

MOVE OUT HANDBOOK

**Independent Living
Move Out Handbook**



715 Maiden Choice Lane, Catonsville, MD 21228
Trina Butler Move Out Coordinator
443-297-3711

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Introduction

Dear Charlestown Residents & Family Members:

This Move out Handbook is designed to help residents and family members handle the steps necessary when a resident moves out of an independent living residence. Hopefully, this information will help you and your family navigate through the process smoothly. This package is not a contract but merely guidelines and information for you and your family. The Residence and Care Agreement is the definitive agreement between you and the community and is not amended or changed by this package.

We recommend that you take the time to review the information in this handbook carefully and then pass it along to any family member or individual who may be assisting you or your estate in the event of a move. This package may be revised or updated as necessary.

We appreciate the valuable input we have received from residents and their families over the years. We hope that you find the information in this handbook helpful to both you and your family.

We hope that you have enjoyed your time at Charlestown. We value the relationships we have built with you and your family during your stay.

Respectfully,

Part 1 – Frequently Asked Questions

1. Who is my contact person during the move out process including the release of my residence?

The Move out Coordinator at Charlestown will be your main point of contact. The Move out coordinator will go over all necessary financial paperwork to prepare for the release. The move out coordinator will also be the person you need to schedule your move out day with. Please submit all completed paperwork and keys to the Move out Coordinator.

2. How long am I required to pay for the monthly service package?

The monthly service package is charged as usual while you continue to occupy your home during the move-out stage. Once you turn in your keys and sign the Keys In form, we will note that day as your Departure Date. Section 8.6 of your Residence and Care Agreement details the period for which the monthly service package is charged after your departure date. Typically, you will be responsible for payment of the monthly service package for up to and including 90 days after the keys are turned in. Depending on your specific contract, the 90-day billing period will stop when a new resident either settles or takes keys to the residence. These charges will be included in your final billing statement. Please note, non-occupancy credit will appear on your final billing statement. This credit recognizes that the residence is no longer occupied and that some resources/services are no longer being utilized.

3. How long do I have to release and vacate the residence?

Although there is no set time to vacate the residence, it is to your benefit to complete the move as soon as reasonably possible. First, you are responsible for the monthly service package until the keys are turned in and will be responsible for up to and including 90 days after this date. The monthly service package will be pro-rated if a new resident moves into the home during this 90-day period. The terms of the Residence and Care Agreement must also be satisfied. Please see Section 8.6 of your Residence and Care Agreement. Next, we cannot re-settle the residence or, for residents with a 90% refundable model agreement, we cannot provide a Refund Number to you until the unit is released.

4. Should I continue to make payments to Charlestown after I've turned in my keys?

Please do not make any further payments to Charlestown until you receive a final billing statement from us.

5. What if the monthly service fee is a direct withdrawal from an account?

Complete the "Discontinuation of Preauthorized Payment" form that is included in this packet – See Part 3. Please submit this form to your Community Finance Department at the time you turn in your keys. Cancellation could take up to 30 days to discontinue.

6. When will I receive my final billing statement?

The final billing statement typically is sent after all of the refurbishing fees have been billed and when the terms for refund of the Entrance Fee have been satisfied.

7. What does the refurbishing charge include?

You may be responsible for the cost to refurbish your residence. The refurbishing cost will depend on your Residence and Care Agreement. All residents are responsible for the reasonable costs and expenses for work needed to repair any extraordinary damage to the residence. All residents are also responsible for paying the reasonable costs and expenses of removing any customized improvements that you made to the residence and restoring the residence to its previous condition. For any additional refurbishing costs and responsibilities, please refer to Section 9.4 of your Residence and Care Agreement.

8. How can I pay the final bill?

When the Unit Release document is signed by an authorized person, a choice is selected on whether to deduct the final bill charges from the Entrance Fee. If this option was selected, the final bill charges will be deducted from the Entrance Fee. If not, a check payable to Charlestown to cover the final bill is an option for payment.

9. What would happen if my residence had not been resettled after 90 days?

All monthly fee charges are stopped, and the Marketing team is working to secure a reservation and collect an Entrance Fee from a new resident.

10. What needs to occur before my entrance fee is refunded?

Your Entrance Fee will be refunded within 60 days after all of the contract conditions from Section 7.5 or 7.6 of your Residence and Care Agreement have been met. We have described the most common situations below, but you should carefully review your own contract to understand the terms of when an entrance fee is refunded.

For residents who have a 100% refundable model agreement, the conditions typically are as follows: 1) resident (or representative) has vacated and removed all possessions from the unit, 2) resident (or representative) has signed a unit release form for the residence and Keys In form, 3) resident (or representative) has paid all outstanding fees and charges and 4) a qualified, new resident has signed a Residence and Care Agreement for the residence and the full Entrance Fee has been paid.

For residents who have a 90% refundable model agreement, the conditions typically are as follows: 1) resident (or representative) has vacated and removed all possessions from the residence, 2) resident (or representative) has signed a unit release form for the residence and Keys In form, 3) resident (or representative) has approved the final bill, and (4) resident's assigned refund number is next in line and funds are available.

Again, you should review your own contract carefully to understand the refund terms. If a statutory refund is applicable, then the refund will be made in accordance with the law.

11. When can I expect my refund check?

Once **ALL** conditions have been met, your refund will be processed within 60 days of the fulfillment of the refund conditions. For more information regarding this, please see Section 7.5 and Section 7.6 of your Residence and Care Agreement. If a statutory refund applies, then the refund will be made in accordance with the law. For added convenience, we will wire your refund amount. Please inquire about this with the Move out Coordinator.

12. What can I do to expedite the refund process?

- Grant permission to the sales office to begin showing the home as soon as possible, even prior to your scheduled move. The more time we have to show the home, the better chance we have of securing a new reservation and settlement quickly.
- If the refund is going to an Estate or Trust, provide Move out Coordinator with documentation confirming the appointment as a duly qualified representative, Executor or Administrator of the Estate or Trustee of the resident's Trust, such as a Letter of Administration.
- Ensure you approve your final bill as quickly as possible.
- Although you may have a variety of things to take care of during this busy or difficult time, please be sure to respond to any communication promptly. We want this process to go as smoothly as possible, and timely communication among all parties is essential.

13. I still have questions regarding my refund. Who is the contact?

If you still have questions regarding your final billing statement or refund of your Entrance Fee, please contact the Move out Coordinator.

14. How do I handle cancelation of phone & internet service?

Charlestown will handle the cancelation of the basic service. Residents must return cable equipment to Xfinity or a UPS store so there are no equipment charges.

The above FAQs do not apply to residents permanently transitioning to Community's Continuing Care.

Part 2 – Move out Checklist / Cancellation of Services

Use this checklist to keep track of where you are in the move out process. If you have questions or concerns, please contact Trina Butler at 443-297-3711.

- ☐ We can only allow individuals with legal authority to access and clean out the residence. If the resident has passed away, the individual(s) named by the resident on the “Authorization to Enter Form” have authority to enter and clean out the residence. If the resident did not complete that form, present proper legal documentation, such as “Letter of Administration” or the state equivalent, of Executor/ Administrator of the Estate (AOE) or Trustee to gain access to the unit.
- ☐ Complete a Discontinuation of Preauthorized Payment form if the monthly service fee is a direct withdrawal from an account. Please fill out & submit this form to your Community Finance Department.
- ☐ Call or email: trina.butler@erickson.com to schedule a move out date with the Move out Coordinator and then contact a mover. Move dates are scheduled on a first come, first served basis.
- ☐ To cancel cable services all equipment must be returned. Please call Xfinity at 1-800-Xfinity. Drop-off locations are included later in this packet.
- ☐ Cancel all newspaper subscriptions.
- ☐ Forward all mail. You can do this online at www.usps.com. Or go directly to Catonsville post office located at 1001 Frederick Road, Catonsville, MD 21228. Phone number 1-800-275-8777
- ☐ Remove all items from the unit. You may donate items to Treasure Sale or utilize other donation centers. Direct contact numbers are listed towards the end of this packet. Please see page 20, Part 11 for acceptable items Treasure Sale will take, and pages 20 and 21 for the process.

- ☐ Call General Services to request a trash bin, at 410-737-8838 ext. 6013783 between the hours of 8:00am-4:00pm Monday -Friday. Please bag up any loose trash and Charlestown will provide a large trash bin free of charge. Over the weekend, please dial 410-737-8838 ext. 6018320 and the front desk receptionist can call Housekeeping and have the bin delivered.
- ☐ Utilize shred consoles located in all main lobbies for personal documents and information.
- ☐ Return rented items, such as oxygen, rented wheelchairs etc. Note, keys may not be turned in until this process has been completed.
- ☐ Please note that any items left in the unit once the keys have been turned in become the property of Charlestown and **you will be charged for removal.** Please see page 21, Part 12.
- ☐ Storage Bins must be emptied out prior to cancellation. **The storage bin can be released by contacting General Services at 410-737-8838 ext. 6013783.**
- ☐ For disposal of trash, please call General Services at 410-737-8838 ext. 6013783 and schedule a date and time for removal. There is a per hour charge, typically with a minimum of ½ hour charge.
- ☐ Parking space -- when no longer needed, **reserved parking spaces can be released by contacting General Services at 410-737-8838 ext.6013783.**
- ☐ If there is an Emergency Alert System, either bracelet or necklace pendant, please return to the Move out Coordinator. The pull cords in the units will remain. If you have lost the Emergency Press Alert, please notify Security at 410-738-8838 ext. 6018806.
- ☐ Recurring housekeeping services **should be canceled with the General Services Department at 410-737-8838 ext.6013783.**
 - * Items: Cancel before the 15th to avoid billing for the upcoming month
- ☐ Once the residence is completely empty, cancel, or transfer when applicable, renters' insurance policy.

- ☐ Call the Move out Coordinator to schedule a time to turn in keys. During this time, you will sign the move-out documentation and review the Residence and Care Agreement. Please also bring the executor documents when the keys are turned in.

If you have any questions about any of the above services, please contact the Move out Coordinator in the Finance Department. Location: 715 Maiden Choice Lane. Catonsville, MD 21228-1st floor of Harborview

NOTES:

Part 3 – Discontinuation of Preauthorized Payment (ACH Cancellation)

Company Name: Charlestown

Company Address: 715 Maiden Choice Lane, Catonsville, MD 21228

I hereby authorize Charlestown or its agent to discontinue withdrawing any amounts owed by me by initiating debt entries to my account at the Financial Institution (hereinafter BANK) indicated below:

Resident's Name (Please Print)

Living Unit No.

Resident Identification No.

Bank

Effective Date of Request

Reason:

Signature of Resident, Administrator of the Estate or Trustee

Date

Part 4 – Procedures for Medication Disposal

The proper disposal of prescription drugs is important to prevent drug diversion and abuse, safeguard children and pets, and prevent contamination of the ground and waterways. The following guidelines are recommendations for proper disposal:

Drug Take Back Programs –

Your state and local government agencies may offer a drug take back program that would ensure safe disposal of prescription drugs. Also, your local pharmacy may offer a drug disposal option that will ensure destruction in a safe and compliant way. Please contact these agencies or pharmacies to get information about these services.

Home Disposal (a viable option if a take back program is not available) -

Step 1 – Remove medications from their original containers. If the medication is solid, crush it or add water to dissolve it and then mix the medication with an undesirable substance, such as kitty litter or coffee grounds. This makes the mixture unattractive to children and pets and unrecognizable to potential abusers who may go through the trash.

Step 2 – Place the mixture in a container with a lid or a sealable baggie to prevent the medication from leaking and throw it into the trash.

Step 3 – When discarding the original containers, scratch out or remove identifiers on the bottle and / or packaging.

Please Remember –

- DO NOT dispose of medications in the toilet or sink, unless specifically instructed on the label. This method of disposal can contaminate the ground and waterways.
- DO NOT give medicine to friends or family. This is not only potentially illegal, but it could be dangerous for someone else.
- The process of disposing of prescription drugs is closely monitored by local, state, and federal government agencies.
- When in doubt, please check with your pharmacist or local law enforcement agency.

Part 5 – Residence and Care Agreement

The following sections are important to the move out process:

- Refunds after Occupancy: Sections 7.5 and 7.6
 - Addresses the timing and conditions of the refund of the Entrance Fee
 - Addresses any adjustments to the refund
- Monthly Service Package in the Event of a Termination of Agreement: Section 8.6
 - Addresses the monthly service package charges after the termination
- Refurbishing a Vacated Living Unit: Section 9.4
 - Addresses refurbishing charges for the residence

The language in your contract may vary somewhat based on date of entry to the community. Please refer to your signed Residence and Care Agreement. If you do not have a copy, please contact the Move out Coordinator and a copy will be provided upon request and proof of authority. If there is a delay in obtaining estate paperwork, we can provide a copy of an unsigned sample Residence and Care Agreement.

Part 6 – Refund Form

The Refund Form is normally completed by the resident in conjunction with the Residence and Care Agreement. The Refund Form is only for the purpose of designating the beneficiaries of the refund of the entrance fee and does not change the terms and conditions for the refund.

Depending on the specific Refund Form signed by the resident, the refund may go to the resident, to named beneficiaries, to the Resident's estate, or to a trust.

In circumstances where no signed Refund Form exists and the resident is deceased; the refund check will be made payable to the resident's estate per the Residence and Care Agreement.

If the check is payable to the resident's estate, it will be mailed to the personal representative or Executor as the case may be. Documentation of such appointments will be required for distribution of the Entrance Fee refund. Please present this document to the Move out Coordinator.

Charlestown will refund the Entrance Fee as specified in the most recent duly executed and approved Refund Form. The resident may revise the refund designation by duly executing a new Refund Form. The most current signed and accepted Refund Form cannot be changed after the resident passes away.

We encourage you to review your Refund Form thoroughly and consult a legal professional for any estate planning needs.

Please refer to your signed Refund Form. If you do not have a copy, please contact the Move out Coordinator and a copy will be provided upon request and proof of authority. If there is a delay in obtaining estate paperwork, we can provide an unsigned form.

Part 7 – Refurbishing Fees and Smoking Residents

You may be responsible for the cost to refurbish your residence. The refurbishing cost will depend on your Residence and Care Agreement. All residents are responsible for the reasonable costs and expenses for work needed to repair any extraordinary damage to the residence. All residents are also responsible for paying the reasonable costs and expenses of removing any customized improvements that you made to the residence and restoring the residence to its previous condition.

For any additional refurbishing costs and responsibilities, please refer to Section 9.4 of your Residence and Care Agreement.

There are several components associated with restoration of a residence back to a like-new, restored condition. ***Please note that the final bill doesn't break out the refurbishing charges, it's just one fee.*** For a better understanding, we have created an explanation of some of these components below:

Restoration fees: Charlestown staff and contractors professionally complete unit restorations at Charlestown. Restoration means putting the home back to its original marketable condition without customizations. The residence was put in the same condition before you or your family member moved into the unit. We provide restorations to kitchens, baths, flooring, plumbing, electrical, heating, patios (if applicable), and all interior painting and repairs. If the home had a patio or balcony, exterior work may also be included.

Maintenance fees: Includes wall preparations such as patching holes and drywall damage, all painting preparations such as the removal and reinstallation of outlet and wall switch cover plates, door hardware, caulking, light fixtures, room and closet doors, shelving and similar items installed in the residence. We may replace ceiling fixtures and appliances, rebuild or replace plumbing fixtures (as required) including kitchen fixtures such as the garbage disposal. We inspect and adjust all windows that open, shut and lock properly. Screens are replaced as needed. Inspect functioning smoke detectors and life safety devices as required, adjust cabinet doors, and bi-fold doors. Any replacements considered normal wear associated with these items are included in this maintenance cost.

Flooring/carpet replacement: **It is important to understand that we will always replace carpet regardless of the length of occupancy.** A new carpet was also in place when you or your family member moved into the home. Flooring work includes removal of carpet, pad and replacement of both with our designated standard replacement products and may include replacement of Vinyl Composite floor coverings (VCT) or Ceramic Tile in kitchen and bathroom(s). If replacement of VCT or Ceramic tile in one of the rooms is needed, all rooms having such flooring are replaced to keep the same uniform appearance.

The upgraded flooring installed is subject to removal regardless of condition and a standard flooring product will be installed that could result in an added cost.

Painting: The cost of painting, materials and labor repainting the residence to a designated standard color is included in this charge. **Again, it is important to understand that we will always re-paint regardless of the length of occupancy.** If any of the unit surfaces require a primer or a second coat for proper coverage, then this will result in an added cost. Similarly, the removal of wallpaper and borders will result in an added cost. Upgraded custom paint is subject to being repainted regardless of color and the standard paint will be applied which could result in an added cost.

Housekeeping fees: This includes supervision, labor and materials to apply care, and servicing property and equipment to complete a full deep cleaning of the residence. After all restoration work is completed, this cleaning will include detailed cleaning of the kitchen, the cabinets, flooring, appliances, light fixture covers, counter surfaces, windows, and both vanity and bathroom enclosures. A professional contractor may be used to restore minor damage, as well as steam cleaning grout around ceramic tiles (if applicable) at our discretion.

Custom Closet Organizers, Window Treatments, Light Fixtures, etc.: If custom items such as window treatments, cabinets, organizers are left, we cannot issue a credit to the outgoing residents. The cost to remove such items will be charged to the out-going residents. Please note the fees associated with the removal of custom fixtures are not included in the standard refurbishing fee estimate. Please contact the Move out Coordinator or General Services if you have questions.

Please note the fees associated with the removal of custom fixtures are not included in the standard refurbishing fee estimate. Please contact the Move out Coordinator or General Services if you have questions.

Smoking Remediation & Other Extraordinary Items: This is an expensive and difficult process. If the resident was a smoker, we would need to do extensive work to ensure restoration and remediation of the smoke damage and odors. This will consist of treatment

of all hard surfaces, replacement of the HVAC and duct insulation, possible replacement of appliances, cabinetry, room doors and ductwork that includes the bathroom exhaust fan and duct. Multiple coats of primer such as Kilz® may be required; concrete sealant materials may be required. Extreme cases will require the full removal of all drywalls. This restoration process will be charged at market price, which is likely to be substantial. We can provide you with a more accurate estimate after restoration work is completed.

Project Management Fee: There is generally a 10% project management fee assessed for each project. The project manager oversees each project's schedule, tracking the project from start to finish, works with and manages all vendors and supplies so that each project is completed timely.

If there are any specific questions, please feel free to contact the Move out Coordinator at 443-297-3711.

Part 8 – Unit Release

When a resident passes away or moves out of the living unit, the Unit Release form needs to be completed and signed.

- Legally begins the process of relinquishing the unit
- Provides marketing a snapshot of when their team can begin showing an impending model/floor plan
- Provides the resident or legal representative with a refurbishing fee estimate

In an effort to reserve the home as quickly as possible by a new perspective resident, the Unit Release form is generally completed before the keys have been turned in.

See Unit Release Form

All forms will be provided by the Move out Coordinator upon turning in keys and releasing the unit. Contact Move out Coordinator to obtain this form.

Part 9 – Key Turn-In Form

Charlestown hereby acknowledges the receipt of keys for residential unit _____ on _____. By signing this document, the resident or representative of concurs that all items have been removed from the unit (including Treasure Sale donations and rented medical equipment, etc.) or acknowledges that any items left in the unit will become property of Charlestown. The cost to remove the items will be the responsibility of the resident or the estate.

Resident's Name: _____

___ No. of Living Unit Door Keys

___ Front Gate Opener

___ No. of Exterior Building Keys

___ Patio Door Keys

___ No. of Mailbox Keys

___ SK Keys (**Security Keys**).

___ No. of Emergency Pendants

___ Other _____

☐

Please Check box if Treasure Sale items have been left inside this unit

*Please note Treasure Sale removal can take up to 2 weeks or longer to complete.

initial **All Xfinity Cable equipment has been returned. I understand CCI is not responsible for any unreturned equipment.**

Contact information for Resident or Resident's Representative (circle one):

NAME _____

ADDRESS _____

PHONE _____

EMAIL _____

Signature of Resident or Representative _____

_____ Date

**** I understand that billing will continue until all items are removed from the unit.**

INSPECTED AND EMPTY: ☐ Unit

☐ Storage _____

☐ Parking _____

Signature of Charlestown Representative _____

_____ Date

Notes: _____

Part 10 – Local Information

Movers/ Move Management Services

Town & Country Move Management

tcmovemanagement.com

301-450-2023-6683

Golden Rule

www.Goldenrulemoving.com

301-613-8079

Perry Moving Service

www.perrymoving.com

888-290-2233

NewNest Logistics

support@newnestlogistics.com

301-447-0265

Moving and Storage

www.StewartMS.com

1-888-566-9737

Graceful Transitions

www.gracefultransitions.org

Donations:

The Salvation Army Family Store & Donation Center

www.satruck.org

410-644-9705

Habitat for Humanity

www.chesapeakestore.org

Donation Line: 410-633-0506

Pickup Please

www.pickupplease.org

Trash Haulers:

Bumble junk

<https://bumblejunk.com>

Hefty Haulers

Heftyhaulers.app

240-605-6787

Part 11 – Treasure Sale

Acceptable Items

Clean, gently used clothing
Linens, towels, etc.
Cookware and utensils, dishes,
glassware
Jewelry
Knick knacks
Silk flowers/ flower arrangements
Electrical appliances and phones
TV (no Tube TV's please)
VCR/ DVD players
Furniture (sofa, chairs, tables, bedroom
furniture, etc.)
Collectible items, hobby items, games,
and toys
Seasonal decorations
Purses and leather goods
Hats, scarves, gloves
Unused greeting cards and stationery
Books and CDs/ DVDs
Pictures/ Small Mirrors
Shoes
Baskets
Eyeglasses
Lamps
Decorative pillows
Transport Wheelchairs

Decorative Pillows

Transport Wheelchairs

Unacceptable Items

Used Medical equipment
Tube TVs
VHS and cassette tapes
Press-board furniture
Entertainment center
Mattress, box spring and bed pillows
Beds headboard/ footboard
Food

All donations are tax deductible. Please contact the Philanthropy Coordinator at 410-737-8892 if you are interested in donating to the Treasure Sale to discuss guidelines/timeline.

If you have remaining items and/or trash removed that were not accepted by Treasure Sale, the unit will be charged a removal fee for the remaining items.

Philanthropy Coordinator
Casey Bassler 410-737-8892

****NOTE****

When donating items to Treasure Sale the process time takes up to 2 weeks for all items to be removed, starting from the initial conversation with the Philanthropy Coordinator. The unit will be charged through that time period. If you have additional questions, contact the Move out Coordinator at 443-297-3711

Part 12 – MISCELLANEOUS CHARGES INCURRED DURING MOVE OUT

The following charges will occur if any items are left inside the unit once the keys have been returned to the Move out Coordinator.

An hourly fee per staff member will apply (1 Hour Minimum)

This includes, but is not limited to:

1. Removal of food in refrigerators, freezers or cabinets; items in kitchen cabinets, medicine cabinets or vanity cabinets; and any personal items in closets.
2. Removal of any items left for donation to Treasure Sale but not accepted will be charged as trash.

Removal of Large Items

If any items are left in a unit after the Unit has been released, a Work Order will be placed to have those items removed. There will be a flat rate charged to the unit based on the number of items left behind. Removal charges can range anywhere from \$200.00 to \$1,200.00. Please ask the Move out Coordinator for additional information. We encourage families to remove everything from the unit so that no additional fees are assessed.

Part 13 – Contact Listing

Your primary contact will be the Trina Butler- Move out Coordinator 443-297-3711. The Move out Coordinator should be your first point of contact with any questions regarding the final bill and entrance deposit fee. You may also leave a message on the Finance Dept. billing line (410)737-8800.

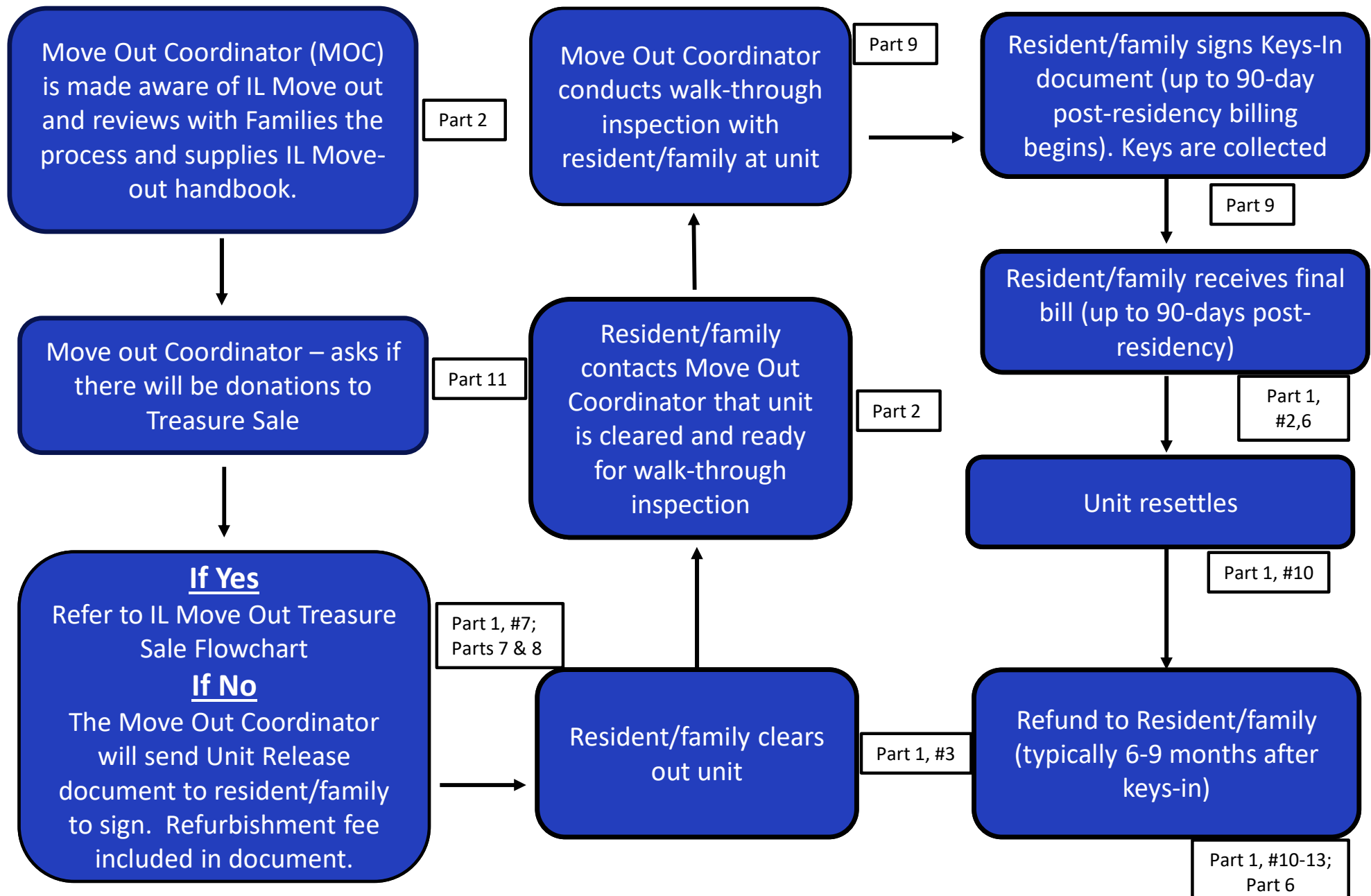
The main number for Charlestown is (410)737-8838, which is the Front Desk where personnel are available 24 hours a day. If you are unsure about which department to contact, they can help you.

Below are telephone numbers for other areas you might find useful:

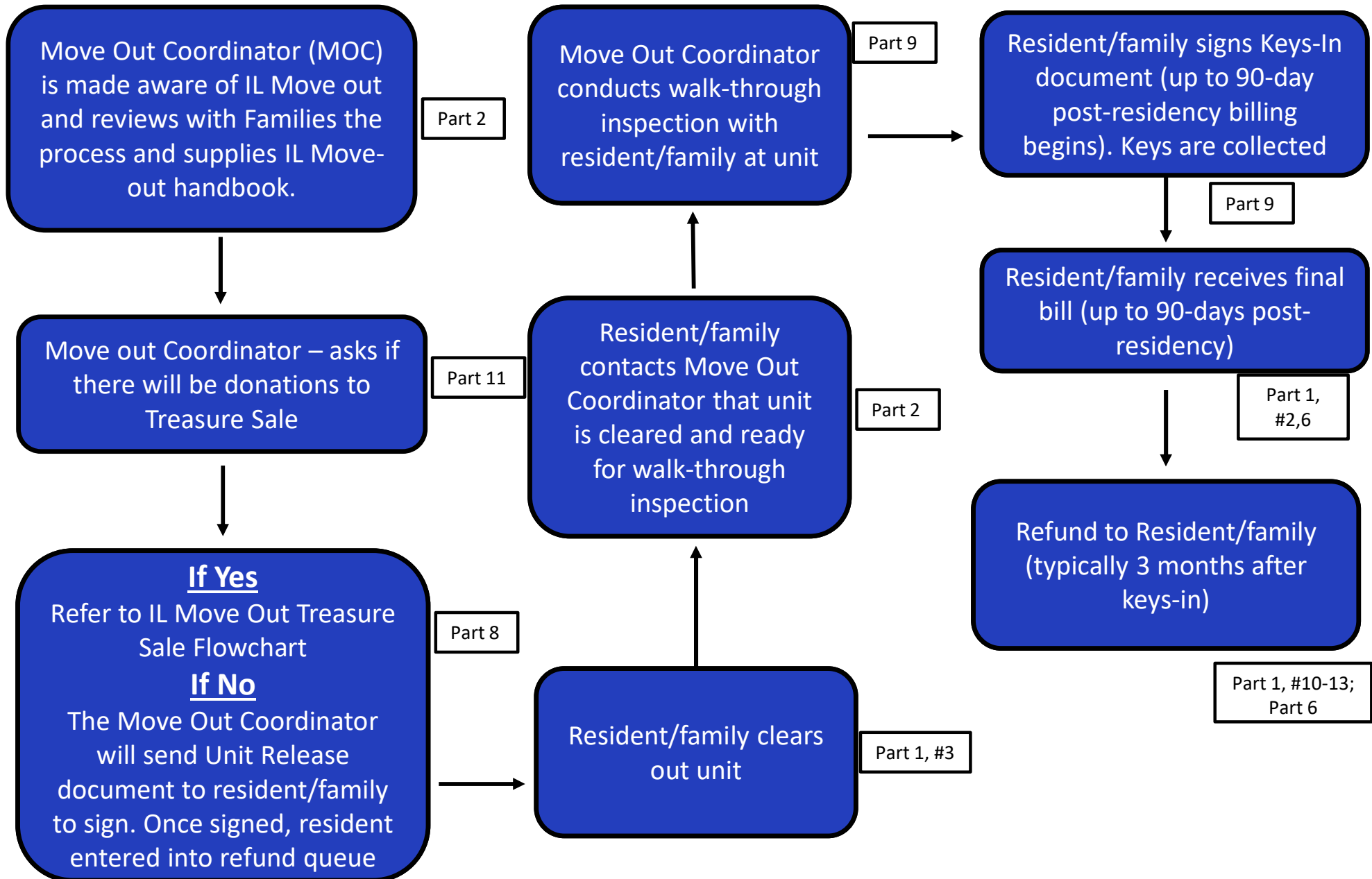
QUESTIONS REGARDING	PERSON/DEPARTMENT	PHONE NUMBER
Main Phone Number		410-737-8838
Social Worker/Grief Support	Resident Life	Ext. 6018057
Funeral/Memorial Services	Pastoral Care	Ext. 6018530
Catering	Catering Coordinator	Ext. 6018938
Transportation	Shuttle Services	Ext. 6018448
Guest Rooms	General Services	Ext. 6018190
Donating Items	Philanthropy	Ext. 6018892
Release Storage Bin	General Services	Ext. 6013783
Release Parking Space	General Services	Ext. 6013783
*Trash Bins/Flat beds	General Services	Ext. 6013783
Access to Living Unit	Security	Ext. 6018806
Turn in Keys and Release Unit	Move Out Coordinator	Ext. 6013711
Medical Office		Ext. 6018590

Move-out from Independent Living

Independent Living Move Out Process – 100% Refund

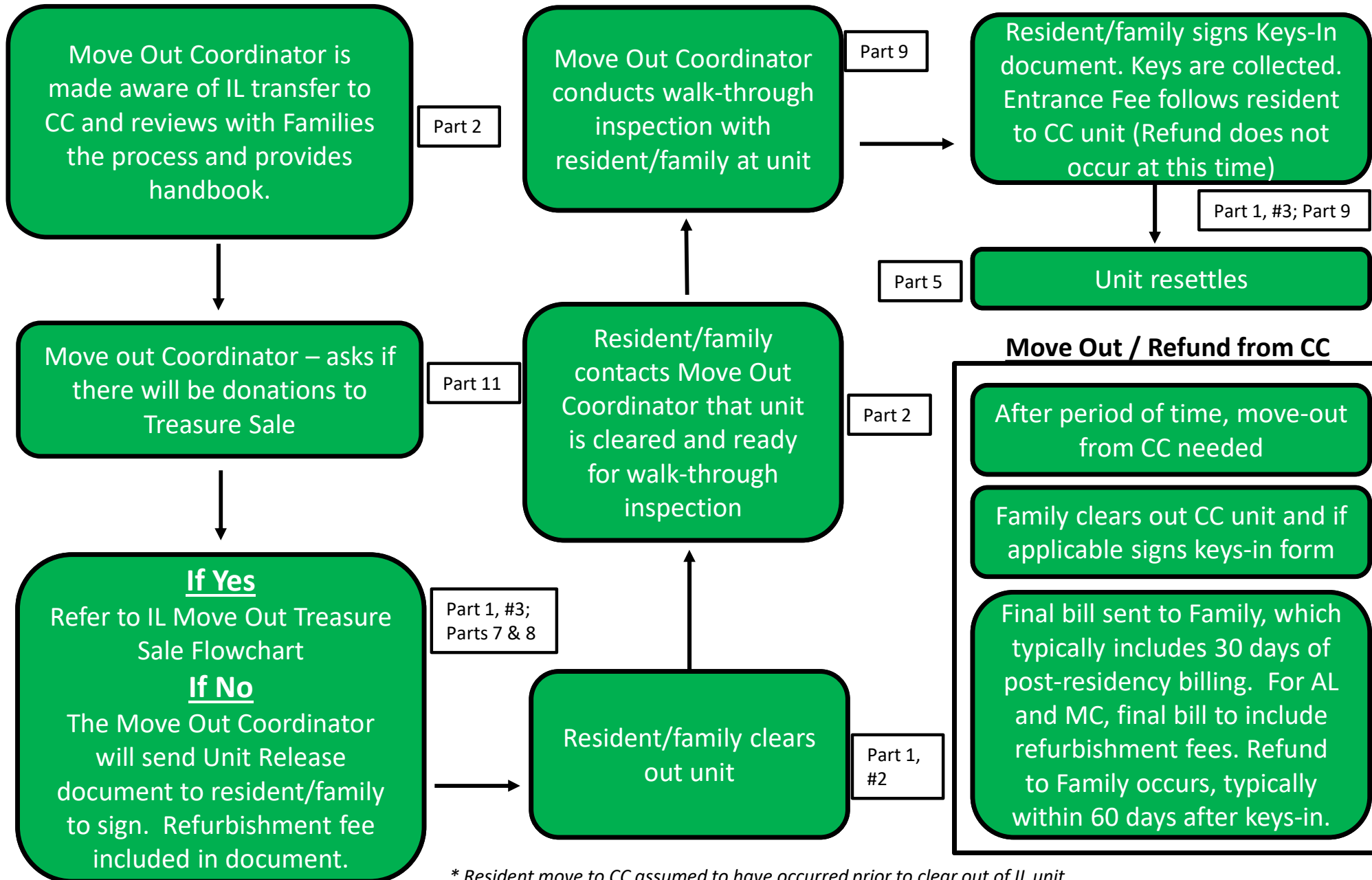


Independent Living Move Out Process – 90% Refund



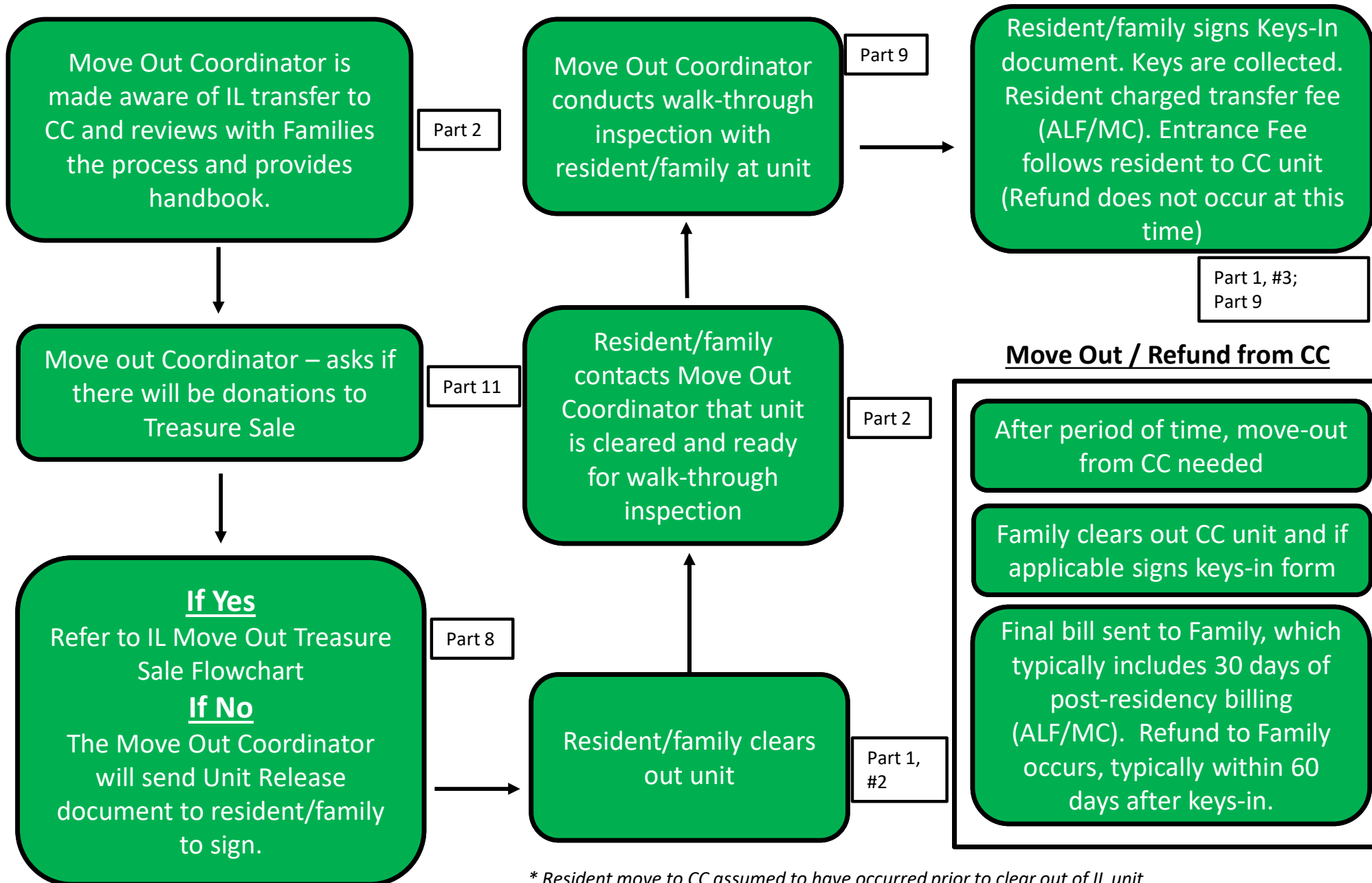
Transfer from Independent Living to Continuing Care / Move-out from Continuing Care

Independent Living Transition to Continuing Care Process - 100% Refund



* Resident move to CC assumed to have occurred prior to clear out of IL unit

Independent Living Transition to Continuing Care Process - 90% Refund



* Resident move to CC assumed to have occurred prior to clear out of IL unit

Move-out Process w/Treasure Sale Donations

Independent Living Move Out Process w/ Treasure Sale Donations

Effective 1/1/25

