

**Commonwealth Senior Living
At Charlottesville**

Resident Handbook

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Please note that the provisions in this Resident Handbook are subject to revision from time to time by Commonwealth Senior Living. CSL will provide you with written notice of any such changes.

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WELCOME TO COMMONWEALTH SENIOR LIVING AT CHARLOTTESVILLE

All of the residents and staff at COMMONWEALTH SENIOR LIVING AT CHARLOTTESVILLE wish to extend you a very warm welcome as you join our community. Selecting a new home is an important decision, and we are honored that you have chosen COMMONWEALTH SENIOR LIVING AT CHARLOTTESVILLE. This is going to be an exciting time, as you/your family member set up your new home within our retirement community. All of the staff members are here to assist you in any way that we can, from pointing out our personal favorite suggestions in the dining room, to rolling up our sleeves and assisting with furniture placement in your apartment. As you enjoy friendships, activities and interests in your new home, please know that it is our pleasure to assist you. We endeavor to accommodate residents with a variety of disabilities. If you require a reasonable accommodation, please let us know.

This handbook is designed to communicate essential information about this Community. Please refer to it as a resource. In the future there may be up-dates to the handbook, which will be attached to this copy.

Your New Address Is:

COMMONWEALTH SENIOR LIVING AT CHARLOTTESVILLE
1550 Pantops Mountain Place Apt. # _____
Charlottesville, VA 22911

ACTIVITIES

Recreational and social activities hold a special place in our Communities. These events are planned by our Director of Activities for your enjoyment and the enjoyment of your neighbors. Your suggestions will help us in planning the activities you enjoy and find exciting. To keep you informed of upcoming trips and events, we typically publish a newsletter/calendar monthly for distribution to each resident, and list the events for the day on the activity board. Please check with your Director of Activities for the location of this board and sign-up sheets.

AMENITIES

Your home is furnished with carpeting and blinds. We encourage you to furnish and decorate your home as you wish.

Upon your move in, we will be happy to assist you in hanging pictures, etc. for up to one hour free of charge. Additional time may be available for an additional fee.

Electrical Outlets

Ample electrical outlets are provided in the room. To prevent fire hazards, please do not use extension cords to provide additional outlets.

Toilets/Sinks

Please do not dispose of non-dissolving items in your toilet or sink. Doing so may block the sewer lines. If any fixture fails to work properly, or if a drain becomes clogged, please notify the staff.

BEAUTY/BARBER SALON

A licensed beautician/barber is available onsite and offers a full range of beauty and barber services weekly. Payment for services will be added to your monthly bill. A listing of charges is available in the salon.

COMMUNITY MANAGEMENT

Your residence is managed by Commonwealth Assisted Living (CAL), located in Charlottesville, Virginia. Our residences' success can be attributed to a commitment of operational excellence – an emphasis on value, quality, resident satisfaction, and the experience and dedication of key management personnel. All Commonwealth residences are designed with your comfort and satisfaction in mind. We reflect years of experience in, and dedication to, premier senior living. Our objective to provide unparalleled service is exemplified in our Core Values:

Our CORE Values

We care about people.

I know every person's name and something about them that matters.

We do the right thing.

I hold myself accountable for making the right decisions.

We are passionate, have fun
and celebrate success.

I make people smile.

We speak up! It's our responsibility.

I speak my mind with respect and genuinely listen to others.

We take ownership and add value.

I make it my job to improve something every day.

We are respectful.

I always treat my colleagues and our residents with dignity, compassion and respect.



For a complete listing of CAL/CSL Communities, please see your Executive Director or visit our Website at www.commonwealth.com.

COMMUNICATIONS

Our Community is based on open communication. We have provided many ways for residents and families to communicate, both with the administration and with others, so that events, facilities and services meet your expectations.

The following methods of communication are just some of the networks we make available so you can become an active Community participant.

1. Monthly/bimonthly newsletters - The monthly/bimonthly newsletter includes the activities calendar for the month, special news items, resident and staff introductions, and other important information.
2. The staff - Residents are encouraged to bring concerns, suggestions and compliments to any staff member.
3. Executive Director and department managers - Being open and listening to our residents is the most important job we do. You are encouraged to discuss your concerns and expectations.

COMPANION AIDES

Privately employed companion aides are welcome in our Communities as long as they adhere to CSL policies and procedures, including, but not limited to, criminal clearance, health screening, and proof of liability insurance. These regulations were established for your benefit and protection as well as for the other residents in your community.

DAILY CHECK-IN

To ensure the well-being of all residents we ask that you call the Front Desk no later than 10:30 a.m. each day. In the event that you do not call we will call your apartment phone; if you do not answer an employee will then come to your apartment to ensure that you are okay and not in need of assistance.

DINING SERVICE

Every Community has an experienced Dining Service Director who oversees menu preparation, offering quality food and optimum nutrition. We have incorporated the most current information in designing nutritionally sound menus, while acknowledging that each individual reserves the right to choose his/her eating preferences.

For your safety, all meals should be consumed in the Dining Room.

Special Diets

We will accommodate certain special diets, if prescribed by your physician as a medical necessity. Additional charges for special diets may apply. Additional fees may apply. Special food supplements are the responsibility of the Resident or responsible party to provide.

Guest meals

Guest meals can be added to your monthly bill or paid for at the Front Desk.

Meal times

Meal times are as follows:

Continental Breakfast 7:30 am-9:30am

Lunch and Dinner Open Seating from 11:00am-6:00pm

DRESS CODE

This is your home, so please be comfortable. However, residents should dress in a manner which is consistent with the Community's environment and does not offend other residents. It is requested that residents refrain from wearing night wear or robes in the dining room or lounges. Also, for your protection, footwear must be worn.

ELEVATORS

If your community has elevators, the elevators have been installed with many safety devices to ensure their dependability. However, in the unlikely event of an elevator malfunction, please remain calm. Each elevator is equipped with an emergency bell that should be activated in the event of an emergency. Help will be summoned immediately. Some elevators also have a telephone located directly beneath the control panel that will connect you with the Front Desk.

EMERGENCY PULL CORDS

Commonwealth Senior Living at Charlottesville has an emergency pull cord system in place in each apartment and in designated common areas that is monitored by the Front Desk personnel 24 hours a day/7 days per week. The system is designed for emergency use only. If you are too sick to use the telephone, use the pull cord if you need medical assistance. An employee will respond to the pull cord alert to check on you and call 911 if necessary.

EMPLOYEE RELATIONS

We are committed to the concept that we are ladies and gentlemen serving ladies and gentlemen. We expect employees to be courteous and helpful at all times. If this is not the case, please direct any concerns about employee conduct to the manager in charge of the department. If the department manager is unable to be of assistance, please feel free to contact the Executive Director.

Staff members are not allowed to accept tips or gifts; this is your home and we welcome the opportunity to provide you with our services. The relationship between you and the staff should be on a professional basis only. They are not allowed to assist you outside of their normal working hours.

EXPLOSIVES AND HIGHLY FLAMMABLE MATERIALS

No explosives or highly flammable materials, such as kerosene or paint stripper, may be brought into the community. Flame candles are also not permitted to be used in the community.

FIRE AND EVACUATION PLAN

The building has been designed to manage a fire in a controlled space. In general, if the fire is not in your apartment, the safest place to be is **in your apartment** until help arrives to assist you in evacuation.

Please familiarize yourself with the evacuation routes posted in the hallways. In the event of an actual emergency, it will be critical that everyone know exactly what to do and where to go. If you have any questions, please contact your Executive Director.

Fire sprinklers and smoke detectors are located throughout the common areas as well as in individual apartments.

Fire Exits

If you are in a hallway or public area when a fire emergency arises, use the nearest exit away from the fire to get to safety. If you are in your apartment when a fire emergency arises, please go to the nearest emergency exit away from the fire. **DO NOT USE THE ELEVATOR IN THE EVENT OF A FIRE.** Evacuation diagrams showing exit routes are posted in the hallways.

Fire Drills

The entire Community is managed with fire safety in mind. Therefore, we will routinely hold practice fire drills for the safety of our residents and staff.

Fire Safety Tips

Please observe the following fire prevention information:

1. Do not use extension cords.
2. Do not overload outlets.
3. Allow air spaces around the television and stereo to prevent overheating.
4. If you see a fire or smell smoke, notify the office **immediately**. Do not assume others are aware of the situation. If outside, stay in the open, away from the building.

In the event the building must be evacuated for any reason, please exit calmly and follow

the nearest exit sign to the closest exit site with regard to your proximity within the building at the moment. Once an all-clear is issued by emergency services we will take a roll call to ensure all residents are accounted for.

FITNESS CENTER

Residents are welcome to use the fitness center equipment. Please consult your physician before beginning any exercise program or using the exercise equipment. There are no usage fees required. Commonwealth Senior Living at Charlottesville does not supply a trainer. Anyone using the center uses it at their own risk and assumes full responsibility for any injury or loss that might be suffered as a result of such use.

FRONT DESK

The Front Desk serves as the center of communication and resident business, and is located adjacent to the main entrance, with staffed hours by the Administrative Assistant (AA) from 8:30am to 5pm, M-F with remaining coverage 24 hours/7 days week by Concierge. The functions of the Front Desk are as follows:

1. To receive incoming calls for department and staff.
2. To handle requests for special maintenance and housekeeping tasks.
3. To receive payments for monthly services.
4. To pick up newspapers, packages and large mail items.
5. To schedule use of private dining room, hospitality suite or common area space for private use as available.
6. To assist the Executive Director as needed.
7. To respond to emergency pull cord alerts.

If your questions or concerns cannot be adequately addressed by Front Desk personnel, you will be directed to the proper department and staff member who will be able to address your concerns.

Because we receive many business calls, we cannot guarantee delivery of personal messages. We recommend that residents use their personal answering machines to receive messages. In the event of an emergency, the Front Office will make every effort to contact you immediately. We will also protect your right to privacy and not give out your phone number unless so authorized.

GOING AWAY

If you are going to be away from the Community all day, overnight or longer, we request that you call the Front Desk with this information. Families and friends are often concerned if we cannot locate you.

GROUND, GARDENS AND LAWNS

The grounds are maintained by the Community for your use and enjoyment. Please help us in keeping these areas litter-free.

GUESTS

This is your home and you are welcome to bring guests into the Community. We ask that your guests sign in at the Front Desk. **It is important that guests do not disturb or infringe upon the privacy of other residents, guests or Community personnel.** Disruptive guests will be required to leave. If a guest has a history of disruptive behavior, then that guest will only be allowed to meet with the resident in the resident's apartment and will not be allowed into any common areas, such as the dining room.

Guest Accommodations

Occasional, overnight guests are welcome to visit our community provided there is room vacancy. Please check with the Executive Director for availability prior to the visit and for the overnight room rate.

Guest Meals

Your family and friends are always welcome to visit the Community's dining room. It is requested, however, that reservations be made in advance at the Front Desk. Guest meals should be paid for at the office or charged to the resident's apartment. Guest meal prices are available at the Front Desk.

Children

Children are welcome to visit you. However, an adult must supervise them to prevent possible accident or destruction to the property. It is also important that all guests do not disturb or infringe upon the privacy of other residents and guests.

GUNS AND FIREARMS

For your safety and security handguns and firearms are not allowed in the Community. There will be no exceptions.

HOUSEKEEPING AND LINEN SERVICE

Housekeeping service is provided once every other week. At that time, your apartment will be cleaned, dusted, trash containers emptied, and fresh linen put on the bed.

Management is not responsible for lost or stolen items (refer to Theft and Loss Policy section in Handbook).

Upon admission, the Housekeeping Supervisor will provide you with the cleaning schedule.

INCLEMENT WEATHER

When there is bad weather such as snow and ice, please be extremely careful when walking and driving on the grounds. Maintenance works diligently to clear the parking lot and walkways, however, clearing and chemicals do not always work in extreme temperatures. Ice can be especially dangerous because it is often hard to see.

INSURANCE

The Community carries its own property and liability insurance and provides coverage for all common areas. Residents should purchase a standard renter's insurance policy from a financially viable carrier. As an alternative to purchasing renter's insurance, resident warrants that he accepts financial responsibility for losses not covered by Management's property insurance policy and his/her own actions. Resident shall obtain and provide evidence of insurance for his personal property, including coverage for loss due to fire, theft, mysterious disappearance or other causes. If Resident operates an automobile, proof of insurance is required.

Should you elect to operate an electric cart on premises, you accept sole responsibility for such operation. Please note that many renter's insurance policies cover electric carts at no additional charge.

INTRA-COMMUNITY MOVES

If you wish to move to another apartment within the Community, please contact the Executive Director.

KEYS

Upon move in, one apartment door key and one mail box key are issued to all residents. Garage entry cards will be issued to those residents who choose the additional amenity (monthly fee applies). There are emergency exits located in different areas of the building. Residents will be unable to re-enter those doors once they have exited the building. All keys and garage cards must be returned upon move out. If these items are not returned the resident will be charged a replacement fee.

LEAKS AND PROPERTY DAMAGE

Please report all leaks, regardless of size, and all property damage to the Front Office immediately. If it is determined that the damage was done due to resident negligence, you will be held accountable for the repair charges.

LEISURE AREAS

Residents have free access to all common areas of the Community. This is your home and we would like you to enjoy these rooms and areas for your daily exercise and relaxation.

LOST AND DAMAGED ITEMS

The Community makes every effort to provide a safe environment for the residents and their belongings. Personal effects (including, but not limited to, clothing and jewelry) and furniture are not the responsibility of Management. We recommend that these items be insured by the resident.

Please report and/or return lost and found items to the Front Desk.

MAIL

Mail is delivered to the community by the US Postal Service. The mail is delivered directly into mailboxes, designated for each apartment, which are located in the lobby area. Larger packages are kept at the front desk and a note is placed in your mailbox informing you of the package delivery.

Postage is not available at the community and should be obtained through family or mail order. The Front Desk can assist you with the purchase.

MAINTENANCE

The Community provides maintenance services for the entire building. The care and maintenance of the grounds are also the responsibility of the maintenance department and contracted services.

If a problem arises, please call the Front Desk to have maintenance notified. Maintenance staff is available for routine service, and 24-hours a day for emergencies. Work will be completed on a schedule determined by urgency and staff availability. Every effort will be made to respond to problems in a timely manner.

Light Bulbs

Light bulbs will be furnished for all permanent fixtures and community-provided lamps in the apartment.

NEWSPAPER

A local newspaper may be provided for all residents to share. If you would like to receive a newspaper of your own, contact the local paper for delivery to the community and the Front Desk will see that you receive it.

NOISE

The Community provides leisure living in close proximity to others. Please respect the rights of your neighbors and monitor the volume of your television, radio or musical instruments, especially in early morning or evening hours.

PARKING

Parking spaces may be available for private, licensed passenger vehicles belonging to residents in the parking lot on community grounds. If you would like a reserved spot in

the parking garage (monthly fee will apply) you may request this from the Executive Director. We request that you do not park in spaces designated "VISITOR". These regulations have been incorporated to provide the entire Community with sufficient parking spaces and a safe, convenient parking area. Your cooperation is greatly appreciated.

Visitors must also obey the parking guidelines outlined above. They are only allowed to park in spaces marked "visitors"; otherwise, their vehicle may be subject to towing. No guest overnight parking is allowed in those spaces without prior written approval from the Executive Director. Private Duty Attendants and vendors may only park in unmarked spaces.

PEST CONTROL

The Community makes every effort to keep "unwanted guests" out of your home. However, if you feel that your apartment requires the service of an exterminator, please contact the Front Desk immediately and we will arrange for this service free of charge. Please remember that untidy homes or food left lying around attracts bugs. We ask that food items be kept in a sealable plastic container.

PETS

Small pets such as birds, cats and dogs are allowed in the community provided the resident or family member is able to maintain the care of the pet. A non-refundable pet fee is required, and permission to have a pet on site is at the discretion of the Executive Director based on the ability of the resident or family member to care for the pet.

POWER FAILURES

If a power failure takes place, you will not have lights in your apartment. It is recommended that every resident keep a flashlight with active batteries available. The Community has flashlights for emergency use. A back-up system will maintain the lighting in the hallways.

If you are in an elevator: the elevator will not function during a power outage. Please do not panic. PLEASE FIND AND PUSH THE ALARM BUTTON. Simply activate this button and a bell will ring loudly. Help will come immediately. Prepare for emergencies; locate this button during a normal trip in the elevator.

PRIVATE DINING

Communities have a space available for residents to use when entertaining guests. Please call the Front Desk in advance to make reservations for this room.

RESIDENT COUNCIL

Communities schedule a resident council meeting each month to discuss resident concerns, suggestions, and upcoming activities. Residents are encouraged to attend these meetings.

The activity department will facilitate and assist residents with the meeting, taking notes and providing the Executive Director with a summary of needed follow-up items.

RESIDENT RELATIONS

Residents are expected and encouraged to interact with other residents and employees in a courteous and respectful manner. Repeated incidents of improper behaviors, either toward other residents or employees, can result in eviction from the Community. **Remember: we are ladies and gentlemen serving ladies and gentlemen.**

SAFETY

It is your responsibility to keep your apartment free of clutter or debris that might prohibit access by Community or emergency personnel. Although it is your private space, Management has the right to require that you maintain a safe living environment (as reasonably determined by Management).

As with any other actions of a Resident, you understand that you are financially responsible for any damages and/or injuries you cause to the Community's property or its residents, employees and/or guests.

SECURITY

Concern for your safety is a management priority. Staff regularly monitors the entire grounds to ensure your protection. We will always have an appropriate staff person accompany any non-staff personnel who must enter your apartment while you are away.

SMOKING

All Communities observe a no smoking policy in the buildings, common areas and apartments. Smoking is only allowed in designated areas.

SOLICITORS

In order to protect your right to privacy, door to door soliciting is not permitted on the premises without prior written consent from the Community. Please notify the Front Desk when solicitors are in the Community.

STORAGE

Your Community may not have the ability to store your excess furniture and belongings. If storage areas are available additional monthly fees will apply. Please see the Executive Director regarding availability. In general, all of your possessions must be safely and comfortably stored in your apartment.

SUGGESTION BOX

Every Community has a suggestion box for residents to express their concerns and recommendations. Please check with the Front Desk as to its location. Your comments are always welcome.

The Executive Director or other appropriate person will give each comment careful consideration and a response. Please remember to include your name to assist us in responding to you.

SURVEILLANCE CAMERAS

In order to preserve the privacy rights of our residents, staff and visitors, surveillance cameras are not permitted to be utilized in any resident apartment. However, we do have cameras throughout the community for safety.

TELEPHONE SERVICE

Telephone service may be arranged by calling: Century Link 1-877-723-8010.

TELEVISION AND CABLE TV

There is a television outlet in each apartment. Basic cable television is provided at no additional charge. If you would like additional cable (movie channels, etc.), please contact the local cable company for more information. Any cable service provided beyond basic service, including the installation of additional outlets, will be charged to the resident.

THEFT AND LOSS POLICY

CSL is not responsible for the loss or theft of valuables from a resident's apartment. Any suspected theft or loss should be immediately reported to the Front Desk. Management will make an immediate search for the item(s), conduct an investigation, and present the resident or responsible person with a report. On-site management will notify law enforcement within 36 hours regarding a theft of \$100 or more.

Because each Community makes reasonable efforts to safeguard resident property, CSL is not legally bound to reimburse or replace lost or stolen articles, unless it is proven that the conduct of an employee caused the loss.

Residents are requested to purchase a standard renter's insurance policy from a financially viable carrier acceptable to Management. As an alternative to purchasing renter's insurance, resident warrants that he/she accepts financial responsibility for losses not covered by Management's property insurance policy and his/her own actions.

TIPPING

This is your home and we welcome the opportunity to provide you with our services; therefore, staff is not allowed to accept tips or gifts.

TRANSPORTATION SERVICES

The Community has a bus or van available for scheduled transportation days within 15 miles of the Community. This service provides local scheduled transportation to shopping malls, medical facilities, and financial institutions, along with other points of business within the area. If you should require transportation on days other than the

scheduled days, arrangements may be made through the Front Desk, provided that staff is available. Additional fees may apply.

For all non-Community provided transportation, the resident is responsible for the cost of the service.

Information on transportation scheduling is available through the Activity Department or the Front Desk. Residents must sign up for trips with the Activity Director.

TRASH DISPOSAL

Trash will be removed from your apartment by the housekeeping staff on scheduled cleaning day. Trash rooms/chutes are located for your use on each floor. You are required to bag all trash before placing in the chute.

UTILITIES

All of your utilities (excluding telephone and extended cable TV) are included in your monthly residency fee. Any utility problems should be reported to the Front Desk.

WHEELCHAIRS, WALKERS AND ELECTRIC CARTS

For your safety and the safety of other residents and staff, the Fire Department requires that wheelchairs and walkers be stored in a designated, non-traffic area when not in use.

ACKNOWLEDGMENT OF HANDBOOK

I, _____, have read and understand this resident handbook. Additionally, I agree to abide by the guidelines in the handbook, which make it possible for residents to live together in a harmonious fashion.

Resident

Date

Apartment #

Executive Director

Date

SCHEDULE OF FEES FOR OPTIONAL SERVICES

(as of 03/27/15)

***We may change these fees upon 30 days' written notice.**

Additional Services - Available but not included in the Monthly Rate; will be added to monthly bills as supplied:

- ❖ Additional Housekeeping @ \$20.00 per hour.
- ❖ Special Purchases for Special Diet will be charged at cost for any required specialty food purchases. Tray Service to room @ \$4.00 per each delivery.
- ❖ Personal Transport @ \$1.00 per mile \$40.00 minimum/trip (Complimentary transportation is available on specific days as scheduled on the Activities Calendar.
- ❖ Guest Meals @ \$10.00 each.
- ❖ Additional Resident Meals @ \$8.00 each.
- ❖ Apartment Transfer Fee - \$500.00 (only applies to residents who have not paid a Community Fee).
- ❖ Internal Apartment Moving Assistance-\$500.00
- ❖ Storage Area Rental \$40.00 month (Limited availability)
- ❖ Parking Garage Use @ \$30.00 per month (Limited availability)
- ❖ Pet Fee \$500 non-refundable
- ❖ Hair Care, Beauty Care and Nail Care are available, with prices varying per treatment.

Other services will be considered and priced upon request.

PET DEPOSIT AGREEMENT

Commonwealth Senior Living at Charlottesville recognizes that pets can enhance the quality of life for some residents. We also realize that we must find a balance between the desire of one resident to have a pet, and the desires of other residents to be free of the problems pets can create.

It is with the following conditions that _____ will be permitted to have a pet in his/her room at Commonwealth Senior Living.

A \$500.00 non-refundable pet fee is required once approval for having the pet is granted. This fee is to cover any damages caused by the pet and is in addition to the Community Fee. A file will be set up for each pet containing all needed information.

The pet must weigh less than 30 pounds and be in good health, with a statement from the animal's veterinarian stating that the pet has been seen within the last 30 days in good health, is worm- and flea-free, and has all shots up to date, including rabies. Approval is also contingent upon the temperament of the pet.

The resident or family member will provide annual proof of physical examination, shots record, and that the pet is free of fleas and worms.

Resident or family member agrees to arrange and pay for all food and pet supplies as necessary.

Resident or family member will be responsible for feeding, watering, walking, and changing and disposing of litter on a daily basis.

The pet will be kept in the resident's room and will not be permitted in the common areas of the community.

Resident or family member will arrange for someone to care for the pet in case of emergency or if the resident is away from the facility for more than 24 hours.

If the management of the facility determines there is a problem concerning the pet, the Executive Director will discuss it with the resident or family member and attempt to resolve the problem. The management and the resident/family member will formulate a plan of action and a target date for resolution. This communication and plan of action will be signed by both parties and will be documented in the resident's record. If the problem remains unresolved by the target date, the resident/family member agrees to have the pet removed from the facility within 7 days of the target date.

Resident

Executive Director

Date _____

Date _____

04/15