



Resident Handbook



Dear Resident,

Welcome to The Commons in Lincoln—a Benchmark Lifecare Community. This Resident Handbook is designed to help familiarize you with your new home and community. The Commons will update this handbook on a regular basis to keep you informed of what is happening. If at any time you have a question or suggestion, please feel free to stop by my office and share your idea. We look forward to welcoming you and joining with you in successfully making The Commons your new home and a community where everyone is excited to live and work!

Sincerely yours on behalf of The Commons Management Team,

Reynaldo LeBlanc
Campus Executive Director

TABLE OF CONTENTS

Table of Contents

- TABLE OF CONTENTS..... 3
- ADMINISTRATION 7
- BUSINESS DEPARTMENT 7
- CONCIERGE DESK 7
- DINING SERVICES DEPARTMENT..... 7
- FITNESS CENTER 7
- HOUSEKEEPING 8
- MARKETING DEPARTMENT 8
- PLANT OPERATIONS DEPARTMENT 8
- TRANSPORTATION DEPARTMENT 8
- ACCESS TO YOUR HOME..... 9
- ADDRESSES 9
 - For Russell House 9
 - For the Flint House 9
 - For Cottage Homes 9
- CLIMATE CONTROL..... 10
- HALLWAYS..... 10
- HOME PERSONALIZATION..... 10
- INSURANCE 10
- INTRA-COMMUNITY MOVES 11
- KEYS 11
- PET RESIDENCY 11
- TERRACES, PATIOS AND GROUNDS 12
- TRASH / RUBBISH DISPOSAL 13
- UTILITIES / CABLE TELEVISION / TELEPHONE AND INTERNET SERVICE 13
- RECYCLING 13
- COMMUNITY RELATIONS 14

DAMAGES	14
DRESS CODES.....	14
GIFTS AND GRATUITIES TO ASSOCIATES	14
MOTORIZED CARTS	15
SMOKING	16
YOUR APARTMENT AND PERSONAL BELONGINGS	17
ABSENCE FROM THE COMMONS.....	18
ADVANCE DIRECTIVES.....	18
AUTOMOBILES	18
ELEVATORS	18
EMERGENCY CALL SYSTEM	19
EMERGENCY CONTACT INFORMATION	19
ENTRY TO BUILDING	19
EXPLOSIVES AND HIGHLY FLAMMABLE MATERIALS.....	19
FIREARMS.....	20
FIRE SAFETY	20
VALUABLES	20
ARTS & CRAFTS.....	21
BEAUTY & BARBER SALON	21
CONCIERGE DESK	21
COUNTRY STORE	21
Gala Restaurant	21
Lemon Pippin Cafe	22
Oliver's Private Dining Room.....	22
Dining Specifics	22
DOG WALKING	23
FITNESS CENTER	23
GREAT ROOM	24
GUESTS.....	24
Overnight Guests	25
HOME HEALTH SERVICES, HOSPICE, PRIVATE-DUTY CARE	25
HOUSEKEEPING	26

Bedrooms	26
Dining Area	27
Kitchen	27
Living Room	27
BED LINEN SERVICE	27
LIBRARY	27
LOST AND FOUND	27
PHOTOCOPYING	27
POOL & HOT TUB.....	27
PROGRAMS AND ACTIVITIES	27
RESIDENT COUNCIL.....	28
RESIDENT DIRECTORY.....	28
SPIRITUAL CARE.....	28
STORAGE.....	28
TRANSPORTATION.....	28
OTHER SERVICES	29
DRY CLEANING	29
MAIL.....	29
INTERNAL COMMUNITY MESSAGES.....	29
PARKING.....	29
Parking for Residents.....	29
Handicap Parking	30
PHARMACIES.....	30
PHYSICIANS	30
COMMUNICATIONS	30
METHODS OF COMMUNICATION	30
Program Flyer Boards.....	30
Daily Schedules	30
In-House Mailboxes	30
The Commons Monthly Calendar/Newsletter.....	31
Resident Council	31
Resident Monthly Meeting	31
Resident Clubs.....	31
Campus Executive Director.....	31

BILLING31

CONFLICT OF INTEREST32

CONTRACT.....32

PLANT OPERATIONS33

 Inside Your Home 34

 Inside The Commons' Common and Community Areas 35

 Local Smoke Detector Activation..... 35

 Main Fire Alarm System Activation..... 36

 • What to do if an alarm is triggered?..... 36

 • What to do if you set off a smoke alarm in your unit? 36

 • What to do if the building-wide alarm is triggered? 36

 Apartment Evacuation Procedures..... 36

 Cottage Evacuation Procedures 37

 Storage Facilities 37

FIRE SAFETY TIPS37

FIRE SAFETY QUESTIONS AND ANSWERS38

MAIN DEPARTMENTS

The following is a list of the departments at The Commons and the services which each provides. For your easy reference, appended to this Handbook, you will find a Department Directory with the name and extension of each Director.

ADMINISTRATION

Administration is represented by The Commons' Campus Executive Director and the staff of Directors. The Campus Executive Director's office is located behind the concierge desk on the main entrance level of the Russell Building.

BUSINESS DEPARTMENT

The business office manages resident questions regarding billing, day-to-day human resource questions and other matters relating to The Commons' operations. The business office is located behind the concierge desk on the main entrance level.

CONCIERGE DESK

The concierge desk is located on the main entrance level and is attended seven days a week, 24 hours/day. The concierge desk is available to provide you with information and to assist you in securing services.

DINING SERVICES DEPARTMENT

The Commons in Lincoln offers both formal and casual dining options, including the Lemon Pippin Café, Gala Restaurant, the Pub and Oliver's (private dining room) (see **Commons Amenities—“Dining”** for descriptions of all dining options). The Gala and Oliver's are located on the main entrance level. The Lemon Pippin Café and the Pub are located on the lower level. The Dining Services Director's office is located behind the concierge desk on the main entrance level.

FITNESS CENTER

The fitness center, which is part of the Program Department, offers health and wellness programs to residents of The Commons. The fitness center and pool play a vital role in our whole-person wellness initiative, with options for numerous classes, personal training or open gym use. The Fitness Center is located on the ground floor level and is open seven days a week, 7:00 a.m. to 11:00 p.m. and is staffed Monday through Friday, 8:00 a.m. to 4:00 p.m. To utilize the fitness center and pool when associates are not present, you are encouraged but not required to use the “buddy system.” See the fitness associates for details. Please see the fitness schedule inserted into the monthly community calendar for details. Contact: Extension 6032

HOME HEALTH SERVICES

Home Health Services can help you determine and find the best options for any care and service you might need at home. Emerson Home Care is available to help you to provide a full range of at-home services and work with you and your family to assist you in securing or arranging for health and personal care services from Medicare or at your cost, so long as you are willing and able to receive such health and personal care services. Emerson can be reached at (978) 287-8300 or by

stopping by the Wellness Center during posted hours. Residents may also select other providers of their choice. In the future, such services may be available through our own Health Center personnel for pre-arranged additional charges.

HOUSEKEEPING

Housekeeping is one of the many amenities provided here at The Commons. A team of housekeepers ensures that each home and our beautiful common areas are always clean.

MARKETING DEPARTMENT

The Marketing Department is responsible for promoting and communicating The Commons' lifestyle to the community at large and to prospective residents. Inquiries concerning residency at The Commons may be referred to the Director of Sales and Marketing.

PLANT OPERATIONS DEPARTMENT

The Plant Operations Department is responsible for all repairs, maintenance and security, as well as all landscaping throughout the community. Fulfilling service requests from residents is the priority of the Plant Operations Department. **Should services be required, please contact the concierge desk to open a work order for your request.**

Residents can enjoy peace of mind knowing their homes and community are secure. Security personnel are on duty 24/7 and make regular tours of the entire campus. Emergency contact response is also available twenty-four (24) hours a day. Residents are encouraged to participate in the safety and security of The Commons by being alert, observant and speaking up. Never let individuals you do not know into the building; always lock your doors and your vehicles and report unusual activity immediately.

Guests, repairmen, salespeople or other "non-residents" who enter through the main entrance will not be sent to your apartment without the concierge calling to receive your approval. If you do not wish to have your guests "cleared" in this manner, please provide instructions to them and plan to meet them at the front desk, where they can sign in on a computer and receive their visitor badges for identification purposes.

PROGRAM DEPARTMENT

Many social, educational and cultural programs are available for your enjoyment. The Commons develops its programs, both inside our community and with trips out to the greater Boston area, based on collaboration with the residents and our experience in the industry. To participate in the planning of events, residents are welcome to attend any of the Resident Special Interest Group monthly meetings, where planning takes place. The Program Department is located behind the concierge desk on the main entrance level.

TRANSPORTATION DEPARTMENT

The Transportation Department is available to support your transportation needs. Specific details are outlined in the transportation brochure available at the concierge desk. To initiate resident transportation, please fill out a transportation request form and our drivers will contact you to work out the details.

YOUR HOME

ACCESS TO YOUR HOME

You control access to your home. However, it may be necessary for you to allow access into your home at reasonable times for housekeeping, maintenance and in cases of emergency, such as response to your PERS alarm or fire alarm. We will give you advance notice, except in the case of an emergency (such as a plumbing problem likely to cause damage). Upon your notice of termination of Residency Agreement or if you have been required to vacate your home under the Residency Agreement, we may also enter your home upon reasonable advance notice to show the home to a prospective resident.

In emergency situations, The Commons may be required to admit service personnel into your home in your absence. The Commons will have a staff member accompany any non-Commons personnel who must enter your home while you are away. Any time entry has been made to your home in your absence, a written, signed report of the entry will be left for you.

During your closing, you completed an entry authorization form. This form outlines those people authorized to enter your home in your absence. Please make sure this form is reviewed and updated on a regular basis. Without this prior authorization, no one will be allowed access to your home unless the person presents legal power of attorney or legal authorization.

ADDRESSES

Your mailing address at The Commons in Lincoln should be as follows:

For Russell House:

Your Name
The Commons in Lincoln
Apartment _____
One Harvest Circle Lincoln, MA 01773

For the Flint House:

Your Name
The Commons in Lincoln
Apartment _____
100 Russet Court
Lincoln, MA 01773

For Cottage Homes:

Your Name
The Commons in Lincoln
Cottage _____
_____ Russet Court or
_____ Harvest Circle Lincoln, MA 01773

APPLIANCES

Homes are equipped with the following appliances:

- Refrigerator with icemaker
- Dishwasher
- Garbage disposal
- Microwave oven
- Electric range with oven
- Washer and dryer (please note: The lint filter should be emptied before each use.)
- Emergency Call System with portable emergency call button, further described on page 22
- Individually controlled heating and air conditioning units

The Commons is responsible for the general maintenance of these appliances. Please contact the concierge desk if you have any questions or concerns regarding the operation of your appliances.

When you first move in, please schedule an appliance orientation with our Director of Plant Operations.

CLIMATE CONTROL

Each cottage and apartment contains a thermostat for heating and cooling. Residents may regulate the temperature to suit their personal preference. For any difficulties regarding heating or cooling, or for further explanation of the thermostat, please contact Plant Operations through the concierge desk.

HALLWAYS

All hallways need to be free and clear of obstructions for the purpose of fire safety and community appearance. This includes, but is not limited to, pictures, posters, welcome mats, carts and assistive devices.

HOME PERSONALIZATION

You may want to make minor changes within your home, such as painting, papering or shelving. The particular changes and contractors used must be approved by the Campus Executive Director. Changes you request will be at your expense. Please contact the Campus Executive Director to discuss the nature of the changes. We ask that you not make any changes yourself. Unless agreed to in writing by The Commons, residents will be responsible for returning their home to its original condition at the time that the Residency Agreement is terminated.

INSURANCE

As stated in the Residency Agreement, The Commons carries property and liability insurance for accidents that occur in common areas. Insurance coverage maintained by the community does not protect you from loss of personal property by theft, fire, water damage, etc. The Commons is

not responsible for the loss of any personal property belonging to residents or residents' invitees due to theft, fire or any other cause. The Commons is not responsible for injuries occurring within your home or cottage. The management of The Commons requires that residents insure the contents of their apartment and carry liability insurance with a minimum of \$500,000 liability coverage to cover any incidents that may occur inside your home. Insurance in adequate amounts should be arranged with the agent of your choice at your personal expense. Automobile insurance in the amount of \$300,000-\$500,000 is required. The Commons maintains the right to request proof of coverage from time to time.

INTRA-COMMUNITY MOVES

Moves within The Commons are possible but require consultation with the Campus Executive Director. At the time the move is approved, The Commons will determine the amount of any additional monthly fee, entrance fee, refund or credit due to the resident in accordance with the Lifecare contract and the sale of the original unit. Residents are responsible for costs associated with the move. The Maintenance Department can move your belongings for a fee, or you may contract with a mover of our choice.

KEYS

All apartment residents will receive a United States Postal Service mailbox key and a card key. Garage access will be by means of an electronic sensor to be kept in your car. Cottage residents will receive a card key and a garage door opener specific to their garage. For security purposes, keys are not to be given to friends, relatives or outside personnel. If you lose a key, please contact the concierge desk. There is a replacement charge for lost keys.

PET RESIDENCY

At the discretion of the Campus Executive Director, The Commons may accept the following pets: small dogs, cats, birds or fish. To ensure the success of pet residency, the following regulations must be adhered to:

- Pets must be able to refrain from soiling apartments, cottages or common areas.
- Residents must be able to walk their animals on a regular basis or provide someone to do so.
- Residents must clean up pet waste. Pet waste must be disposed of properly. Leak-proof double bags should be utilized for the disposal of cat litter. These bags should be placed in the trash room.
- Dogs must be on a leash at all times when in common areas.
- Pets (other than service animals) are not permitted in any of the dining venues, in the community's kitchen or to linger in common areas and are not allowed attendance at group activities.
- Pets must be properly vaccinated. All dogs and cats need to be treated for fleas and ticks, as well as spayed/neutered. Proof of vaccination will be required upon move-in and annually thereafter.
- Dogs and cats should wear identification tags with the resident's name and phone number. The Town of Lincoln may require dog licensure/registration.

- Pet noise (e.g., barking) must be kept to a minimum. Birds must remain in cages at all times, and aquariums must be placed in a safe and secure location within your home.
- Residents are responsible for any damage done to the Commons' property or the property of any other resident by their pet.
- There will be a zero-tolerance policy towards pets that exhibit aggressive behavior. The cost of any medical treatment or other damages resulting from such injury shall be the responsibility of the pet owner.
- The Commons reserves the right to revoke approval for any pet if the resident is unable to appropriately care for or arrange for appropriate care for the pet; if the pet repeatedly annoys other residents (e.g., barking); if the pet is likely to endanger, or does endanger, any other resident or staff; or for any other violation of these rules.
- Except in an emergency, the resident will be given appropriate written notice and an opportunity to correct the problem prior to revocation of pet residency approval.

Residents are responsible for providing The Commons, upon request, the name and contact number of an alternate responsible party who will care for the pet if the resident is unable to do so. Otherwise, The Commons may board the pet at an outside facility at the resident's expense. A non-refundable pet fee shall be charged for all new pets after July 1, 2013.

TERRACES, PATIOS AND GROUNDS

Apartments and cottages having terraces or patios, as well as the grounds in general, must retain a pleasing appearance for the benefit of neighbors, guests and prospective residents. To assist in this endeavor, the following guidelines apply:

- Furniture and small plants may be placed on the terrace. Plastic furniture is not suitable. We ask that in choosing furniture, residents consider neutral tones consistent with the exterior of the building. All furnishings must be confined to residents' allotted space. Any unsightly items, such as signs, laundry, antennas, satellite dishes, air-conditioning units, etc., are not to be placed on the terrace, patio or lawns at any time.
- Sheds, garden planters, etc. are not permitted on the property.
- In order to comply with local safety requirements, outdoor grills and barbecues are prohibited on apartment terraces and patios. Cottage residents may use outdoor cooking appliances. Please be sure that your outdoor cooking appliances are a safe distance from eaves and exterior walls while in operation.
- Exterior window screens must stay on all windows at all times.
- Nothing should hang over any railings, including flowerpots and planters, unless the deck is on the first floor, as they are a falling hazard.
- Landscaping is provided. Please do not plant anything without first consulting the Campus Director.

NOTE: Underground utility and irrigation systems may be located throughout the courtyards and the community. The Commons prohibits any digging or installation of signs or other items on the grounds. Residents who wish to plant, build or alter in any way the building, grounds or exteriors

must obtain prior written approval from management.

TRASH / RUBBISH DISPOSAL

A trash room with a chute is located on all apartment floors. Please use sealed plastic trash bags and be sure that all trash bags are securely closed and tied before depositing in the chutes. Similarly, bagged trash in barrels will be picked up curbside for cottage residents. For disposal of large items and hazardous waste material, residents may contact the concierge desk to arrange for a pickup. A fee may apply for removal of hazardous materials and large items. Materials for recycling may be left in the trash room for pickup.

UTILITIES / CABLE TELEVISION / TELEPHONE AND INTERNET SERVICE

Electricity, including heat and air conditioning, water, sewer and garbage collection, are provided as part of your monthly fee benefits. You will also be assessed a monthly technology fee, specified on the Ancillary Charge Sheet, which covers wireless Internet and basic telephone service (excluding international charges) within your home. Your home is centrally wired for cable television, telephone and Internet hook-up. You will be responsible to pay for separate cable television service, if desired. Satellite television is not allowed. Installation of telephones will be your responsibility. Please contact the concierge desk or Plant Operations Director with any questions or problems.

RECYCLING

The Commons has a recycling program for all recyclable materials. We use a single-stream recycling program, which allows all recyclable materials to be collected together (aluminum cans, glass bottles, newspapers, etc.). Recycling materials need to be separated from regular trash and then deposited in the blue recycling bins found in every trash room. These materials are then sorted at the recycling plant. A full list of recyclable materials is posted in each trash room.

Cottage residents need to separate their recyclables and include it with their trash during trash pickup days.

Notes: Please thoroughly rinse all glass and plastic bottles before placing in area recycling bin. Please instruct your Private-Duty Caregivers to follow the rules noted above and the recycling guidelines posted in the trash rooms.

WINDOW TREATMENTS

The Commons provides blinds in each home. In an effort to preserve The Commons' exterior appearance, window treatments visible from the outside need to be of a neutral appearance. This includes screens, shades and other items visible from the outside.

RESIDENT GUIDELINES

COMMUNITY RELATIONS

All members of The Commons community are entitled to be treated with respect, fairness and dignity. Any attempts to harass, intimidate or demean any person or groups of people within the community or conduct that creates a hostile or discriminatory environment will not be tolerated. Allegations should be reported to the Campus Executive Director. Allegations will be reviewed and investigated, and if the allegations are substantiated, progressive steps will be taken to correct the situation. If non-compliant behavior should continue, the Campus Executive Director, along with the senior management team of the management company of The Commons, will conduct a review, and, if warranted, a final notice of termination of residency pursuant to the Residency Agreement may be issued. To the extent consistent with The Commons' need to fully review and investigate allegations of non-compliance, requests for confidentiality will be honored.

DAMAGES

You are responsible for any loss or damage to The Commons' property caused by your negligence or that of your guests or agents. If the negligence of a person other than an employee or agent of The Commons results in injury, illness or damage to you or your property, The Commons assumes no responsibility and is released and discharged from all liability and responsibility for the same. You are required to provide adequate personal property and liability insurance for you and your property.

DRESS CODES

While associates of The Commons are subject to a specific dress code, The Commons does not maintain a specific dress code for residents and guests. It is assumed that residents maintain pride in their home and surroundings and will dress in a manner that reflects this pride. It is further assumed that this sense of pride in appearance will be conveyed by residents to their guests. Please note that sleepwear and exercise wear are not appropriate attire for any common area except the fitness center, in the case of the latter. No swimwear is permitted outside the pool/patio area.

GIFTS AND GRATUITIES TO ASSOCIATES

The Commons maintains a "no tipping" policy for associates (contracted services with independent providers, such as the hair salon and massage, are excluded from this policy). This includes gifts and gratuities of any nature, monetary or material, from residents, family members or guests. Acceptance by an associate of such items may be grounds for termination of employment. A compliment or verbal "thank you" is always appreciated. A short note recognizing a staff member is always welcome and will generate a "Gratitude Gram" to that staff member.

A **Gratitude Gram** is another way for you to recognize and compliment the staff for good service. If you would like to acknowledge an associate, simply write a note describing why this associate is being recognized by you and drop it off at the Concierge desk, attention Campus Executive Director. The Campus Executive Director will present a Gratitude Gram to the associate at the next open associate meeting. Compliments to the staff are most appreciated at The Commons.

There is an **Associate Appreciation Fund** managed by a committee of the Resident Council. Residents may contribute to it throughout the year, or as otherwise determined by the Resident Council. The distribution of this fund takes place once a year. All non-management associates, including those you rarely see, will share in this special resident gift. This can be your way of saying “thank you.” These contributions are completely voluntary and are kept confidential.

Please note: It is community policy that residents may not employ Commons associates for individual tasks or duties, except through programs that The Commons may establish from time to time.

Benchmark also administers a 501(c)(3) charitable organization, Benchmark One Company Fund, for the benefit of any Benchmark associate who is experiencing an unexpected crisis. This could be in the form of a sudden medical emergency, a fire or other emergency. Benchmark associates, board members, vendors, residents and investors are welcome to make tax deductible contributions to our One Company Fund.

MOTORIZED CARTS

If a resident needs a motorized cart to assist with ambulation, the following guidelines will apply:

- All motorized carts are to be registered with the concierge desk. Carts should be no more than 30" wide.
- Prior to use, every resident with a motorized cart must attend a training and safety session with a member of the Plant Operations Department.
- All doorways and pathways must remain clear at all times. Motorized carts may not be parked or charged in hallways or any common areas.
 - During dining hours, as per safety and fire code regulations, motorized carts are to be parked in a designated area and may not be brought into the dining venues.
 - During programs, as per safety and fire code regulations, motorized carts are to be parked in a designated area and may not be brought into the Great Room, Meditation Room or Art Room.
- Residents are responsible for any damage or injury to property or persons caused by these devices. Personal liability insurance is absolutely required in cases where motorized carts are utilized.
- When residents are leaving the building, motorized carts must be parked in designated areas.
- Residents are responsible for their motorized cart's parking, retrieval and proper maintenance through an authorized vendor.
- Motorized carts are to be driven safely at all times and must not pose a danger to the driver or to other persons.
- Motorized carts are to be set at the lowest speed setting when being used inside the community.
- All motorized carts must be stored in the owner's apartment/cottage.

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 that offends others.

Residents 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 Commons' staff members, visitors or contractors.

Any activity such as acts of violence, threats of violence or presence of firearms on or near The Commons' premises will not be tolerated.

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

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

The common areas of The Commons (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 Commons' Campus Executive Director).

Violation of any or all of these provisions shall be a material violation of the Residency Agreement.

SMOKING

The Commons observes a "No Smoking" policy in all common areas and grounds except in designated areas. Smoking is also not permitted in the Health Center. Smoking is permitted in apartments and cottages as long as it is done safely and is not a hazard to yourself, your neighbors or The Commons, in general. However, AT NO TIME is smoking permitted where oxygen is in use or stored.

Residents using oxygen must post an "Oxygen in Use" sign at the entry of their cottage or apartment. For all new residents, effective July 1, 2013, a non-refundable smoker's fee will be required to defray the extra cost of cleaning the apartment or cottage.

If you are a heavy smoker and the smoke permeates into the hallways, you will be required to purchase an air purifier for your apartment. The cost of this purchase and the upkeep of the equipment, including filter changes, will be your responsibility and at your expense. If you do not take any action to prevent permeation of cigarette smoke from your home into the hallways, The Commons will do so, and you will be billed accordingly on your monthly statement.

Should your smoking cause the fire alarm to be set off, you will be requested not to smoke in your apartment. A fee may be charged to you if the fire alarm is triggered due to smoking to reimburse The Commons for charges imposed by the Town of Lincoln Fire Department. Any tampering with the fire and safety system is strictly prohibited and is cause for eviction.

Residents who smoke in their apartments or cottages will be responsible for the cost of returning the apartment/cottage to a smoke-free apartment/cottage at the conclusion of their Residency Agreement.

YOUR APARTMENT 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 apartment safety. Please note that all appliances and similar equipment must be "UL" approved or otherwise compliant with accepted safety standards.

Your apartment 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 Commons. No trash or other refuse shall be stored, hoarded or allowed to accumulate in the apartment 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 that will cause a hazard or be in violation of any health, fire or safety ordinance is prohibited.

You are encouraged not to keep large sums of money, sentimental or high-value jewelry or other valuables unlocked in your apartment.

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.

No sign, advertisement, notice or other lettering shall be exhibited, inscribed, painted or affixed by a resident on any part of the outside or inside of his or her apartment or anywhere on The Commons' property without prior written consent of the Campus 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.

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

SECURITY AND SAFETY

ABSENCE FROM THE COMMONS

If you are planning to be away overnight or longer, The Commons requests that you notify the concierge desk. Notification will enable Commons' personnel to know the location of residents during emergencies.

SECURITY LOCK

For added security while you are away from The Commons for an extended period of time, a special security lock is available for your door. Only the Campus Executive Director and the Plant Operations Director will be able to gain access. This special lock must be requested by writing to the Plant Operations Director at least one week in advance of your departure. Keep in mind, your return must be planned during regular business hours, as no one other than the two staff members noted above can unlock your door.

ADVANCE DIRECTIVES

So that The Commons can support the financial and healthcare wishes of its residents, we recommend that you maintain a current durable power of attorney and healthcare proxy. We ask all residents to provide copies of your advance directives to The Commons.

AUTOMOBILES

Residents owning an automobile will be provided with an automobile registration form. The apartment limit is one vehicle per resident. For those in an apartment or cottage, you are provided only one covered parking space on campus. There are only non-covered parking spaces for Flint House residents. Residents are asked to provide the following information:

- Resident's automobile make and model
- Year
- Color
- License plate
- Resident's Commons address

ELEVATORS

Elevators are not to be used during fire drills or actual emergencies. In the event of a fire, the elevators will automatically descend to the lowest level and open. In the unlikely event of an elevator malfunction, a communication system located within the elevator's control panel will connect the occupant with the elevator company's central station. Elevators are remotely monitored on a continual basis and are regularly inspected and serviced.

EMERGENCY CALL SYSTEM

All homes are equipped with an emergency call system ("PERS alarm") that includes a wearable pendant and a wall panel for the purpose of summoning help in an emergency. The call system is connected to The Commons' central security system that is monitored twenty-four (24) hours per day. **In the event of a medical emergency, if you are able, you should immediately contact 911.**

If you are not feeling well but are hesitant to go to the emergency room, you should contact your primary care physician.

Procedures for use:

- Push the button on the pendant or pull the cord to activate the emergency call system.
- If it is determined an ambulance is needed, one will be summoned.

In life-threatening situations, all efforts will be aimed at getting you to the appropriate medical facility as quickly as possible.

If the emergency call system is activated by accident, please call the concierge desk immediately to prevent the staff from making an unnecessary trip to your apartment.

EMERGENCY CONTACT INFORMATION

Residents are required to provide emergency contact information. Residents will also be provided with a medical information form. We request that this form be stored on the inside of your front door in a clear plastic folder where emergency personnel are trained to look. Please update this form whenever your medical information changes.

ENTRY TO BUILDING

The main entrance doorways are locked from 8:00 p.m. until 8:00 a.m. seven days per week. Residents can gain entry during these periods by using their access cards or by following the instructions on the keypad in the entryway. Guests may use the intercom located in the entryway; by keying in the apartment code, they can contact the resident for entrance.

To allow a guest to enter after hours, the guest must contact the resident using the foyer Intercom. The resident can then open the front door by pushing 9 on their phone.

We have security surveillance cameras at each primary and secondary entrance to the Russell Building. These surveillance cameras are not monitored in real time.

EXPLOSIVES AND HIGHLY FLAMMABLE MATERIALS

To ensure a safe living environment, no explosives or highly flammable materials, such as gasoline, kerosene or paint stripper, may be stored in any area of The Commons. You are obligated to comply with any request by our insurers and/or local fire officials regarding fire safety practices.

Residents who use oxygen are required to have their entrance door to their home labeled "Oxygen in Use—No Smoking."

FIREARMS

The Commons maintains a no firearms (handguns, rifles, etc.) on-site policy.

FIRE SAFETY

For resident safety, The Commons is equipped with sprinklers, smoke alarms, carbon monoxide detectors and a fire alarm system. Emergency exits and stairwells are conveniently located throughout the main building. Evacuation maps are located at each elevator and stairwell. In order to comply with local fire ordinances, routine fire drills will be held for the safety of residents and associates. Please become familiar with your exits and stairwells.

VALUABLES

Due to the number of visitors and guests who are on site daily, The Commons cannot be responsible for the loss or theft of valuables from a resident's home. However, please make the concierge desk aware of any disappearance so that it may be investigated.

THE COMMONS AMENITIES

ARTS & CRAFTS

Located on the lower level, this space is specially designed for art projects and craft activities, and creative arts lessons are offered here on an ongoing basis.

BEAUTY & BARBER SALON

A licensed beautician/barber is available to residents. There is a separate fee for these services. The beauty & barber salon is located on the lower level. Appointments may be made by contacting the beauty & barber salon directly at extension 6033.

CONCIERGE DESK

The concierge desk is attended seven days a week, 24 hours a day, including holidays. The Concierge desk is located at the main entrance. The concierge desk is available to provide residents and visitors with information and recommendations with regards to services such as:

- Photocopying
- Providing information regarding overnight or extended absences
- Sending and receiving facsimile transmissions
- Handling packages delivered by UPS or other services
- Lost and found
- Facilitating maintenance service requests
- Arranging for guest apartment reservations
- Accepting transportation request forms

COUNTRY STORE

Located on the main entrance level, the Country Store carries a variety of snacks and everyday items typically found in a convenience store setting. The store is presently open Monday – Saturday 8:00 a.m. to 5:00 p.m. The honor system is always in effect; please abide by using sales slips provided by the store.

The dining plan may not be used for Country Store purchases.

DINING

Gala Restaurant:

Gala offers a modern American approach to fine dining inspired by the cuisine of New England. Designed to be the epicenter of our community dining, *Gala* offers everything from light supper fare to hearty dinners, with a changing weekly menu offering a mix of both chef's favorites and new recipes, including fresh salads, broiled fish, meat, poultry and seasonal vegetables.

Hours: Monday – Saturday: 4:30 p.m. to 6:45 p.m. and Sunday Brunch: 11:00 a.m. – 1:30 p.m.

Lemon Pippin Cafe:

At *Lemon Pippin Café*, you'll enjoy quick to-go and dine-in mealtime favorites, including made-to-order salads, homemade soups and fresh, hot paninis made daily, in addition to burgers, sandwiches and a complimentary continental breakfast.

Hours: Monday – Saturday: Complimentary Continental Breakfast 7:30 a.m. to 9:30 a.m.; Lunch: 11:30 a.m. – 2:00 p.m.

Oliver's Private Dining Room:

Oliver's, available by reservation, is a private dining room that seats up to fourteen (14) guests. You are welcome to use the *Gala* Restaurant menu, or we are happy to accommodate special requests whenever possible. Additional labor fees may apply.

Dining Specifics:**Alcohol:**

Our liquor license does not allow any *outside* alcohol in the dining rooms and public spaces at The Commons.

Catering:

The Commons' Dining Team is pleased to provide food and service for private functions in your home, private dining room or other common areas throughout the campus. Please contact the Dining Services Director to choose the menu and appropriate space for your event. To ensure superior service, we ask that you please contact us at least two weeks in advance.

Take-Out and Delivery:

We allow residents to pre-order takeout dinners at no additional cost. Please call (781) 430-6024 to place your take-out order by 3:00 p.m. and pick it up at the *Gala* Restaurant at 5:00 p.m. Please note that this timed pickup is important so it does not interfere with regular dinner service in the restaurant. There is no charge for to-go meals picked up by the resident in the *Gala* Restaurant. A standard charge of \$5.00 per meal will be assessed for all deliveries.

Guests:

We will reserve a table in *Gala* from 4:30 p.m. until 6:00 p.m. (or as business dictates) for residents. After 6:00 p.m. (or as soon as time permits), we will begin to seat parties with guests. Guests are not permitted to eat in the dining room without a resident.

Holiday Meals:

Dining hours may be adjusted on some holidays. This information, along with any special menu offerings, will be available in advance of the holiday to better assist you in finalizing your plans. Requirements regarding reservations are subject to change with some holidays.

Meal Credits:

Meal credits (2 max per day) may be used for take-out meals, with the exception of alcohol and bulk grocery-type purchases.

Assistance and Mobility Devices:

During buffets, assistance is available if needed. We recognize that some of our residents use canes, walkers and motorized carts to get to the dining room. Due to the limited space, once residents are seated, their ambulatory aids will be removed and stored by the host/hostess for safety reasons. At the end of a meal, ambulatory aids will be returned to the residents' tables.

Reservations:

We will gladly take reservations for people, not tables. We cannot hold a specific table, but we will do our best to accommodate requests. Please remember as well that we need to maximize the dining room capacity by using every seat, so please understand when someone is added to your table.

Monday through Saturday, we will seat parties with guests after 6:00 p.m. on a first-come basis so we do not have open tables with guests waiting.

For Sunday Brunch, we will take reservations on a first-come, first-served basis.

We will seat parties when the entire group is present.

24-hour notice for reservations will be required for all parties with guests. *Our priority is to maintain the space in all dining areas for those residing at The Commons; therefore we will stagger reservations and call to confirm and/or adjust times, should there be a conflict.*

DOG WALKING:

The Commons offers dog-walking services. Please enquire at the concierge desk.

FACSIMILES

Facsimile transmissions and PDFs may be sent and received by residents. Please contact the concierge desk for this service.

FITNESS CENTER

Residents are free to use the fitness center and pool at their leisure once they have received medical clearance and a signed consent form from their physician. **All non-residents, both adult and children, must be accompanied by a Commons resident while using the fitness center.**

The fitness center, pool and hot tub are used by you and your guests at your own risk. Rules and regulations for the pool and hot tub are posted in the fitness center.

The fitness center is open seven days a week, 7:00 a.m. to 11:00 p.m., and is staffed Monday to Friday, 8:00 a.m. to 4:00 p.m. with certified staff to assure safety, exercise accuracy and proper use of equipment.

The fitness center is open before and after supervised fitness hours for residents who wish to use the pool or fitness center in the evening and on weekends. While residents are not required to have a "buddy" during unsupervised fitness hours, it is strongly recommended. Residents

intending to swim alone are strongly encouraged to notify the concierge, in advance, for additional safety.

The Fitness Center offers a full cardiovascular circuit, Body Solid® equipment, free weights and a full class schedule. There is an additional fee for one-to-one training and individually designed programs.

GREAT ROOM

The Great Room is located on the ground floor level. Equipped with a small stage, grand piano and movie screen and adjacent to the patio, the Great Room hosts most community programs, entertainment, presentations, catered events, movies and Bocce.

- Please arrive well before a program's scheduled start time to allow yourself time to find a seat.
- If you must enter late, please use the back doors adjacent to the Pub.
- Side aisles and aisles between rows must be kept clear for safety reasons.
- Health aides are required to remain in close proximity to their client for the duration of programs.

GUESTS

Resident's guests are welcome to visit and enjoy The Commons and its amenities. When guests arrive, the concierge will have them sign in and will call you to receive your approval before directing them to your apartment. Guests are always welcome but must be accompanied in all common areas by a resident. After hours, the main entrance interior doors are locked. Guests may use the intercom provided to contact residents in order to gain entrance.

Guests must at all times abide by all of our policies, including all of the policies in this Resident Handbook. The Commons 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.

Guest Apartments:

Guest apartments are available for overnight guests. Advance reservations are required. To reserve a guest apartment, please contact the concierge desk. Check-in time is 3:00 p.m., and checkout time is 11:00 a.m. The Commons reserves the right to limit or terminate a visit at any time for reasons it deems appropriate. Cancellations of reserved guest rooms require twenty-four (24) hour notice. A guest apartment reservation form with more detailed information is available at the concierge desk. Fees for guest apartments are listed on The Commons' Ancillary Fee Schedule to the Residency Agreement.

Overnight Guests:

Residents are welcome to invite overnight guests. The Commons requests that residents remain on site when overnight guests are entertained. Please register overnight guests at the concierge desk.

Guest visits extending beyond seven (7) nights in any 30-day period need to be approved by the Campus Director. If approval is received, an additional charge may be assessed for services provided. A rollaway bed is available for a fee and may be reserved through the concierge desk.

Due to town zoning regulations and for liability reasons, recreational vehicles and campers may not be used for overnight stays.

HOME HEALTH SERVICES, HOSPICE, PRIVATE-DUTY CARE

If you need extra help in your residence, information and service is available right on The Commons campus. Emerson Home Care has offices on The Commons in Lincoln campus to meet your needs or to help you find any services you may require. Please contact the office or call (978) 287-8300, 24 hours a day for any information you need or to arrange for services. You may also select any caregiver of your choice to provide for your care needs.

All the services you may need in your home are available through Emerson Home Care and may, in the future, be available through our own Health Center personnel for Ancillary charges, including assistance from: registered nurses; physical, occupational and speech therapists; medical social workers; home health aides; homemakers; and companions. Some services are covered by insurance; others may be purchased privately. In either case, you would make arrangements directly with the third-party provider.

PRIVATE-DUTY CAREGIVERS

If you decide to employ a private-duty caregiver (for example, a companion, nurse's aide or nurse), you must sign and comply with The Commons' rules for private-duty caregivers, and the caregiver must complete basic safety training and orientation. These steps must be completed before the caregiver begins work. Whether you use an agency or employ the individual(s) directly, private-duty caregivers are your responsibility. For a copy of the rules and other relevant documents, please see the Campus Executive Director.

A one-time fee is charged by The Commons for orientation and training of all private-duty caregivers, with the exception of Benchmark's own associates available through the Health Center. Note: This fee will not apply to caregivers whose employment commenced before July 1, 2013.

There is also a daily charge for live-in private-duty caregivers, which does not include meals.

You may wish to consider utilizing caregivers through The Commons' Signature Services program.

HEALTH CENTER

All residents of the community are free to select their personal physicians. We recommend you select a physician who is willing to visit you in the Skilled Nursing Center, in the event that you need to be admitted. Should you need assistance in selecting a physician, the Campus Director would be glad to provide information to guide you.

The Health Center will be built in two phases: assisted living and dementia care in Phase I, and Skilled Nursing Care in Phase II, subject to applicable Massachusetts regulatory application process.

Upon its opening in the future, the Health Center will be staffed 24 hours a day, seven days a week and will provide Assisted Living services and specialized dementia care Assisted Living services, and thereafter, Skilled Nursing services.

The Skilled Nursing Center will be well equipped and provide 24-hour licensed nursing care for short-term rehabilitation or other temporary needs or for long term care.

HOUSEKEEPING

On a weekly basis for residents of the Russell and Flint buildings and twice a month for residents of the cottages, we will perform light cleaning services in your living accommodation, including vacuuming; dusting; and cleaning the kitchen and bathroom. We will perform inside window washing; oven cleaning; carpet shampooing; patio/balcony cleaning; and other similar heavy cleaning once a year, or more frequently, if necessary, as determined by the Campus Director. We will also launder your bed linens in accordance with the housekeeping schedule above.

When a scheduled cleaning day falls on a recognized holiday, the resident's home will be cleaned the next scheduled workday unless other arrangements have been made. Additional housekeeping services may be obtained on a fee- for-service basis.

The housekeeping staff may enter your home at all reasonable times and for emergency purposes in order to clean your home. Advance notice will be given except in an emergency. Residents who do not wish to receive housekeeping services should notify the Campus Director; however, refusal of such services will not result in any reduction in resident's monthly service fee.

Routine housekeeping services include:

Bathrooms:

Dust open flat surfaces*; clean sink, toilet and vanity top with cleanser; sweep and mop floor; empty wastebaskets; clean mirror, shower and/or tub.

Bedrooms:

Dust open flat surfaces* and furniture; vacuum carpets; empty wastebaskets and change and launder bed linen.

Dining Area:

Dust open flat surfaces* and furniture; vacuum carpeted area.

Kitchen:

Dust open flat surfaces*; wipe off stove top, stove front and microwave; clean counter tops and sink; empty wastebaskets; wipe off refrigerator with cleanser; sweep and mop floors.

Living Room:

Dust open flat surfaces* and furniture; vacuum carpeted areas; empty waste baskets.

Note: Please remove **ALL objects from flat surfaces if you wish to have them dusted. The Commons is **NOT** responsible for breakage.*

BED LINEN SERVICE

Bed linen service is one of the many amenities provided to residents of The Commons. This service ensures that sheets and towels are laundered and folded and the bed remade. Bed linen services are provided in accordance with the housekeeping schedule above.

The Commons is not responsible for loss or damage to residents' personal articles.

LIBRARY

A library is located on the main entrance level and is available for residents' and guests' relaxation and reading pleasure. Individuals are free to borrow any reading materials, tapes, CDs, videos and DVDs or donate the same upon approval of the Library Committee. If you have an interest in volunteering in the library, please speak with the Program Director or the Library Committee.

LOST AND FOUND

The concierge desk serves as the Lost and Found Center.

PHOTOCOPYING

Please see the concierge desk in the main lobby for photocopying needs. There is a nominal fee for multiple copies.

POOL & HOT TUB

A heated indoor swimming pool and hot tub are available for residents and their guests during posted hours of operation. For your safety, we ask that you observe the posted "Pool Rules." There is no lifeguard on duty, and we recommend you swim with a buddy. **All non-residents, both adults and children, must be accompanied by a Commons resident while in the pool/spa area.** See fitness center section for details.

PROGRAMS AND ACTIVITIES

Many social, educational and cultural programs are available for your enjoyment. The Program Director works collaboratively with the Resident Special Interest Committees during monthly meetings to customize programs and events. Special events may include tours, lectures, films,

theater presentations and symphony performances.

- See the monthly program calendar for notice of scheduled programs and daily activities.
- See the mail room and front desk for flyers promoting programs and trips.
- Please sign up for designated programs and trips. (*) denotes sign-up needed in the sign-up book at the concierge desk.
- See sign-up book for specific procedures regarding sign up, charges and cancellations.

RESIDENT COUNCIL

The Resident Council is an organization of residents elected by residents and functioning under its own bylaws. Officers are elected by the council members. The council meets regularly and provides the residents with opportunities to discuss matters affecting the community. Please feel free to express any recommendations, compliments or concerns.

RESIDENT DIRECTORY

A resident directory is available at the concierge desk.

SPIRITUAL CARE

The local community has many opportunities for worship. A list of local churches and synagogues is available at the concierge desk.

STORAGE

One personal storage unit is provided for each apartment. Units are assigned at move-in. Code requires that eighteen (18) inches of open space remain between stored items and sprinkler heads. Locks are provided by the resident. The Commons is not responsible for loss or damage. Any potentially explosive or flammable materials may not be stored.

TRANSPORTATION

Transportation service is available Monday to Friday, 8:00 a.m. to 5:00 p.m.

Weekly group shopping trips and trips to local physicians, healthcare facilities and other private appointments are provided within the towns of Concord, Lincoln and Lexington; there is no additional charge for these trips.

Service beyond the three-town area or outside of normal operating times will require an additional charge (see "Transportation Brochure") and will be accommodated on the basis of driver availability.

Please fill out a transportation request form each time you wish to schedule a private trip.

Please be sure to sign up at the concierge desk in our sign-up book for group trips and programs featured in our community calendar.

Hourly shuttle service during the dinner hours for residents of the cottages and the Flint building is provided. Please call the concierge desk to put your name on the shuttle pickup list for 4:15, 5:15, 6:15 or 7:15 p.m.

OTHER SERVICES

DRY CLEANING

A list of local dry cleaners is available at the concierge desk.

MAIL

Mail is delivered Monday–Saturday (except holidays) and is distributed to the individual U.S. Post Office boxes in the mail centers for the apartments in Russell and Flint (located on the main entrance level) and to the individual boxes in front of cottages. If you plan to be away from The Commons for any length of time, you may have your mail held at the Lincoln Post Office by completing the appropriate form at the Post Office.

INTERNAL COMMUNITY MESSAGES

Message boxes for all apartments and cottages are located next to the mail center on the main entrance level of Russell and Flint. Please check these boxes regularly in order to remain informed about Commons' community issues.

NEWSPAPERS

Several national and local newspapers are available. The following is a listing of newspaper companies:

Boston Globe	1.888.694.5623
Boston Herald	1.800.882.1211
New York Times.....	1.800.698.4637
The Lincoln Journal	1.888.698.4637
Wall Street Journal	1.800.568.7625

PARKING

Parking for Residents:

Parking is available for all residents who maintain a current and valid driver's license and who have a vehicle registered in their name. If your home is within the Russell Building, then you shall have access to one (1) parking space solely for that registered motor vehicle in the parking garage at the community at no additional charge. A single-car garage is provided for each cottage home at The Commons. A parking sticker must be obtained from the resident-managed parking committee. Please see the concierge for details.

Recreational vehicles may not be parked or stored. Absolutely no vehicle maintenance, such as fluid changes, tune-ups, etc., may be performed on the campus. Inoperable or unlicensed vehicles parked on community grounds for more than 48 hours may be moved or towed away at the owner's expense and without liability for damage.

Handicap Parking:

Parking for use by handicapped individuals was designed and installed per the Massachusetts regulations and town requirements. Spaces are clearly marked, and use will be strictly enforced by The Commons' Security personnel and the Town of Lincoln Police Department. Proper vehicle documentation must be clearly shown in vehicles at all times. As a community, we ask that those of you who are more functionally able leave the spaces closest to the doorways available for those who could benefit from having to walk a shorter distance.

PHARMACIES

A list of local pharmacies is available at the concierge desk. We encourage all Commons residents to develop a relationship with a pharmacy that is either local (our Transportation Department makes scheduled runs to these nearby pharmacies) or those that will deliver prescriptions. This is an especially important service when one is ill and cannot get out.

PHYSICIANS

A list of local physicians is available at the Wellness Center.

COMMUNICATIONS

METHODS OF COMMUNICATION

The Commons fosters open communication and provides many ways for residents to communicate with associates and with each other. The following methods of communication are available for residents to enable everyone to become an active community participant:

Program Flyer Boards:

Located in the mail centers of the Russell Building and the Flint Building, this "Program Wall" contains important information regarding campus events.

Daily Schedules:

Daily schedules are posted in each elevator and at the concierge desk in the Russell Lobby.

In-House Mailboxes:

In-house mailboxes are located near the USPS mailboxes. Monthly calendars and special announcements will be placed in these boxes. This is also a good place to leave notes for other residents.

Resident Bulletin Boards:

There are two resident-to-resident bulletin boards available for resident use (not official Commons programs)—one is in the Russell mailroom, and one is in the hall next to the community store.

The Commons Monthly Calendar/Newsletter:

The calendar/newsletter is published monthly and distributed to all residents as an additional source of community information. The calendar highlights the schedule of special events and trips for the month. The calendar is distributed the last week of the month prior. Extra copies are available at the concierge desk.

Resident Council:

The Resident Council is elected by residents to work for the overall success of The Commons and acts as a liaison between residents and The Commons' management team.

Resident Monthly Meeting:

Meetings are held monthly on the second Thursday at 2:30 p.m. in the Great Room with the Campus Executive Director to review pertinent community issues and to share ideas and suggestions.

Resident Clubs:

The Commons has numerous Resident Special Interest Groups, and meetings for these are listed in the monthly calendar. To see a listing or to sign up, please contact the concierge desk.

Campus Executive Director:

The Campus Executive Director is available to discuss any issues or concerns.

BUSINESS AND FINANCE

BILLING

Monthly statements are released from the business office. After the first month (or partial month), all of your monthly fee is due and payable in advance on or before the first day of each calendar month at the business office.

- You will be assessed a late payment charge at the rate of 1.5 % per month for all balances that are not paid 30 days after the date they are due.
- Additional services will be billed either at the time they are rendered or at the time you are billed for your Monthly Fee. The payment procedure for additional fees is the same as for your monthly fee, including the imposition of late payment charges and interest on late payments.

- In the event that a statement is misplaced, you may contact the business office to obtain a copy.
- Payments can be made via check, one-time online payment, or recurring online payment.
 - If you would like more information regarding online payments and recurring payments, please contact the business office.
 - Please make sure to make the check out to "The Commons in Lincoln."
 - Please keep in mind that at this time, credit cards and/or debit cards are not acceptable forms of payment.

If you have questions about the billing process and/or payment options, please contact the Director of Business Administration at extension 6011.

CONFLICT OF INTEREST

Our associates are not allowed to provide services or functions or engage in financial arrangements with residents that may constitute a conflict of interest or the perception of a conflict of interest, such as:

- Witnessing or notarizing wills, powers of attorney, and healthcare proxies.
 - We will not notarize any document being signed by a memory-impaired resident. We may, however, serve as a witness or notary for the person who is a power of attorney or other designated legal representative for a memory-impaired resident, as it is being signed by that person (and not by the memory-impaired resident himself or herself).
 - Notarizing documents pertaining to securities, securities accounts, stocks, investments, IRAs, mutual funds, bonds or any type of security or financial security transaction documents whatsoever. Such documents and signatures can only be handled by banks and securities offices by Medallion Notaries.
- Acting as executor / executrix of an estate.
- Assuming power of attorney (durable or healthcare).
- Guardianship.
- Private purchases or sales of goods or services.
- Private employment for residents, except through an organized program of one-on-one care offered through the Health Center.

NOTE: This list is not all inclusive; please contact the Campus Director if you have questions.

CONTRACT

See Residency Agreement for other details of financial obligations to The Commons. Should you have any questions or concerns, please contact the business office for an appointment.

FACILITIES

PLANT OPERATIONS

The Commons provides maintenance services for the buildings, grounds and equipment and will provide all necessary maintenance or replacement of its property and equipment. The Plant Operations personnel are available seven days a week; however, scheduled maintenance should be planned for Monday through Friday. If a problem arises, please contact the concierge desk and leave all relevant information. For off-hours maintenance emergencies, please contact personnel at 774.289.6301. Work will be completed on a routine schedule depending on urgency and associate availability. Every effort will be made to respond to problem situations as soon as possible.

Please do not attempt to repair, alter or make a connection with any electrical or cable line, pipe, apparatus or equipment. Before installing and operating any machinery, refrigerating or heating devices, washing machines, dryers, air conditioners or other equipment not installed by The Commons or prior to installing any illumination, you must obtain the written consent of management. Requests will be given prompt consideration based on need and safety. This does not include nor prohibit normal use of your toaster, radio, electric blanket, microwave, telephone, etc.

The Commons reserves the right to access each home for maintenance, repair and replacement of Commons-approved property and equipment located in your home. Except in an emergency, these services will be provided during normal working hours, Monday through Friday. All other services will be provided by appointment. Any time maintenance personnel enters a resident's home when the resident is not present, written notice will be left advising the resident of the services provided.

Any necessary repairs, maintenance or replacement of a resident's personal property will be the resident's own responsibility. When a residence is vacated, shelving or any other items permanently installed become the property of The Commons.

There is no charge for maintenance of items that are property of The Commons and relating to ordinary wear and tear. However, if you require assistance for items other than Commons' property, a fee will be charged. Please contact the Plant Operations Director for current charges.

EMERGENCY RESPONSE PROTOCOL

The following pages contain The Commons' Fire Emergency Plan. Please take time to review this document completely. Any questions should be directed to the Campus Director or Plant Operations Director. Updates regarding this procedure may occur periodically and will be issued directly to each resident.

This information is provided to each resident of The Commons. It is intended to provide valuable information that may help save your life and the lives of others in the event of a fire. We hope that everyone receiving this will read it carefully and keep it on hand for periodic review.

Below are brief descriptions of the various Life Safety Devices provided in each home (apartment and cottage devices may vary).

Inside your home:

Local smoke detectors are strategically located inside each apartment and/or cottage. They are powered by household current and battery back-up. These are local alarm devices—meaning that they are connected to The Commons' main fire alarm system and will summon the Lincoln Fire Department if activated. They are also connected to Plant Operations'/Security's communication system so every smoke alarm will receive a response by a member of that department.

Sprinklers are also strategically located throughout your apartment home (cottages do not have sprinkler systems). In the event of very high temperatures, as you would expect from a fire, the sprinklers in that area will activate and help control the fire until the arrival of the fire department. The Commons' main fire alarm system will be activated with the flow of water from any sprinkler head. Sprinkler heads must be ready for immediate use at all times. Never tamper with, hang anything from or obstruct a sprinkler head in any way.

A fire alarm enunciator—a square, red, speaker-like enunciator—is located in each apartment, usually in the entry hall or corridor. (Cottages have no need for enunciators.) These devices provide notification that The Commons' main fire alarm system has been activated and immediate building evacuation is required.

Carbon monoxide detectors are located in each apartment and cottage home. This is a hard-wired, battery-operated device that will warn you of high levels of carbon monoxide (a poisonous, colorless and odorless byproduct of combustion). This is also a local alarm device and is part of The Commons' fire alarm system. If a carbon monoxide detector sounds, leave your apartment or cottage and please contact for assistance.

Below are brief descriptions of the various fire safety devices provided in community areas.

Inside The Commons' common and community areas:

Smoke detectors are located throughout the facility on the ceiling of every corridor, storeroom, stairway and community area. They are constantly monitoring the air and will activate the main fire alarm system if smoke or dust is detected.

Horn/strobe units are located throughout the building to alert you, audibly and visually, that the building's main fire alarm system has been activated and that building evacuation is required.

Sprinklers are strategically located in every area of the building and are activated by high heat (as in the event of a fire). They are intended to control a fire until the fire department arrives and must be ready for immediate use at all times. The main fire alarm system will be activated with the flow of water from a sprinkler. Never tamper with, hang anything from or obstruct a sprinkler head in any way.

EXIT signs are located throughout the buildings and indicate the direction you must take in order to evacuate from any area of the building. <EXIT, for example, means turn left at the sign. EXIT> means turn right, and a plain EXIT sign means go straight ahead. They are illuminated at all times.

Emergency evacuation diagrams are posted at every elevator. NEVER use an elevator during a fire alarm. If you must go to a different level, use the stairs. Study the evacuation diagrams while you wait for the elevator and learn the route you should take before an emergency. Each diagram indicates a primary route and alternate route.

Fire alarm pull stations are generally located at the exit door in every corridor and in large community areas. This is a square, red device used to manually activate the main fire alarm system in the event of a fire and should only be used if you see fire or smoke and the main fire alarm system has not automatically activated.

Fire extinguishers are located in the corridors throughout the facility. These are to be used by trained environmental services/security and fire department personnel only.

Fire doors are located in the main corridors on every floor. They are designed to close automatically and contain fire and smoke.

Local Smoke Detector Activation

A local smoke detector activation is intended to make you aware that there is smoke and/or fire somewhere in your apartment or cottage. If this occurs, you must investigate the cause immediately. *REMAIN CALM!* Plant Operations/Maintenance will respond quickly to help you. Do not open your entry door to air out your home. Doing so may activate the main fire alarm system, requiring multi-resident evacuation.

If there is smoke in your apartment from a fire that you cannot safely control, close the door to that room and leave your home immediately. *REMAIN CALM!* Do not waste time collecting personal belongings. Leave and close (but don't lock) the door behind you. At the EXIT door in

any corridor, find the red pull station and activate the facility's main fire alarm system, or from a house phone (located on the wall at each elevator), contact 9-1-1 to report the fire. Evacuate the area immediately.

Main Fire Alarm System Activation

The alarm will sound in the building where the smoke or fire is located. You must evacuate the smoke/fire area immediately.

In the apartment, the red enunciator will sound a loud alarm to let you know that your building is in alarm. In corridors, dining rooms, etc., the enunciators are also equipped with a bright flashing strobe light for visual as well as audible identification.

Wherever you happen to be, you must *REMAIN CALM* and evacuate that area immediately.

➤ **What to do if an alarm is triggered?**

When an alarm is triggered, BE CALM and walk to the closest exit and leave the building. The Lincoln Fire Department requires all residents who are physically able to leave the building immediately whenever an alarm is triggered.

➤ **What to do if you set off a smoke alarm in your unit?**

When triggering a smoke alarm in your apartment from a cooking mishap (e.g., burnt toast), Maintenance and Security will respond to your apartment/cottage immediately. **Do not open your front door to let the smoke out into the hallway!** This will only trigger a building-wide alarm, and residents must then evacuate the building. Stay in your apartment and open your patio doors to begin to rid your apartment of smoke. Maintenance will be there shortly.

➤ **What to do if the building-wide alarm is triggered?**

If the building-wide alarm is triggered, you must exit the building by using the closest exit door. If you are unable to exit the building for any reason, please stay in your unit with your front door closed. The fire department will be sweeping through the building to check all apartments and, if necessary, will transport any resident out of the building who may be in immediate danger.

Apartment Evacuation Procedures

- *REMAIN CALM!*
- Feel your apartment door before you open it. If it is cool to the touch, open it slowly and check for smoke in the corridor.
- If the air is clear, proceed along your evacuation route to another wing that is not in alarm or to the stairway.
- **DO NOT USE ELEVATORS.** Elevators are programmed to shut down during an alarm.
- If you find that the corridor is full of smoke and you cannot safely leave your apartment, close the door but don't lock it and stay inside.

- Call 9-1-1 and tell the dispatcher that you can't leave. Rescuers will assist you.
- If smoke is coming in under your door, place a rolled-up, wet towel in front of the door. Wait at a window or on your balcony where you can signal for help by shouting, waving or using a flashlight.
- If you have a ground-floor patio, exit via that door.
- Remember...help your neighbor if possible.
- Remember, before opening any door, feel it first. Do not open it if it feels warm or hot. Instead, go the other way.
- Once you've evacuated the area, stay out of the way of firefighters and do not re-enter the building until the fire department has cleared the area.
- If, at any time, you see smoke or see a fire of any size anywhere in the building, activate the main fire alarm system and leave the area immediately. Go to the closest building not in alarm.

Cottage Evacuation Procedures

- REMAIN CALM!
- Close (but don't lock) the doors as you leave.
- Go to a neighbor's home to contact 9-1-1 or use a cell phone from OUTSIDE the cottage.
- Once outside, STAY OUTSIDE!

Storage Facilities

Fire code requires a minimum of eighteen inches of free space between the sprinkler head and combustible materials.

FIRE SAFETY TIPS

- Remember that smoke rises; therefore, if you are caught in smoke, crawl low on the floor to the nearest exit.
- If you wake up and hear the smoke detector sounding, do not sit up in bed. Remember that smoke rises and you may be sitting up into a smoke-filled room. Instead, roll out of bed onto the floor and turn on a light in the room. This will enable you to see if there is smoke in the room.
- Do not open any doors unless you have felt them from the bottom up to see if they are warm. If a 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.
- Most important: If there is a fire of any size, immediately notify the fire department by pulling the alarm at the nearest pull box, which is located by the exits. If safe to do so, contact the fire department at 9-1-1 and give as much information as possible.

FIRE SAFETY QUESTIONS AND ANSWERS

Q *What if I need assistance evacuating my apartment?*

A If you need help evacuating the area, stay in your apartment and contact 9-1-1. Tell the dispatcher you need assistance. Rescuers will get you out safely.

Q *Which way do I go when I evacuate my apartment?*

A EXIT signs will help identify routes that you can take. You are strongly encouraged to plan your escape route ahead of time by studying the evacuation diagrams located near each elevator. Remember...don't use the elevator!

Q *Can residents use the extinguishers in the hallways?*

A No. These are for firefighters and emergency personnel only. Your job is to evacuate the area to safety—not to fight fires.

Q *Can I contact 9-1-1 from ANY phone?*

A From any apartment or common area phone, you can contact 9-1-1. From any office phone, you must dial 9-9-1-1.

Q *If I contact 9-1-1 from my home, will they know where I am?*

A Yes. Lincoln uses an enhanced 9-1-1 system. If you use your home phone, the dispatcher will know precisely where you're contacting from—right down to your apartment number. If you use a cell phone to contact 9-1-1, you will be connected to the state police. They'll help you, but it will take more time to track you down.

Q *I only burned a little food... does Maintenance have to come?*

A Yes, we do. The alarm is alerting us to a potential problem. Let us assess the situation and make sure there's no problem.

Q *Do we have to go outdoors to evacuate an area?*

A You may have to. It depends on where you are when the alarms go off. It also depends where the smoke/fire is. However, in many cases, you can go to the nearest stairwell and be ready to exit.

Q *Before I evacuate an area, can't I just contact the concierge desk to see if it's a real fire or just a drill?*

A No. Please don't. The concierge desk is busy managing important safety duties during a fire alarm. Please allow the desk personnel to do his/her job. We all have to believe each alarm is the real thing and everyone, residents included, must do their part.

Q *The fire doors always close when the fire alarms go off. Can they be opened?*

A Yes, they can. But be sure they aren't hot, open them slowly and check that the air is clear on the other side.

IMPORTANT GENERAL QUESTIONS AND ANSWERS FOR ALL RESIDENTS

Q *May we have a resident association or a resident council?*

A Absolutely. The residents at The Commons have established a Resident Association and a Resident Council elected by the residents. Both groups have regular meetings. For more information, please refer to the sections in this Handbook that address Resident Associations and Resident Councils on pages 36 and 37.

Q *May I have a current copy of The Commons' Disclosure Statement?*

A Yes. We have provided all residents as of July 1, 2013 with a copy of our current Disclosure Statement and must, by statute, provide all prospective residents with a Disclosure Statement before they provide a deposit. You may also receive, upon written request to the Director of Business Administration or the Campus Director, a copy of the current Disclosure Statement within a reasonable time from the date of your request. We will review our updated Disclosure Statement at a resident monthly meeting, generally on an annual basis.

Q *How do I submit a comment or a question about The Commons? Who do I contact?*

A We encourage residents to comment on matters here at the community and to ask questions. There is a variety of ways to do so, including providing a comment in our suggestion box located at the concierge desk, talking to our Campus Director or Director of Business Administration, talking to a Resident Council member or raising your question or comment at one of our (periodic) Resident Monthly Meetings.