to make sure that they are "OK." If you do not answer your phone and have not signed out of the Community, a staff member will enter your Suite with a master key to check in on you.

## **Guest Meals**

We realize that family and friends are a very important part of your life and we encourage guests to share in the enjoyment of dining with you. We would appreciate reservations being made 24 hours in advance by calling the Reception Desk. You should sign a ticket for all guest meals served. The charge for guest meals is listed in the Fee Schedule and will appear on your next monthly statement. If a guest prefers to pay at the time of service, this can be done by providing a check to the Reception Desk. Unused resident meals cannot be transferred for use by a guest.

We ask that "traditional" Assisted Living residents accompany guests to the dining room; however, we realize special circumstances may arise. In that case, please make the Dining Services Director or designee aware of the circumstances and give permission for guests to sign for meals. We ask that an adult always accompany small children while they are in the dining room.



## **Private Dining Room**

The Community offers a private dining room or family kitchen so that you may celebrate special times with family and friends. Reservations should be made in advance by contacting either the Reception Desk or the Dining Services Director. There will be a charge for all guest meal costs (refer to the Fee Schedule) and the expense of any additional service staff. Elaborate or special menu items may involve an additional food charge. The charge for any special or additional services will be established at the time of the request and will be payable with the next month's statement.

## **Building and Grounds**

The Plant Operations Director is responsible for maintaining the property, grounds, and equipment owned by the Community. Additional services are available by written request and should be left with the Reception Desk. The charge for any additional services is listed in the Fee Schedule.

## **Maintenance**

Included in the cost of your Basic Residency Fee is the repair of all of the following: interior walls, floors, ceilings, windows, doors, cabinets, locks, and bath fixtures, kitchen appliances, ceiling lights, bathroom lights and air conditioning/heating units (and changing of filters). If any such repairs need to be made as a result of damage caused by you or your guests, you will be assessed a charge, which will depend on the extent of the damage.

After you move in, you will receive one complimentary hour of maintenance time in order to hang pictures and for other chore services.

Repairs, maintenance and replacement of your personal property are your responsibility.

## **Alterations to Your Suite**

Any alterations, additions, repairs or improvements you make to your Suite must be approved in writing by the Executive Director of the Community. Alterations that require approval include placing holes in the walls (greater than those involved in the normal hanging of pictures, mirrors, etc.), ceiling, woodwork or floors; painting, wallpapering or

carpeting; or adding window treatments, antenna or cable installations. You may not change any lock or add any lock or locking device to your Suite. Any approved alterations or improvements you make will become the property of the Community. You are required to pay any cost involved in returning your Suite back to its original state when your residency ends.

Any other work required to maintain or alter your Suite will result in a charge for labor hours and cost of materials. The Plant Operations Director will provide an estimate for labor hours and cost of materials if you have a special request.

## **Housekeeping**

After you have moved in, the Plant Operations Director (or designee) will meet with you to schedule a time and day for your basic weekly housekeeping service. We prefer that you are present when housekeeping services are performed, which include dusting, vacuuming, tidying of your Suite, the cleaning of your bathroom and the disposal of personal trash. Housekeepers are not permitted to touch or move personal breakable items or heavy pieces of furniture.

If you wish to purchase additional housekeeping services, please speak with the Traditional or Harbor Care Director. Additional, regularly scheduled housekeeping services may result in a change in your Personal Service Program Fee. Please refer to the Description of Basic and Personal Service Programs and Packages in your Residency Agreement for detailed information.

Our housekeepers will supply all cleaning materials. Hazardous chemicals such as bleach and strong cleaning chemicals must not be kept in your Suite.

Should you come across a hallway or common area that requires the attention of our housekeeping staff, we would appreciate your notifying the Reception Desk.

***For Harbor Program Residents:***

Housekeeping services will be provided as outlined in the resident's individual service plan. As part of our housekeeping service in the Harbor, bed linens (sheets and pillow cases) and towels will be picked up for laundering on the day of the scheduled service, or as needed. Simultaneously, the staff will make the resident's bed with clean sheets and change the towels. Therefore, the resident should have available three sets of linens and towels, clearly marked with his or her name.

**Laundry**

As part of your basic residency fee, we provide weekly laundering of your bed linens and towels and one load of personal laundry. As part of our basic housekeeping, your bed linens (sheets and pillowcases) and towels will be picked up for laundering on the day of your scheduled housekeeping. Simultaneously, the staff will make your bed with clean sheets and change your towels. It is important that you have two sets of linens and towels clearly marked with your name in your Suite at all times.

Additional personal laundry services or needs may result in a change in your Personal Service Program Fee. If you wish to receive additional laundry services please speak with the Traditional or Harbor Care Director.

If you wish to do your own laundry, laundry rooms are available at no charge to you. Posted in each laundry room are instructions for using the washers and dryers. Please do not leave your clothes in the washer or dryer for extended periods of time as it restricts the usage of the machines by others. Hanging clothes to dry in the laundry room is not permitted.

We do not accept responsibility for the loss or damage of your personal clothing. Please clean out the dryer's lint trap after each use and leave the laundry area as neat and clean as you found it.

**For Harbor Program Residents:**

Personal Laundry services will be provided as outlined in the resident's individual service plan. Laundry is completed in the Harbor Neighborhood as part of the daily programming. Residents who wish to assist with laundering their clothes are encouraged to do so. This promotes independence and involvement in their personal tasks. All clothing is to be clearly labeled with the resident's name to expedite proper return to the resident. We encourage families to provide all wash-and-wear comfortable clothes.

**Common Areas**

Our common areas are designed to be an extension of your home. Please help us keep these areas clean by disposing of trash in the receptacles and leaving the areas in a neat and orderly condition. For the safety of all of our residents, please be careful and considerate when not using canes, walkers, wheelchairs, etc. by placing them out of the way in common areas and hallways.

**For Harbor Program Residents:**

Due to the nature of the Harbor Program, we ask that family or friends accompany a Harbor Program resident whenever he or she is out of the Harbor Neighborhood.

**Parking**

Visitor spaces are available for families and friends of residents. Designated parking spaces may be available for residents. Please consult with the Executive Director if you plan to bring a motor vehicle to the Community. Non-operative vehicles are not permitted on the premises and may be removed by management at the expense of the resident.

**Personal Care**

The Resident Care Director oversees the well-being of our residents. We are committed to supporting and encouraging as much independence as possible. Therefore, it is very important that you keep us up to date regarding your medical condition and any changes in medications. This

allows us to keep your personal service needs current should a medical need arise.

For other health-related services that we do not provide such as physical, speech or occupational therapy; psychiatric services; podiatry; or items such as dentures and eyeglasses, the Resident Care Department will be happy to share information regarding resources.

### **Wellness Program**

Our nursing staff is available to provide a blood pressure reading, weight monitoring, and consultation regarding other medical issues or concerns. We encourage you to take this opportunity to monitor and maintain your health. Please contact the Resident Care Director if you would like to utilize this service.

### **Medication Management**

Medication management helps promote the wellness of our Residents. Therefore, compliance with our policies and communication among your physician, your pharmacist, you or your family or responsible party, and the Resident Care Director is essential. As our partner, we ask that you thoroughly understand both the medication management service package you choose and the role that you play in its execution. Please refer to the Description of Basic and Personal Service Programs and Packages (contained in your Residency Agreement) for details.

The Resident Care Director and New Resident Welcome Packet can give you information regarding partner pharmacies we use to facilitate the coordination of your prescriptions and other supply needs. You are not required to use any of our partner pharmacies.

Medications are stored either in your Suite, or in the Community's central storage, depending on state regulations. If medications are stored in your Suite, they must be kept secure at all times, and all containers must clearly identify your name.

Regardless of the medication program option you choose, it is imperative that any changes in medication be brought to our attention. Therefore, if

you have opted not to enroll in any of our medication programs, it is your responsibility to both maintain a current list of medications in your medication storage area and provide one to our Resident Care Department.

## **Falls**

A word about falls. It is simply not possible for us to ensure that residents do not fall. Most seniors are at some level of risk for falling and, while steps can be taken in many cases to lower the risk, it cannot be eliminated.

If you are receiving personal care services, you will be assessed upon move-in for your level of risk for falls. As a result of this assessment, we may recommend a referral for physical therapy; participation in the Community's exercise program; an evaluation for environmental risk factors; or other measures depending on your individual situation. We may also consult with your physician after reviewing your medications, as many medications or medication interactions increase your risk of falling. If your physician or therapist has recommended that you use a walker or other device, you are strongly encouraged to do so at all times.

Taking these measures as indicated can reduce your risk of falling but of course it is not possible for us to guarantee that you will never have a fall.

## **Activities and Programming**

Cultural, social, recreational, spiritual, and wellness programs are available to you both on-site and through group trips. Attendance or participation in activities is entirely voluntary. Monthly activity calendars are posted in the Community. Shortly after you move in, the Programming Director will schedule time with you to find out about your personal interests and provide you with additional information regarding group activities and events offered. There may be an additional charge for such outings and events.

**For Harbor Program Residents:**

There is a special Harbor Program Activity Calendar available for families to see each month. The staff is available to explain to families why certain activities have been chosen, and how they help the resident to maintain optional functionality. We encourage families to participate with their family members in scheduled activities. It can make for a very enjoyable visit.

**Benchmark Signature Services**

Through our Benchmark Signature Services program, we offer participating residents one-on-one companion services and personal care services for an additional hourly rate at a daily minimum of two hours of time, as outlined in the Disclosure of Rights and Services and Description of Basic and Personal Service Programs and Packages and Fee Schedule accompanying your Residency Agreement. These private duty services are provided by Benchmark trained associates who have elected to devote all or some portion of their time to providing one-on-one care to our residents. We encourage you to talk to our Community's Executive Director or Resident Care Director to find out more about the services available.

**Transportation**

We provide scheduled transportation on a regular basis to local shops, grocery stores, drug stores, and banks. The Community may provide some limited scheduled transportation to physician appointments. Transportation may be provided by the Community vehicle or contracted out for special events such as theatre performances, concerts, and outings. If you would like to arrange transportation for a specific time and location, we can provide transportation for a fee specified in our Fee Schedule. If you are in need of special assistance during an outing, such as a visit to your doctor, a Benchmark associate may be available to help escort you, for fees specified in our Fee Schedule. Please speak with the Resident Care Department for more information on private escort availability. If you would prefer, we will assist you in finding an outside agency to provide such services.

Please consult with the Reception Desk to schedule and sign up for transportation services. In instances where we are unable to meet your transportation needs, staff can refer you to an outside service.

Please note, the Community's vehicles will not transport oxygen cylinders except for certain personal cylinders. Please speak with the Executive Director for more information.

***For Harbor Program Residents:***

Harbor Program Residents must be accompanied by a staff member, in addition to the driver, for all transportation provided by the Community. See the Harbor Care Director for more information about transportation options.

## **Reception Desk**

Should you need any general information pertaining to the Community, the Reception Desk is available to answer questions and to register you for events, transportation, guest meals, etc.

For purposes of resident security, we ask that you sign in/out at the Reception Desk each time that you leave the building, and again when you return. In addition, please inform the Reception Desk when you plan to be away overnight, or if you will be missing a meal. If you are planning to be away for more than 24 hours, please notify the Executive Director or Resident Care Director as to your expected return date.

## **Executive Office / Business Office**

The Executive Offices are open daily. Please speak with the Reception Desk for their hours of operation. If you have any special needs after business hours, please contact the Reception Desk. A staff person is on-site 24 hours in the event you have more urgent needs.

## **Mail**

To ensure prompt deliveries of mail to your new address, please notify family, friends and businesses of your address change. Mail delivery and pick-up is one time daily Monday through Saturday. Each resident has an assigned mailbox for incoming mail. The Reception Desk can tell you



where to drop outgoing mail and when it is picked up by the postal carrier.

**For Harbor Program Residents:**

We encourage family and friends to send cards and letters to Harbor residents, but we suggest that any business or financial correspondence should be sent/mailed directly to the power of attorney, guardian, or other designated individual who is responsible for business affairs.

## **Deliveries**

We request that you notify the Receptionist of any expected deliveries. If you are at home when a delivery arrives, you will be called so the package can be brought directly to your Suite by the delivery person. If you are not at home, the Reception Desk will accept the package and notify you upon your return. We are unable to store furniture or other large deliveries for you; therefore, if you plan to be away and cannot accept a large delivery, we will let delivery persons into your Suite only with advance permission from you. We cannot accept COD packages or grocery deliveries in your absence.

## **Keys**

At the time you move in, you will be provided with one key to your Suite. In the event you are locked out of your Suite, or if you have misplaced your key, please contact the Reception Desk to have a staff member sent to your Suite to unlock your door. If you have misplaced your key, please notify the Plant Operations Director or Executive Director immediately. There will be a fee charged to replace a missing key or to obtain additional keys (refer to the Fee Schedule).

**For Harbor Program Residents:**

The provision of a Suite Key to the resident will be discussed with the family during Family Orientation.

## **Cable and Telephone Service**

Information regarding cable and telephone services and charges is available at the Reception Desk and in the New Resident Welcome Packet.

Arrangements and payment for cable and telephone services are typically made directly with the providers of these services unless specified in the Fee Schedule

**For Harbor Program Residents:**

A goal of the Harbor Program is to promote socialization and involvement in the daily activities programming. Therefore, we recommend against placing a television in the resident's room. Similarly, we encourage families to discuss with the Resident Care Director or Harbor Program Director the placement of a telephone in the resident's Suite. Information collected during the resident's personal assessment may impact these decisions.

**Utilities**

We provide heat, air conditioning, water, electricity, pre-wiring for cable and telephone access, sewage and disposal and trash removal from designated collection points. Temporary interruption of utility services due to factors outside of our control or due to repairs, maintenance or replacement may be unavoidable from time to time.

**Safety**

For information regarding safety procedures such as the times when entry doors into the Community are locked, re-entry into the Community after hours, etc., please feel free to speak with the Reception Desk or Executive Director or refer to the New Resident Welcome Packet.

**Emergency Response System**

**For Traditional Assisted Living Residents:**

Your Suite is equipped with an emergency call system. As part of your new resident orientation you will be introduced to the emergency response system and how to use it. When you activate the system, a staff member on duty will be contacted and respond to your call.

***For Harbor Program Residents:***

The Harbor's 24-hour staff assists and monitors residents, checking on location and condition throughout the day and through evening and night checks. Our Harbor Program is designed to provide a secure environment for your loved one. Please inquire at the Reception Desk for the code to exit the Harbor Neighborhood doors.

If you need to speak with a staff member and it is not an emergency, please call the Reception Desk.

In case of a power outage, we have an emergency generator, which will supply power for emergency lighting and existing emergency call systems. Upon move-in, and on a regular basis, you will also be introduced to fire safety and other emergency and disaster procedures.

**Fire Safety**

The Community has been designed and built in compliance with local fire codes. Suites are equipped with individual sprinklers for your protection. Fire extinguishers are located at strategic points throughout the building, and fire alarms are located in each hallway. We recommend that you familiarize yourself with the location of these fire alarms and note that all emergency exits are clearly marked in the hallways on each floor.

Automatic sprinklers and heat-activated alarm systems have been installed in all areas of the Community to provide protection to you and the staff. The design and construction of this building was approved by the state and the local Fire Marshal. The local Fire Department will provide periodic inspections to help us maintain a high degree of safety.

Please do not store flammable materials in your Suite. All residents and families are obligated to comply with requests to practice reasonable fire safety measures.

**Medical Emergencies**

Should you have a medical emergency, please use the emergency response system in your Suite. A staff member will respond and, when

indicated, will call Emergency Medical Services (“911”). Emergency Medical Services will then make a decision about your care, including whether you require hospitalization and the hospital to which you are taken.

**For Harbor Program Residents:**

As Harbor Suites do not include an emergency response system, the Harbor’s staff monitors residents regularly through the day and night, and will respond to emergencies (including calling 911, when indicated).

Some of our staff are -qualified to administer cardio pulmonary resuscitation (“CPR”) when an emergency requiring CPR occurs. Please notify the Resident Care Director if you do not want CPR administered in an emergency. Your physician must provide an order to withhold CPR. Ask the Resident Care Director if there are any state-specific rules regarding “Do Not Resuscitate” (“DNR”) or “Do Not Hospitalize” orders and how to communicate your preferences to emergency medical personnel.

**Resident Advisory Council**

We have established a Resident Advisory Council that meets at regularly scheduled times. The Council Meetings are typically facilitated by your fellow residents and often include department head attendees. The Resident Advisory Council makes recommendations and provides feedback on specific aspects of services or issues that impact life in the Community.

**Resident and Family Meetings**

Resident and family meetings provide you, your families, and our staff the opportunity for input, feedback, and fun. We encourage you to attend these meetings, whether they are private or communal, so that we can continuously work together as partners. Every effort will be made to give you plenty of advance notice of times and locations for the resident or family meetings.

**For Harbor Program Residents:**

Please see the discussion about Family Meetings on the following page.

# **INFORMATION REGARDING OUR HARBOR PROGRAM**

## **Philosophy of Care**

The Harbor Program is specifically designed for individuals with memory impairments. The environment, activities and assistance available are all focused on maintaining each individual's health, happiness and freedom of movement within a safe, secure living environment. Our staff develops individualized plans of care that enable residents to utilize the skills that remain. This in turn enhances residents' self-esteem and their "spirit" for living. We know that we cannot change the course of memory impairments, but we can work to enhance the quality of each resident's life.

The Harbor Program recognizes that the care of the individual with memory impairment requires a family-centered approach. To attain the highest quality lifestyle, interventions are tailored to the individual needs of each resident and his or her family. This is demonstrated in our flexible resident-centered approach to daily living.

Family, friends and community play a key role in the care of the resident with memory impairment. Ongoing communication with staff enables families to be part of the lives of the residents.

## **Family Meetings**

We encourage input and participation from residents' family members. Family Meetings are scheduled regularly and provide our families as well as ourselves the opportunity for fun and feedback. We encourage you to attend these meetings as we work together as partners in the support of our residents. Every effort will be made to give you advance notice of times and locations for the Family Meetings. Please also consult the monthly activities calendar.

## **Family Information Series**

Educational programs are held regularly. For additional information, please see the Program Director for the posting of topics and guest speakers.

## COMMUNITY POLICIES

### Your Suite and Personal Belongings

Before you move in, we appreciate your inspection of all furnishings and appliances to support safe conditions. We reserve the right to inspect all such furnishings and appliances to ensure building and Suite safety. Please note that we require that all appliances and similar equipment must be "UL" approved or otherwise compliant with accepted safety standards. When storing items in our closet shelving, be aware that the maximum weight limit is generally no more than 40 pounds (similar to 4 gallons of milk).

Your Suite must be kept clean, sanitary, and free from objectionable odor. Trash is to be placed inside an appropriate container and will be picked up regularly by members of our Housekeeping staff. All trash and refuse shall be properly disposed of in places and dumpsters provided by the Community. No trash or other refuse shall be stored, hoarded or allowed to accumulate in the Suite for extended periods of time and shall not, in any case, be stored or allowed to accumulate for more than two weeks. Littering or accumulation of any trash or materials, which will cause a hazard or be in violation of any health, fire or safety ordinance, is prohibited.

Insurance coverage maintained by the Community does not protect you from loss of personal property by theft, fire, water damage, etc. You are encouraged not to keep large sums of money, sentimental or high-value jewelry or other valuables unlocked in your Suite. You are strongly advised to obtain renter's insurance to protect your personal property.

#### **For Harbor Program Residents:**

An individual with memory loss may misplace items (such as money, jewelry and other valuables) and will not remember where he or she has placed them. We strongly encourage families of Harbor residents to keep such items elsewhere (such as at home); items that are left with residents must be labeled.

Personal items such as clothing, eyeglasses, hearing aids, dentures, etc., are your responsibility. We are not responsible for damage to any such items unless the damage was directly caused by our negligence.

We will work with you to try to locate personal items that are lost or misplaced, but are not responsible for the replacement cost of any such items. If theft is suspected, the appropriate authorities will be notified.

We do not provide storage space, other than the space available in the Suite, for your personal belongings.

No advertisement(s) shall be painted or affixed by a resident on any part of the outside or inside of his or her Suite or anywhere on the Community's property without prior written consent of the Executive Director.

Nothing shall be placed on the outside of any window, and nothing shall be thrown out of any window, door, or from any porch into any attached court, yard, sidewalk, or alley. Trash cans, supplies, or any other articles shall not be placed in the halls, or on the staircase landing, nor shall anything be hung from the windows or balconies or placed upon the windowsills. No linens, clothing, curtains, rugs, or mops shall be shaken or hung from any windows or doors.

We honor each resident's right to privacy and wish to ensure their dignity. Residents and families must discuss the placement and use of cameras and other surveillance devices within your suite with the Executive Director prior to use, so that all relevant issues may be considered.

If you would like to relocate to a different Suite, please feel free to discuss a move with the Executive Director. Additional charges may apply.

### **Visitors and Guests**

You are encouraged to invite your friends and family to be guests in your Suite and in the Community. Please notify the Reception Desk when you

plan on having guests. All guests must use the front main entrance, sign in upon their arrival, and sign out upon departure at the Reception Desk. Please consult with the Executive Director with any requests for a guest stay that is anticipated to exceed one week's duration. Please also note that additional charges may apply, as set forth in your Residency Agreement.

Guests must at all times abide by all of our policies, including all of the policies in this Resident Handbook. The Community reserves the right to restrict any individual's visitation rights or to bar a visitor entirely if the Community determines that the guest may pose a threat to the resident or to other residents or to staff in our Community, or if the guest is disruptive to the care of our residents, is abusive to our staff or if the guest's presence otherwise has a negative effect on any resident's physical or mental well-being. Residents are at all times responsible for the conduct of their guests.

### **Resident and Guest Conduct**

Residents and their guests must refrain from language or conduct which is objectionable to others, including, for example, profane or obscene words or phrases, speaking loudly or boisterously, and any behavior or conduct which offends others.

Each resident shall not do anything to harass, embarrass, or purposefully inconvenience any of his or her neighbors within the community, any occupants of adjoining premises, or any of the Community's staff members, visitors, or contractors.

Any activity such as acts of violence, threats of violence, presence of firearms and weapons on or near the Community's premises will not be tolerated.

Residents and their guests should not make or allow any noises in your Suite or the Community's common areas which will disturb or interfere with the rights, comforts or convenience of other residents. Musical instruments and audio-visual equipment are welcome in your Suite if they are played at a volume that will not disturb other people.



Children are very welcome guests at the Community, but residents are reminded that their little guests must not play in the public halls or stairways.

The common areas of the Community (including sidewalks, entrances, passages, courts, vestibules, stairways, corridors and halls) must not be obstructed or encumbered or used for any purpose other than leisure recreation (except as may be approved for specific events with the prior approval of the Community's Executive Director).

Violation of any or all of these provisions shall be a material violation of the Residency Agreement and shall be considered good cause for immediate termination of the Agreement.

### **Restraints**

This Community provides and promotes a restraint-free environment. Alternative therapeutic and environmental interventions may be recommended as part of a resident's individualized service program.

### **Ambulatory Aids/Motorized Electric Carts (Scooters)**

Community residents may use ambulatory aids (defined as canes, walkers, wheelchairs, and motorized carts). The following guidelines will apply to Motorized Carts (Scooters):

- Residents must notify the Executive Director if they are going to be using a motorized cart. If a resident chooses to use a motorized cart, the resident must first sign an agreement covering scooters (available from the Business Office).
- The Resident must agree that before operating a motorized cart, she/he will attend an orientation by a member of the Resident Care staff as to the Community layout and environment to familiarize him or herself with any hazards that may be encountered while using the motorized device and as to the Safety Rules.

- Motorized carts are permitted in any area of the Community, unless they pose a direct threat to the safety of residents or would result in physical damage to the property of others, including the Community:
  - a) Carts may be prohibited in dining rooms or other common areas at certain times, if they present a direct threat to the safety of the user or danger to other residents or would result in physical damage to the property of others, including the Community.
  - b) If a resident requires assistance to access an area where the use or parking of a motorized cart is prohibited, the Community will work with the resident to assure that the resident has appropriate access to these areas.
  - c) Carts must be parked in designated areas so as not to block entrance to buildings, doorways, stairways, walkways, ramps, corridors, sidewalks or common areas. A route of egress for fire safety must be kept open at all times.
  
- The Resident Care Director or designee will assess the ability of the resident to operate a motorized cart if (1) the resident has previously failed to safely operate the device, resulting in injury to self, others or property; (2) the resident has a medical condition that could reasonably be expected to interfere with the resident's ability to operate a motorized cart in a safe manner; or (3) the resident demonstrates that continued use of the device could reasonably be expected to pose a significant threat to self, others or property. If a resident is denied the right to use the motorized cart, the resident may request a reasonable accommodation, which may include additional assessments under this policy.
  
- As a result of the assessment/reassessment, reasonable, individually specific limitations may be imposed on the time(s), place(s) and manner of the resident's use of the motorized cart.
  
- The resident is responsible for any physical injury to others or property damage as a result of improper operation of the motorized cart. Personal liability insurance is strongly recommended to users of motorized carts.

- The Community is unable to transport motorized carts on a community vehicle due to the inability to properly secure the various brands and types of motorized carts.

## **Smoking**

We have a strict No Smoking Policy. Smoking is only permitted in designated areas outside of the building. This policy against smoking includes vaping and the use of vaping devices.

## **Pets & Service / Support Animals**

You may have a pet provided that you sign the Pet Agreement and have obtained prior approval of the Executive Director. If you have a service or support animal, please notify the Executive Director. Residents who require service or support animals are not required to sign a Pet Agreement but are required to sign either a Service Animal Acknowledgement or a Support Animal Acknowledgement.

### ***For Harbor Program Residents:***

If family members or other guests would like to bring a pet into our Harbor Program for a visit, please consult with the Harbor Program Director first.

## **Firearms and Weapons**

Absolutely no weapons are allowed in the Community at any time unless they are carried by an officer of the law. "Weapons" are defined but not limited to: firearms, pepper spray, knives, explosives, and any other objects that could be used to harass, intimidate, or injure another individual.

## **Use of Alcohol**

Use of alcohol is permitted in the Community, so long as it is used appropriately, with respect for the health, safety, and security of all residents.

**For Harbor Program Residents:**

We caution against offering alcoholic beverages to a Harbor resident. Sometimes alcohol, even a small amount, will react negatively with medication that the resident may be taking. Please discuss with the Resident Care Director and/or the resident's physician. The Resident Care Director must be informed if alcohol is brought into the Suite so that it may be kept locked with medications, for the safety of all residents.

**Public Announcements and Solicitation**

To maintain the proper environment in the Community, public announcements for any reason, other than emergencies, are prohibited. No solicitation is allowed.

**Tipping Policy**

Tipping is strictly prohibited and our associates are not allowed to accept tips; however, throughout the year many residents ask how they can give an extra "thank you" to their caregivers. The Resident Council may organize an Associate Holiday Gift Fund for this purpose. It gives anyone who wishes to take part, a way to say "Thank You" to their caregivers with a donation/contribution shared amongst all Associates. While you should not feel obligated to participate, those of you who wish to donate/contribute to the Associate Holiday Gift Fund should privately send your contributions to the Executive Director or designee in the Community.

**Outside Private Duty Caregivers / Agency Personnel**

If you decide to employ a private duty caregiver (for example, a companion, nurse's aide or nurse), you must sign and comply with our Guidelines or Rules for Private Duty Caregivers, and the caregiver must complete basic safety training and orientation. In Massachusetts, private aides must familiarize themselves with Benchmark policies. These steps must be completed before the caregiver begins work. Whether you use and agency or employ the individual(s) directly, private duty caregivers are your responsibility. For a copy of the Rules or Guidelines and other relevant documents, please see the Executive Director.

A one-time fee is charged by the Community (not applicable in Massachusetts) for orientation and training of all private duty caregivers with the exception of Benchmark's own associates available through Benchmark's Signature Services program. There is also a daily charge for live-in private duty caregivers which include meals.

### **Changes to Community Policies**

The Community reserves the right to amend or revoke any of these policies, in whole or part, or to adopt new ones, at any time, provided that notice of such change is provided to residents.

# **YOUR RIGHTS**

## **Resident Rights**

A statement of your Rights as a resident of an assisted living community is included in the move-in packet and posted in the Community.

## **Access and Privacy**

We may enter your Suite, with notice to you, at reasonable times and for reasonable purposes, including, but not limited to: (a) inspection, (b) maintenance, (c) performance of scheduled housekeeping and other duties, and (d) providing personal care and other health services.

We may enter your Suite at any time without notice: (a) if we reasonably believe that an emergency may exist, (b) in accordance with a court order, and (c) if the premises appear to have been abandoned by you.

## **Complaints or Concerns**

You and your family are encouraged to bring any complaints or concerns that you may have to our attention immediately. Expressing a complaint or concern will not affect the services or care we provide to you in any way. If the particular associate you speak to is not able to answer or address your issue, the associate will refer the problem to someone at the Community who can and will respond promptly. If you do not want to speak directly to a staff member or if you are not satisfied with a staff member's response, we encourage you to meet with the Community's Executive Director.

In addition, problems and complaints can be brought to the attention of the Residents' Association or you may use one of the confidential suggestion boxes at the Community.

We will investigate any complaint or concern and respond promptly to you, orally or in writing, to provide an explanation of any action taken, or why we do not think any action is needed, or other resolution of your concern.

If you are not satisfied with our response, or if you believe that expressing your complaint or concern within the Community will not be productive, you may contact the Chief Operating Officer of Benchmark Senior Living at our company's Home Office, 201 Jones Road, Suite 300, Waltham, MA 02451. You may also contact your state regulatory officials, as listed in the Residents' Rights.