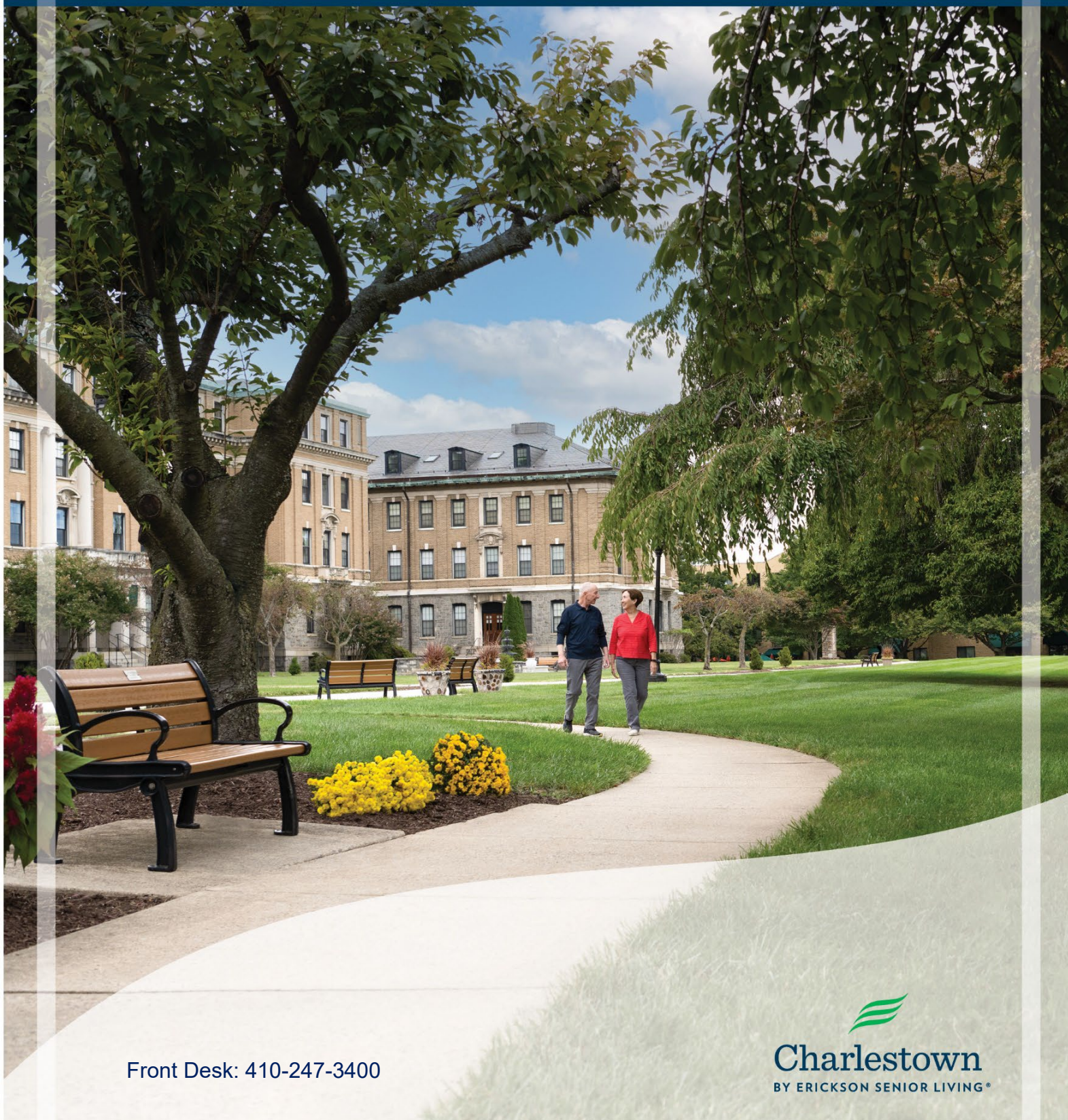


2026 Charlestown Resident Handbook



Front Desk: 410-247-3400


Charlestown
BY ERICKSON SENIOR LIVING®

Erickson Senior Living Mission

We help people live better lives.

Charlestown Mission

Charlestown's Mission is to provide a home for life in a vibrant senior community where residents and staff flourish.



FOREWORDS

Dear Charlestown Resident,

On behalf of the entire community, I would like to extend a warm welcome to you as our newest residents!

This Resident Handbook is intended to serve as a valuable reference guide as you settle into our community and your new residence. The handbook also provides helpful perspective to support the promotion of harmonious living at Charlestown.

Occasionally, we need to make changes to the handbook and the policies herein. An updated handbook is published annually, and copies are available at each front desk and on MyErickson.com. Take note that even more information and timely updates are available to you anytime via MyErickson.com, the My Erickson App and cable television Channel 972.

We are thrilled to have you join our vibrant and diverse community, and we hope that you will find comfort, happiness, and a sense of belonging here.



Don Grove
Executive Director

Dear Charlestown Residents,

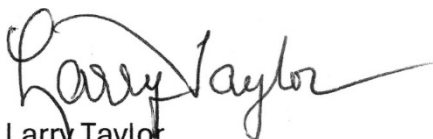
The handbook highlights programs, activities, and social opportunities throughout the community. These resources can help residents meet neighbors, pursue interests, and maintain an active lifestyle, all of which contribute to overall wellbeing.

It offers clear, accessible information about community guidelines, services, and amenities so residents can better understand what to expect, where to find support, and how to feel more confident in their daily life at Charlestown.

For families and staff, the handbook is a valuable reference that helps align everyone with Charlestown's mission and policies. This shared understanding supports clear communication and collaboration, contributing to a harmonious living environment where residents feel supported and valued.

I encourage you to keep this handbook nearby and refer to it whenever you have questions about community life, available resources, or ways to become more involved here at Charlestown .

Thank you for taking the time to review this handbook and for helping make Charlestown a welcoming, informed, and connected community.



Larry Taylor
President, Residents' Council

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Telephone Numbers At-A-Glance

Here are some instructions to simplify using our phone system:

To connect with a member of the staff, we encourage you to use our automated system by dialing 410-737-8838 and entering the appropriate extension (listed below). Remember to enter the number sign after entering the extension, or the call will not go through. (ex: 410-737-8838, ext. 000-0000#.) Residents can also dial only the 7-digit extension number when using a landline telephone.

If you do not see the extension you are searching for, dialing 410-247-3400 will connect you to the Front Desk Operator. Personal and Departmental extensions are listed below:

Department	Extension Number
<i>Administration</i>	
Executive Office	601-3527
	601-3528
Finance	601-8800
Billing Questions & Monthly Statement Support	601-8800
Sales Office	601-8830
<i>Dining Services</i>	
Dining Administration	601-8333
Catering	601-8934
Atrium Restaurant	601-8752
Café on Main	601-8934
Chesapeake Restaurant	601-8521
The Bar at the Chesapeake	601-8521
The Terrace	601-8336
Shortline Café	601-8531
Fireside Restaurant	601-8329
<i>Erickson Advantage</i>	
Manager	601-3110
Customer Care Representative	601-3200
<i>General Services</i>	
Security & Emergency Services	601-8806
Alert Notification Line	410-314-7944
General Services Customer Service	601-3783
<i>Maintenance, Grounds, Painting, Storage Bins, Guest Rooms, & Reserved parking</i>	
Housekeeping	601-8595
Transportation	601-8448

<i>Guest Room Telephone Numbers</i>	
Arborside 8-208	410-247-1755
Brookside 104	410-242-0321
Caton Ridge 115	410-314-2101
Herbert's Run 1	410-242-1623
Herbert's Run 2 (Studio)	410-242-1992
Herbert's Run 122	410-242-3420
Fountain Hill 1-210	410-242-5208
St. Charles South	410-242-4163
St. Charles North	410-242-4852
Guest Room Reservations	601-8595
*Note- Guests must be at least 21 years of age to reserve a guest room.	
<i>Hair Salons (PS Salon)</i>	
Cross Creek Station	410-247-5234
Main Street	410-247-9563
Charlestown Square	410-960-9099
Continuing Care	410-960-4378
Caton Woods	443-297-3750
Wilton Overlook	410-247-8309
<i>Health Services</i>	
Medical Center	601-5602
Medical Center Outside Line	410-247-5602
<i>Home Support Services</i>	
Home Support Scheduling Services	601-8801
<i>Certified Home Health Care</i>	
Certified Home Health	601-8825
<i>Mental Health Services</i>	
Mental Health	601-8121
<i>Outpatient Rehabilitation</i>	
	601-8859

<i>Resident Life</i>	
Resident Services Neighborhood Coordinator... Fountain Hill (Bldg. 1) Maple Terrace (Bldg. 2) Edgewood (Bldg. 3) New Carroll (Bldgs. 3&4) Courtyard Crossing (Bldg. 7) Arborside (Bldg. 8) Greentree Court (Bldg. 9) Parkview Harborview Floors 4-6	601-8819
Resident Services Neighborhood Coordinator... Brookside Caton Ridge Chapel Court	601-8804
Resident Services Neighborhood Coordinator... Herbert's Run St. Charles Harborview Floors 1-3	601-8816
Resident Services TV Studio Volunteer Program Community Resources Concert Coordinator Pastoral Ministries Fitness Center Intermissions Program	601-8230 601-8032/8033 601-8133 601-8570/8172/8558 601-8577 601-3530 601-8730 601-3500
<i>Philanthropy</i>	601-8892
<i>Continuing Care</i>	
Administrative Assistant Administrator Assisted Administrator Dining Services Director of Nursing Assistant Director of Nursing Health Care Counselor (CC Sales) Memory Care Manager Continuing Care Social Worker	601-3359 601-8875 601-3715 601-8037 601-8003 601-8839 601-3129 601-3121 601-8405
<i>Food Stores</i>	
Giant Food Store (Wilkins Plaza) Grocery deliveries by Giant Weis Food Market (Maiden Choice Lane)	410-242-4669 www.peapod.com 410-247-7842
<i>Newspapers (residence delivery)</i>	
Baltimore Sun Washington Post USA Today	410-539-1280 1-800-477-4679 1-800-872-0001

<i>Pharmacy and Bank</i>	
Main Street Pharmacy (Located in Charlestown Square)	410-737-8820
PNC Bank (Located in Cross Creek Station)	410-242-1332
<i>Other</i>	
U.S. Postal Service	1-800-275-8777
Resident Computer Help Line (Charlestown)	1-800-677-0211
St. Agnes Hospital	410-368-6000
Social Security Administration	1-877-445-0504
MD Relay Service line for the Hearing Impaired	1-800-735-2258
County Cab	410-788-8000
Senior Ride/County Ride	410-887-2080
Comcast	1-855-638-2855

RESPECTFUL AND HARMONIOUS COMMUNITY LIVING

Erickson Mission and Values

At Charlestown, the Erickson Senior Living Mission and Values guide how we conduct ourselves and the way we do business.

Our Mission

We help people live better lives.

Our Values

We value meaningful relationships.

We seek out and celebrate diversity.

We are friendly and enthusiastic.

We act with integrity.

We strive for excellence.

We are accountable.

We are one team.

Community Living

We're glad that you've chosen to make Charlestown your new home. As you know, you will be living "in community" when you live at Charlestown. Living in community creates an opportunity to develop meaningful relationships with your neighbors as you share meals, take classes, and participate in activities together. This vibrancy and feeling of community is what makes living at Charlestown so special.

At Charlestown, we strive to encourage an environment of harmonious living, where varied perspectives are welcomed and encouraged, and residents feel comfortable in their home.

Community living offers many benefits, but it may also be a new experience for some. You may have neighbors above, below, and on each side of you. No two lifestyles are exactly alike, and your daily activities may be much different than your neighbor's. Please be aware of any activities (such as excessive noise) that could be unintentionally disturbing your neighbors.

We ask you to commit to abide by the policies of the community and to conduct yourself in such a manner to promote the peace and harmony of Charlestown.

Respect for Residents and Employees

Charlestown promotes and upholds an employee code of conduct founded upon Erickson Senior Living Values, respect for residents, their families, and other employees. It obligates each employee to treat individuals with dignity, to recognize and value diversity, and to refrain from any treatment which violates inherent personal rights. Any employee who breaches this code of respectful conduct will receive corrective action appropriate to the offense, up to and including termination of employment.

Residents are asked to reciprocate this behavior in their relations with employees and other residents. Charlestown does not condone any action, verbal or non-verbal, toward an employee or resident which breaches normative standards of respectful behavior. Actions, comments, and/or innuendo which deviates from accepted social codes of conduct, or which could be construed and/or interpreted as being derogatory, discriminatory, or harassing will not be tolerated.

We understand and respect that people hold different perspectives, and we always welcome open, respectful dialog. However, we will not accept actions that can have a hurtful and divisive impact on our community.

If you have a concern about your neighbor's activities, communicating with your neighbor in a positive fashion is the surest way toward understanding each other's needs and resolving the daily issues that varying lifestyles bring. There is a good chance that your neighbor does not realize the impact they are having on you.

If you have made attempts to resolve an issue with your neighbor and feel that the problem continues, please contact your Resident Services Coordinator. He or she can partner with you to problem-solve and facilitate dialog with your neighbor.

In addition, residents should respect the privacy of other residents and employees both in person and on social media platforms. Residents should not take photos, video or audio recordings, or post any such photos or recordings without consent. Failure to observe this code of conduct is a serious offense and will be investigated by the Community.

Residents' Association

The Charlestown Residents' Association was established in 1986. As a resident, you are a member of the Association whose objectives are:

- To promote the health, comfort and safety of the residents of Charlestown.
- To enhance participation of the residents in the daily activities of the community.
- To encourage mutual efforts between residents and management to improve welfare and services and to control expenses.
- To foster communication between the residents and management.
- To monitor legislation concerning the welfare of retirement communities.
- To maintain a cordial relationship with the Board of Directors of Charlestown Community, Inc.

A meeting for the full membership of the Association is held annually on the second Monday of August. This meeting reports on the activities of the Association for the preceding twelve months, introduces Council members, installs officers and conducts any other necessary business.

Residents' Council

The Residents' Council administers the affairs of the Council and the Association. It is an oversight group that works with the Board of Directors and Management of Charlestown to serve the best interests and priorities of the Residents in a cost-effective manner. Twenty-one members of the Association are elected by the Association to serve as the Residents' Council. Seven members are elected each year, and members of the Council serve a three-year term. A President, Vice President, Secretary, and Treasurer are elected each year by the Council Members, and serve as officers of the Council and the Association.

The Council meets on the First Tuesday of each month at 3:00 p.m. in the Auditorium. All residents are welcome to attend and observe these meetings.

Additionally, the Council meets monthly in a group work session.

The Council has established a group of standing committees, whose members are Council members and interested members of the Association. Committees interact with residents and with designated administrative or management contacts.

The standing committees are:

Benevolent Care, Health Services, Bylaws, Policies and Procedures, Housekeeping, Communications, Legislative/Political, Conservation, Maintenance and Engineering, Dining Services, Nominating and Elections, Finance, Resident Life, Grounds, Safety and Security

An up-to-date listing of the officers and members of the Residents' Council and the chair of each committee is posted on My Erickson and on the bulletin boards serving the various community buildings and includes addresses and telephone numbers. Residents with questions, concerns, or comments are invited to contact appropriate members of the Council or its committees. Additionally, the Residents' Council maintains a website intended to enhance the residents' enjoyment and participation in the daily activities of the Charlestown Community.

The website address is <https://ccicharlestown.org>. Written comments or concerns may also be sent by in-house mail to RESIDENTS' COUNCIL, ROOM HR-142 or by using one of the Council Communications forms found on My Erickson under Forms.

Attire

When moving about the campus, residents, guests, visitors, and employees are asked to wear appropriate clothing. These include shoes and shirts in the public areas and shoes or

sandals and a cover-up when returning from a swim.

Pets

Residents are welcome to bring their pet when moving into Charlestown. Before bringing pets, residents should consider that the community is a large, active space with many residents, employees and visitors and not all pets are well-adapted to the environment. Residents should be mindful of space reasonably needed for larger pets and also should be aware of any local regulations that require a special kennel or breeder's license for a larger number of pets which the Community cannot fulfill. Receptacles and bags for dog waste may be provided. Please respect your residence and the community when walking your pet outside. Pet owners should review the guidelines listed in Appendix F, Pet Owner Registration and Pet Owner's Guidelines.

Smoking

Charlestown supports a smoke-free environment and has a non-smoking policy for the community. This includes cigarettes, e-smoking and vaping. Residents may not smoke in common areas nor in their residences. This policy also applies to employees, visitors, and contractors while in the community. Please be aware that, if you smoke in your unit, smoke remediation work will be required when you vacate and will substantially increase the refurbishing charges for that unit.

Solicitations/Fundraising Materials

At Charlestown, we value the comfort, privacy, and enjoyment of all residents. To help maintain a welcoming and respectful environment, resident-to-resident solicitation is not permitted. However, you are welcome to meet with your friends or neighbors in a private setting if you wish to share information or participate in activities together. This approach helps ensure that community spaces remain enjoyable for everyone while still allowing personal connections to flourish. Residents should not distribute solicitations to others by leaving materials on package shelves or at/under resident doors. Please speak to the Administration office team for further clarity on this.

Speed Limit

Safety is of primary importance at Charlestown. **Pedestrians always have the right of way** and are asked to use the sidewalks whenever possible. We maintain and enforce a maximum speed of **15mph** on campus. Please notify your guests of this important policy.

Cell Phone

Residents and their guests, vendors and employees are requested to avoid use of cell phones while in the dining areas, chapel or theater. We suggest cell phones be kept on "vibrate" mode while in the community buildings.

Visitors

Visitors are always welcome on our campus! Visitors and guests must enter the community using the visitor lane and make contact with the Gatehouse Officer. Residents can notify the

Gatehouse in advance that they are expecting a guest in order to keep the screening time at the gate to a minimum. For safety and security reasons, when an individual attempting to visit is unable to be verified, they may be denied entry to the community.

Visitors and guests may not park in resident reserved parking areas. Vehicles that are improperly parked may be subject to corrective action by Management including citations issued by Security. Residents will be financially responsible for fines incurred by their visitors, guests or private contractors.

Visitors and guests should always enter through the Clubhouse Entrances. All visitors are required to also sign in at the front desk upon their arrival. Accurate records of visitors are critical should an emergency situation develop.

If you have family or friends who visit often, we invite you to sign them up for our Family and Friends Registered Guest Program. They'll save time and enjoy more conveniences than nonregistered guests. There is a one-time fee. Please contact General Services for more information.

Reporting Compliance Concerns

If you believe you observed unethical, illegal, or suspicious behavior in the community, we ask that you report your concerns to us.

There are a variety of ways to report your concerns, including contacting the leader of the department from which your concern arises, the Executive Director's office, or the Associate Executive Director who serves as the liaison to our Corporate Compliance department. Another option is the Erickson Values Line, available 24/7 at 844-569-1392 or visit ericksoncompliance.ethicspoint.com. If you prefer, you can remain anonymous on the call or web submission. Any action that potentially violates state or federal laws or our policies should be reported, such as violations of the privacy of sensitive information of residents or employees, mistreatment of a resident, concerns about workplace treatment, clinical documentation or billing concerns, or other compliance concerns.

Our non-retaliation commitment: We prohibit any form of retaliation against a resident or resident family member who uses the reporting system in good faith.

ADMINISTRATION

The Administration Office is located on the first floor of Charlestown Square, behind Main Street Pharmacy. Office hours are Monday through Friday from 8:30 a.m. - 5:00 p.m. We welcome every opportunity to assist you.

Notary Services

Twice a month, Weinkam & Weinkam, PA provides on-site notary services at Charlestown at Noon in the Charlestown Square Craft Room. Please call the administration office for exact dates and times. Weinkam & Weinkam, PA will not notarize legal documents that have been drawn up by another attorney, such as Last Will & Testament, Powers of Attorney, Advance

Care Directives, and Living Trusts. Residents are also welcome to visit the offices of Weinkam & Weinkam, PA. They are located at 1002 Frederick Road, and they can be reached by telephone at 410-744-3256.

Notary Services are also available at The Catonsville Pharmacy which is located at 6350 Frederick Road. They can be reached by telephone at 410-744-5959.

M & T Bank at Wilkens Plaza has notaries and offers free notary service. Their phone number is 410-277-7128.

Adding Friends to our Mailing List

If you have friends who would like to learn more about Charlestown, please ask them to call the Sales & Marketing Office. At their request, we can send an information kit or add their names to our list to receive future issues of our publications and invitations to special events.

Renter's Insurance

Renter's insurance, including personal liability insurance, is required for all residents to protect the contents of their residence from loss or damage to furniture, clothes and valuables and including personal liability coverage. The insurance should also cover storage bins, should the resident decide to rent one. Please confirm this with your insurance provider. Charlestown has building insurance for the physical structure of the community.

Billing Information

Monthly statements are generally available in your mailbox by the 9th business day of each month. Your monthly statement will include a standard monthly service package charge (payable in advance) plus any ancillary charges that were incurred for the prior month. Please review your Residence and Care Agreement and the Disclosure Statement for a listing of what constitutes an Ancillary Charge. In addition, you can review the Ancillary Fee Schedule which is published each year for additional information on services available and corresponding rates.

If you feel there is a discrepancy with your monthly bill, please call our Community Finance Office at 410-737-8800 or email us at CBI@erickson.com.

Payments can be made by the following methods:

- Mailed to the address noted on the statements:
Charlestown Community, Inc.
P.O. Box 45736
Baltimore, MD 21297-5736
- Charlestown's on-line billing and payment system. Contact the finance office at 410-737-8800 for set up instructions.

- Automatic Debit. Contact the finance office at 410-737-8800 to have an authorization form sent to you.

We encourage you to take advantage of our Direct Debit payment option. This is a convenient, secure and hassle-free way of paying your monthly bill without having to write a check. Applications may be picked up in the Finance Office, located on the first floor of Harborview.

Non-Occupancy Credit

For Non-Occupancy Credit, please see Safety and Security.

Gifts, Tips and Gratuities for Employees

Charlestown has a very firm policy prohibiting staff members from receiving gifts, tips or gratuities from any resident or guest. This policy provides protection in a number of ways:

- For employees who are equally deserving but not as visible as those to whom tips might become a subsidy
- Keeps residents from being taken advantage of
- Residents who cannot afford to tip

Employees who accept tips from residents do so at the risk of their job, so your cooperation in this area is very important.

If you wish to recognize the dedicated work of our excellent staff, you are encouraged to do so by contributing to the residents' annual **Staff Appreciation Fund** which is distributed during the holidays to all hourly employees. For more information on the Staff Appreciation Fund, please contact Resident Life.

Your Employees and Contractors, Registration

Although Charlestown provides most of the services you may need, residents have the right to hire their own employees and contractors to provide services in their residence.

For the Charlestown Security Department to track entrance to the community, all regularly scheduled resident employees and contractors must register with Charlestown at least 7 days prior to starting work for the resident. Failure to register may cause a delay or denial in the employee or contractor gaining entrance into the community. To register a contractor, please contact the front desk.

Charlestown has the right, but not the obligation, to require the resident's employee or contractor to provide or submit a criminal background check, proof of adequate liability insurance and/or request references. A contractor or employee may be denied access to the community upon failure to abide by Charlestown policy and procedures for the safety of the community or if a criminal background has been determined. Please contact Human Resources for more information on criminal background checks.

- a. If you hire an employee/contractor, you may be responsible for paying social security taxes, unemployment insurance, over-time pay, and for withholding state and federal taxes from the employee's paycheck in accordance with the law.
- b. If you hire an employee/contractor you may be responsible for obtaining workers compensation insurance. If your employee/contractor is injured on the job or in your residence, you may be liable. Charlestown is not responsible for such injuries to your employee/contractor.
- c. If you hire an employee/contractor, you may be responsible for providing an I-9 form per requirements of the U.S. Department of Homeland Security, documenting your employee's employment authorization.
- d. Charlestown is not responsible for providing substitute staff due to the absence of your employee/contractor.
- e. If you hire an employee/contractor, you are liable for the actions of that contractor including but not limited to any damages to the Charlestown property or the property of other residents or employees caused by your employee/contractor while at Charlestown.

Charlestown Employees Working for Residents:

Charlestown spends significant time recruiting and training its employees. Residents are not permitted to hire Charlestown employees, whether current or former employees, and Charlestown employees are not permitted to work privately for residents, either directly or indirectly through another agency.

Resident Grievance Procedure

On rare occasions, a resident may remain dissatisfied with an issue to the point where they wish to pursue the matter beyond the office of the Executive Director. In accordance with Maryland Law, and in cooperation with the Residents' Council, the Charlestown Board of Directors provides a formal grievance procedure for such matters. The procedure established by the Council for this purpose is as follows: When a resident/family has a concern, they are encouraged to contact the appropriate department, group or resident that is the source of this concern.

- a. If the concern/issue is unresolved, the resident/family is encouraged to contact the Residents' Council. There is a form in My Erickson called Communication Form, which can be used for this purpose. Upon receipt of this form, the Residents' Council will assign the issue/concern to the appropriate Residents' Council Committee for investigation with the goal of resolving the issue/concern.
- b. If unresolved, the President of the Residents' Council will review the issue/concern with the Charlestown Executive Director.
- c. If the issue remains unresolved, the resident has the option to initiate a formal Grievance Procedure.

A Grievance committee comprised of residents, Board Members and staff, will hear both sides of the issues and render a judgment. Copies of the Grievance Procedure can be obtained by request through the Administration office.

RESIDENT LIFE

Resident Life Overview

The Resident Life Department supports quality of life for all residents at Charlestown. Our goal is to support residents in being active at any age or stage of life. Resident Life includes the following areas:

- Community Resources (groups, clubs, organizations, programs and classes)
- Volunteer Program
- Fitness Program, physical fitness and aquatic center
- Community Television (in-house station)
- Pastoral Care (spiritual life)
- Resident Services
- Home Support
- Certified Home Health
- Intermissions
- Memory Support Programs

The Resident Life staff is responsible for working with residents to develop programs that directly impact the social, emotional, psychological, intellectual, creative, and spiritual welfare of residents.

The Resident Life Department provides a wide variety of services, from facilitating community activities to helping residents get the support they need from both internal and external resources.

Please feel free to contact your Resident Services Coordinator about any questions or concerns you have regarding your individual needs, or about services which might be available.

Memory Support Programs

Memory Support is available to all Charlestown residents. This program can help anyone, from those who want to prevent memory problems to those who need more support because of memory loss-related illnesses. The Memory Support Program has three components: **Memory Fitness, Memory Health, and Memory Care.**

Memory Fitness is a wellness program offered to residents who are worried about their memory. Participants learn strategies and techniques to enhance memory, increase physical fitness, reduce stress, and adopt brain-healthy eating habits. This is a five-week, 10 session classroom-based program offered twice a year.

Memory Health is a planned approach for residents living independently who show signs of mild cognitive impairment or possibly an early diagnosis of memory loss. Supportive services include our Medical Center, the Intermissions Program, Cognitive Training through Speech

Therapy, and Mind Over Matter resource materials.

Memory Care is designed to provide supportive memory care services to those residents living in the Continuing Care neighborhoods of the community. The program encompasses three levels of engagement from individual achievement to group involvement and also incorporates daily activities providing personal meaning, optimal independence, satisfaction, and overall enjoyment of life.

Community Television

Charlestown features its own in-house cable stations; Channel 972, and Our Lady of the Angels Chapel Channel 971. Channel 972 connects you to the day's events, upcoming events, and other pertinent information about life at Charlestown. The studio is located on the terrace level of Cross Creek Station. The TV station is operated by a team of staff and resident volunteers.

Religious Programming Guidelines Community TV-Channel 972

In the spirit of Harmonious Community Living, expressions of religious faith such as the reading of scripture, devotions and prayer are welcomed on Channel 972. This includes daily devotional shows and seasonal programs related to the celebration of religious holidays.

Religious programming will include positive and supportive messaging to uplift the community (no divisive or judgmental language) and will air in a time slot separate from the Charlestown Today program.

The Charlestown Today Program airs at 10:00 a.m., Noon, 4:00 p.m., 8:00 p.m., and 10:00 p.m. Monday through Friday. There is special programming on the weekends. Channel 972 is intended to inform, educate and entertain our audience with community news and activities related to life at Charlestown.

Guidelines for Religious Expression at Charlestown

All residents have the right to pursue religious expression or not to be involved in religious activity. Since residents do not all share the same faith group, the following guidelines are suggested for Harmonious Living at Charlestown:

- Residents interested in religious activities may gather with like-minded people in their residences, private dining areas, or a reserved activity room on campus.
- Residents may announce their activity via literature sent through campus mail or emails. The announcements must include the caveat that individuals may opt out of receiving such communications.
- Residents have the right to wear religious apparel or jewelry in public areas.
- Meeting announcements (what, where and when) of religious interest may be posted on bulletin boards and on Channel 972 following the existing policies outlined in the Resident Handbook.
- Other than traditional holiday displays, no resident sponsored religious signs or literature may be posted or distributed in public places, hallways, laundry rooms,

elevators, and dining rooms.

- Residents may decorate their door and shelf with religious content (while always considering Harmonious Living). Any decoration should stay within the doorframe and the shelf to the side of the door.
- Residents wishing to develop religious programs should adhere to the Charlestown Religious Programming Guidelines Community TV Channel 972 dated March 8, 2017. Adopted by the Harmonious Living Task Force – March 13, 2017.

Guidelines for Respectful Political Expression at Charlestown

"Political expression" refers to communication related to public policy, governmental actions, elections, candidates for office, or political issues. It does not include personal expressions of faith, cultural identity, heritage, charitable causes, supportive community messages, or other forms of personal expression that do not involve election-related advocacy or campaigning.

While Charlestown respects the right of political expression, all political speech and activity must be conducted in a manner that is in keeping with our community culture and values. We recognize that certain topics—including political, social, or personal beliefs—can be sensitive to others. We ask that you please be mindful of how your words and actions may affect those around you. Respectful and considerate expression helps maintain a welcoming and inclusive community for all.

To maintain a safe and welcoming environment for all residents, political expression that is reasonably perceived as offensive, harassing, or demeaning to others based on their political beliefs, identity, or background is prohibited.

This includes, but is not limited to:

- Hate speech, discrimination, or threats
- Harassment, name-calling, or inflammatory language
- Use of slurs, derogatory language, or inflammatory symbols related to political ideologies or movements
- Content that incites hostility or targets individuals or groups with the intent to demean or provoke
- Repeated, aggressive, or passive aggressive political messaging in spaces where such discussion is not appropriate or invited
- Political displays or statements that violate our rules regarding Respect for Residents and Employees

Guidelines for Political Activity at Charlestown During Election Cycle

All residents have a right to pursue political interests or not to be involved in political activity.

The Charlestown procedures and principles related to political activity on campus follow in the text below.

All political forums/events and invitations to elected officials or candidates should go through and be sponsored by the political interest groups and be approved by Charlestown Administration per our procedures. Residents interested in candidates for public offices may gather with like-minded people in their residence, private dining areas, or a reserved activity room on campus.

No political campaign literature or materials shall be posted, distributed, or displayed in common areas.

Common areas include, without limitation:

- Community roads
- Clubhouses
- Activity boards
- Dining areas
- Hallway
- Areas viewable from common areas, including:
 - Residence doors
 - Windows
 - Hallway package shelves
 - Patios and balconies

Residents may notify others of group or club meetings with approval. All “cubby-stuffed” notices must be approved by Resident Life or Administration. Please bring flyers or notices to Resident Life for an approval signature. Residents may not distribute political candidate literature in cubbies or leave it at or near individual residence doors or package shelves. Official communications from elected officials in their official roles may also be approved for distribution to residents at the discretion of the Administration Office.

Political campaign literature or materials means any written, printed, electronic, or visual material that:

- Advocates for or against the election or defeat of a candidate for public office at the local, state, or federal level;
- Endorses, promotes, or opposes a ballot measure, referendum, or initiative; or
- Contains slogans, imagery, or messaging commonly associated with a political

campaign.

On election days, the community designates special locations outside the polling areas where political material may be distributed, as defined by the local election rules.

Community Resources: Groups, Clubs, Organizations, Programs and Classes

Our Residents are the greatest resource for our community life. Many have talents that they may wish to share or abilities they have yet to discover. Community Resources helps residents find opportunities to start their own clubs, teach or join in classes, and pursue their own ideas and creative interests.

All daily programs and events can be found in My Erickson. Additional notices are posted on bulletin boards, digital signs and on the Community Television station. This information is available online via “My Erickson” at www.MyErickson.erickson.com or the Charlestown Residents Website at <https://ccicharlestown.org>.

Pastoral Care

Two independent congregations are available within the Charlestown Retirement Community: ***Charlestown United Protestant Church*** and ***Our Lady of the Angels Catholic Community***. Together, the staff of both congregations comprise the Charlestown Pastoral Care Department.

Pastoral Ministries seeks to honor and assist residents in the growth and expression of their spiritual lives, and to foster an atmosphere that respects all faith traditions and spiritual perspectives. We respond to the religious and spiritual needs of various resident groups, assist in the development of worshipping faith communities, encourage a spiritual perspective in life, and celebrate an environment of diversity. Programs include on-campus worship services, referrals to houses of worship, interfaith events, opportunities, for learning about diverse faith traditions, and classes and groups for spiritual growth and development.

Faith Groups

Other religious groups, run by residents, sponsor many diverse spiritual activities at Charlestown. A sampling of groups follows:

- Jewish Community
- Lutheran Ministries
- Unitarian Universalists

Resident Services

Resident Services is a professional support service designed to assist residents in living a successful life at Charlestown. Our philosophy of practice is “to maintain individuals at their highest level of functioning and independence within the least restrictive environment.”

A Resident Services Coordinator is assigned to each neighborhood and will intervene when help is needed for any concern. Staff can meet with residents and their families in a resident's apartment or in staff offices. Appointments, although not required, are recommended to ensure adequate time can be dedicated to discussing residents' needs.

A knowledgeable Resident Services Coordinator is available to:

- Support residents when they are concerned.
- Advise residents of available resources.
- Discuss services and care at Charlestown with residents and their families.
- Assist with the Resident's transition to Charlestown and through life's changes.
- Offer guidance and advice about end-of-life planning and estate management.

At all times, confidentiality is strictly protected.

Resident Service Coordinators facilitate and publicize various support groups for residents, as needed. These groups may include the following:

- Alzheimer's / Dementia Care Givers
- Caregivers'
- Hearing Loss
- Low Vision
- Memory Health
- Parkinson's

The Security Department will provide File of Life forms to each resident. These forms will provide us with vital information to enable us to better assist you in emergency situations. If you have any questions, call your Resident Services Coordinator. For more information on the File of Life, please see the Emergency Medical Services section of this handbook on page 48.

Advance Directives forms are also available through Resident Service Coordinators.

Other helpful forms, such as Voter Registration, may be available through Resident Life. Information regarding your end-of-life wishes, wills, trusts, etc., should be shared with your Resident Services Coordinator.

Intermissions

The Intermissions program is a community-based enrichment program developed to address the needs of residents who require additional structure and meaningful activity in their lives due to memory loss. The Intermissions Program provides a break in the day for caregivers and stimulation for residents participating in the program. The activities are designed to promote the highest possible level of physical, cognitive and social well-being. Some examples of offered programming are creative arts, baking, flower arranging, trivia, word search games, and cross word puzzles, as well as walking, dancing, and physical exercise. The Program meets Monday through Friday from 9:30 a.m. - 2:30 p.m. and includes

lunch in the Fireside Dining Room. A FREE trial day is offered to all perspective participants. For more information, please call the Intermissions office.

Volunteer Program

Did you know that nearly 50% of Charlestown residents are involved in volunteer activities on campus? Whether you can spare a few hours a week or a month, we have many on-campus volunteer opportunities and flexible hours available. We believe that volunteer activities should be meaningful and fulfilling. Consider “customizing” your own activity. Think of the skills, knowledge, or talent that you could share from your experiences/hobbies. Contact the Volunteer Program office and reap the many benefits of volunteering.

Fitness Center Program

Charlestown’s Fitness Center is located on the first floor of Charlestown Square. The Fitness Center serves as the hub of our Wellness Department. The Fitness Center contains modern strength and cardio-fitness equipment. Membership to the fitness center is free to all residents; there are nominal fees associated with classes and training sessions. Individualized sessions with our Fitness Specialists are available to start residents on a personalized fitness program. Please note that outside personal trainers are not permitted.

Charlestown has a holistic approach to health and fitness which may include traditional classes in stretching, water and land aerobics, walking, strength training, balance classes, yoga and meditation, as well as on-going orientations to the Fitness Center equipment.

Our community encourages all residents to engage in an active program of fitness under the care of your physician. Please visit the Fitness Center to obtain a membership packet and enrollment forms. No individuals under 18 years of age may use the Fitness Center equipment.

Flex Fitness Center

The Flex Fitness Center, located in Cross Creek, is open 24/7 and Fitness Specialists are available (by appointment only) to help with orientation to the gym and personal training. A code is required to enter this space and is given after registration and orientation are completed.

Pool and Aquatics Center

Charlestown’s all-season Aquatics Center features a heated swimming pool, whirlpool spa, and a spacious indoor pool deck that extends to an outdoor atrium with plenty of comfortable seating to relax while drying off. Lockers, changing space, and showers are available in the adjacent locker room. Pool depth ranges from three to five feet.

The pool is open: **Monday – Friday** 6:00 a.m. - 4:00 p.m., closed for lunch Noon - 1:00 p.m.

Monday and Thursday evenings 6:00 - 8:00 p.m.

Saturday 8:00 a.m. - 7:00 p.m., closed for lunch Noon - 1:00 p.m.

Sunday Noon - 7:00 p.m.

The pool is available for all residents and their accompanied guests for recreational and exercise use. All children must be accompanied by an adult at all times. All residents should use the “buddy system.” **IT IS RECOMMENDED THAT YOU DO NOT USE THE POOL ALONE.** If residents bring small children as guests, children must be potty trained before using the pool; no diapers are allowed, including swimming diapers. Children may not use the hot tub. Spa use is limited to those 12 years and older.

If there is a class in the Aquatics Center when you arrive, we simply ask you and your guests to respect scheduled classes and revisit the pool after the conclusion of the class. Feel free to call the Fitness Center or Resident Life for more information.

Home Support Services

Charlestown has a professional, in residence, private duty program of licensed Certified Nursing Assistants (Home Support Aides) who provide a broad range of personal care that can be scheduled from two to 24 hours per day, seven days per week. Some examples of care are:

- Assistance with personal hygiene (e.g., dressing, bathing, grooming)
- Medication Reminders
- Escorts to doctors’ appointments, family and social events
- Companionship; walks around campus
- Light Meal preparation
- Light housekeeping: changing bed linens and making beds
- Laundry services (washing and ironing)
- Shopping at the CCI stores and local grocery stores, via campus shuttle
- Holiday Decorating
- Pet Care (e.g. dog walking and changing cat litter)
- RN administration of daily eye drops, dressing changes, etc.
- RN medication administration

There are no referrals required for home support; you may call that office directly. Home Support staff are available to answer any specific questions you may have and to discuss your individual needs. These services may also be recommended by your health care providers and/or Resident Services staff as needed.

You can reach the Home Support office Monday - Friday from 8:30 a.m. - 5:00 p.m. or contact your Resident Services Coordinator.

Certified Home Health Services

Our team of nurses and therapists are certified by Medicare to provide a wide range of skilled services right in your residence. We work with your physicians to enhance your well-being so that you can regain your maximum potential and attain your highest level of independence. Medicare and Erickson Advantage®, along with other managed Medicare plans, will usually pay 100% for intermittent skilled home health services when ordered by your physician and deemed medically necessary.

For more information, call Certified Home Health, Monday - Friday, 8:30 a.m. - 5:00 p.m.

Hospice Services

Charlestown can coordinate hospice care for terminally ill residents with a physician's order through our relationship with local providers. Please contact your Resident Services Coordinator for more information.

Rehabilitation Services

In the event your physician recommends therapy services, Charlestown offers excellent outpatient and post-acute physical therapy, occupational therapy and speech-language pathology. The Outpatient Rehab Clinic is located on the first floor of Caton Ridge. A Satellite Rehab Clinic is located in Assisted Living. The post-acute rehabilitation clinic (for short and long-term stays) is in Continuing Care. We accept Medicare and Erickson Advantage. Evaluations are scheduled upon receipt of a referral from your physician.

CAMPUS INFORMATION

The Charlestown campus offers many services and activity rooms for your convenience and enjoyment. A list of these services and activities is provided below along with some general information about our campus.

Meeting Spaces

Charlestown provides a variety of public activity areas where residents can hold meetings, classes, and special events in pursuit of their interests and hobbies. Activity rooms and specialty rooms are available for use and include:

- Music/Classrooms
- TV/Card Rooms
- Billiards/Games
- Creative Arts Studios
- Catering Venues

These rooms are scheduled for groups, clubs, organizations, classes and activities and are also available for special events and individual use. All meeting spaces must be reserved through Community Resources.

Bank

PNC Bank, located on the T-level of Cross Creek, offers the following services: Checking Accounts, CDs and Savings Accounts, IRA Accounts, Premium Money Market Accounts, Safe Deposit Boxes, Credit Cards, and ATM/Debit Cards. The bank is open Monday-Friday, 9:00 a.m. - 4:00 p.m. The bank is closed on holidays. An ATM outside of the bank is available for your use 24 hours a day.

Beauty/Barber Salon (PS Salon manages and operates all salons)

The location and hours of operation are listed below:

Main Street:	Tuesday through Saturday, 9:00 a.m. - 3:00 p.m.
Charlestown Square:	Tuesday through Saturday, 9:00 a.m. - 4:00 p.m.
Cross Creek Station:	Tuesday through Saturday, 9:00 a.m. - 3:00 p.m.
Wilton Overlook Salon:	Wednesday through Friday, 8:00 a.m. - 2:00 p.m.
Caton Woods Salon:	Tuesday through Friday, 9:00 a.m. - 3:00 p.m.

Pharmacy

The Charlestown Main Street Pharmacy is located on the first floor of Charlestown Square (CTS). It offers a variety of over-the-counter drugs, personal hygiene products, and other merchandise. If there is an item that you need but do not see, the manager will be glad to try to stock it for you. The hours of operation for the Pharmacy are Monday- Friday, 9:00 a.m. - 5:00 p.m., and Saturdays from 9:00 a.m. - 1:00 p.m.

Delivery service from Main Street Pharmacy is available at Charlestown. Please contact the pharmacy for more information.

Bulletin Boards

The community bulletin boards inform residents about Charlestown activities and events. All bulletin board notices must be approved by the Community Resources Manager, otherwise they will be removed from the boards.

My Erickson

My Erickson is a computer app specifically designed for residents to help them stay informed about upcoming events in the community, get instant campus alerts and messages, instantly access all the dining room menus, review meal plan balance, and have access to information about all our groups, clubs, and organizations right at their fingertips. My Erickson also contains an online resident directory, department directory, and information about the surrounding Catonsville community; plus, so much more!

Computer Labs

Charlestown Residents have access to computers. The resident computer lab has been designated for resident personal use. Residents may not use computers in the lab to access websites or to download or share materials or messages that are obscene or lewd, harassing or hostile, derogatory or threatening in nature, or similarly inappropriate.

The Charlestown Computer Club oversees the labs and membership to the club is open to all Charlestown residents for a yearly fee. The Club has ten computers in two locations (Brookside and Charlestown Square) and has printers for members' use.

In addition, no one may use our resident or guest wireless internet services devices at Charlestown for their personal computers, laptops, smart TVs, mobile or other internet capable devices to access websites or to download or share materials or messages that are

obscene or lewd, harassing or hostile, derogatory or threatening in nature, unlawful or similarly inappropriate.

Please call Community Resources for more information.

Library

The Ruth Houck Memorial Library is located in Maple Terrace and is open for browsing and borrowing reading materials 24/7. In addition, the Baltimore County Public Library Book Mobile visits Charlestown on the 1st Friday of every month at multiple locations in the Community. Please check My Erickson Activities for the most current visit information.

The Charlestown film library is located in the Ruth Houck Memorial library and offers a collection of more than 1,500 titles on DVD. These are available for loaning to all residents, for home viewing.

Your Residence

Charlestown's independent living residences come in a variety of sizes and styles. The following information is provided to you for the use and enjoyment of your residence. For any questions related to your residence, please contact your neighborhood Facilities Coordinator.

GENERAL SERVICES

Service Requests

The General Services Team is here to assist you with your needs! Here are some examples of the services we can assist you with:

- Maintenance Requests
- Reserved Parking Requests
- Storage Bin Requests
- Pest Control Requests
- Replacement Keys
- Residential Housekeeping Services
- Personal Assistance (picture hanging, furniture moving, etc.)

To submit a service request during normal business hours Monday - Friday 8 a.m. - 4 p.m., please use one of the following options:

- Submit a request using the GS Service Request form on the My Erickson app;
- Send an email to CCIWorkOrders@erickson.com; or
- Call General Services at 443-297-3783

If your request is an emergency/safety issue and outside normal business hours, please call Security at 410-737-8806.

There is no charge for scheduled, preventative maintenance of community-provided fixtures and appliances within your residence. Requests for personal assistance with hanging

pictures or mirrors, moving furniture, etc. may be provided for a fee (refer to the ancillary fee schedule).

Facilities Coordinators

Facilities Coordinators are assigned throughout the campus. The coordinator is responsible for the maintenance, cleanliness, and overall appearance of your building. Non-routine resident issues, building inspections, re-occupancy contractor interface, and new resident move-in visits are all part of this team's daily responsibilities. All residents will have a move-in visit either prior to or shortly after moving into Charlestown. They will provide you with valuable campus information. For any specific request contact general services or send an e-mail to CCIWorkOrders@erickson.com

Customizing Your Residence

Feel free to decorate your residence to your own taste by hanging draperies or blinds, painting, wallpapering, or putting up pictures. Be aware, however, that restoring your residence to its original condition upon re-sale will incur additional expenses to you or your estate.

If you wish to make changes yourself or hire an outside contractor, Charlestown must approve changes to your residence in writing. Even small changes can present long-term problems. Please contact General Services to begin the approval process. Charlestown reserves the right to inspect your residence before, during and after such improvements, to enforce its regulations concerning alterations to your residence.

All work performed in your residence must be completed by licensed contractors. Residents must register their contractors with the community prior to beginning work. We request that all documents be provided to General Services two weeks prior to any scheduled work. For further explanation and a copy of the Request Form, please call General Services.

What is a resident contractor?

An entity not employed by the community, hired by a resident to perform cosmetic, electrical, and/or plumbing upgrades to their residence. Note: In accordance with the Residence and Care Agreement, the selection of your contractor and the proposed plans or work must be approved by the Executive Director.

Please note, if you hire an outside contractor, that contractor is responsible for repairing of the item(s) they have provided for you. If you call General Services to repair any items completed by an outside contractor, you will incur a charge for maintenance or contracted service. Please refer to the Ancillary Fee Schedule for the current maintenance charge.

Alterations and Renovations (Custom Interiors)

Charlestown's Custom Interior Services are available to assist you with making your residence your home. They can help with such things as window treatments, upgrades to your flooring, cabinets, and appliances, installing a ceiling fan or crown molding, painting or

wall papering. Feel free to decorate the residence to your own taste. Contact Custom Interiors for a full range of services, costs, and to schedule an appointment. Consultations are free.

Please do not make any permanent changes in your residence involving structural walls or mechanical, electrical, or plumbing systems without receiving permission from General Services. Please be aware that restoring your residence to its original condition (removing wallpaper, etc.), when it is resold, may result in additional expenses.

Maintaining Your Residence

You are responsible for maintaining your residence in reasonably clean and sanitary condition. Please dispose of trash and recycling in proper receptacles for routine disposal. You should also clean up after any pets that you may have and be responsible for appropriate disposal of their waste by cleaning litterboxes, cages, etc. Please try to store your possessions appropriately in the residence and maintain open lanes of travel. If you need assistance with tasks such as housekeeping or downsizing of clutter, please contact General Services who may provide such assistance for a fee (Refer to the ancillary fee schedule). If you observe a pest control concern in your residence, please report this to General Services as soon as possible.

Appliances and Fixtures

Cooling/Heating System and Space Heaters

Every residence is equipped with a climate control system and thermostat. If you have trouble regulating the temperature within your residence, please contact the General Services office for assistance.

The General Services Engineering staff will change the filter in your residence system at a frequency consistent with the manufacturer's recommendation. To have the filter changed more frequently, please contact the General Services office. Additional fees may apply for this service (refer to the ancillary fee schedule).

Due to safety-related concerns, **space heaters and open flames are not permitted.**

Telephone and Internet Service

Your monthly service package includes unlimited local, long distance and international calling as well as wireless internet service. We ask that all residents have a telephone (either landline or cellular) to facilitate response to your requests for assistance in emergencies. If you require a telephone to make inquiries concerning telephone installation or repairs, please use the Courtesy Phone at your neighborhood front desk.

If you need assistance with your phone or internet service, please contact the IT service desk at 1-800-677-0211.

IT Resident Computer Support Services

Residents can reach internal IT professionals through the Erickson Resident Computer

Services at 1-800-677-0211 at no charge for basic troubleshooting and digital assistance. In-Home Support is available for a nominal fee. Quarterly free onsite IT support is provided at scheduled Technology Assistance Days.

Television and Television Connections

Your residence is equipped with **basic HD cable**. To install all services including premium channels, DVR services or to get replacement equipment, please contact Comcast **Bulk Services** directly at 1-855-638-2855. When you contact Comcast, you will not be taken to Bulk Services automatically, you need ask for Bulk Services. We have a script on how to talk to Bulk Services: <https://ccicharlestown.org/2025/04/28/comcast-phone-script/> Upgrades to your cable service (premium channels) will incur additional charges which will be your responsibility.

If you require assistance connecting your television for your initial set-up at move-in, please contact the General Services Office at 443-29SERVE (443-297-3783). There is no charge to connect television sets, program remote controls, battery replacements, and moving furniture and/or entertainment centers to connect service.

Contact Erickson Resident Computer Services at 1-800-677-0211 for assistance with Cable TV service issues in your Independent Living residence that your cable provider is unable to resolve.

Washer/Dryer

Be careful not to overload the washer. When you overload your washing machine, you put extra strain on your appliance. Because everything is overloaded into the drum, clothes will not be free to move around and get evenly clean. In addition, an excessively heavy load will put stress on the bearings of your machine, which in turn could cause premature appliance failure. For larger loads there are larger washers and dryers located throughout the community free of charge. Whether in the community laundry room or your residence follow ALL manufacturer recommendations for washing and drying.

It is important to [clean the lint filter in your dryer before or after each use](#). Keeping the lint filter clean reduces the risk of fire, dries your clothes faster and helps the appliance last longer. Be sure to reinsert the lint filter before operating the dryer. Please contact a Facilities Coordinator for a tutorial.

If you have questions about how to operate any of your appliances or fixtures, contact General Services. A staff member will advise you by phone or will come to your residence for a demonstration. Many of these appliances and fixtures may be new to you, so please do not hesitate to ask for assistance.

Window Coverings

It is expected that residents will provide window coverings of a neutral color showing on the outside within one (1) month of entering the community. These may include mini-blinds, vertical blinds, shades, sheers or drapes. Please contact Custom Interiors if you would like to discuss the purchase of custom window treatments.

Balconies and Patios

In order to preserve the aesthetic integrity of the community, we ask that you maintain a neat and tidy appearance of your balcony or patio at all times.

Restrictions

- Due to fire code requirements, grills, hibachis, or any other similar devices used for cooking, heating, or any other purpose are not allowed to be used or stored on balconies or patios.
- Birdbaths or bird feeders are **not** permitted on campus as these may attract rodents or other pests.
- Balconies and patios should not be used for drying laundry, political / campaign signs or messaging, hanging antennas (unless permitted by local law), banners, flags or holiday decorations, and storing of bicycles or other unsightly storage.
- Due to safety considerations, planters mounted on top of or outside of balcony railings are **not** permitted.
- Dumping or throwing anything off of balconies is **not** permitted.
- Unapproved custom exterior features are **not** permitted.

Custom exterior features must be approved in writing by the Executive Director. This consists of any addition, item, product, or feature that is added to the designated exterior space of your residence. Examples of this type of feature could be, but not limited to: patio coverings, patio extensions, patio screens, hard structures, fences, barriers, pathways or walkways, electronic awnings, etc. Please contact General Services for any inquiries regarding custom exterior features and we will be able to assist you.

Patio Planting

For residents with patios, we encourage the planting of small, low growing, flowers, plants or shrubs around your patio – no more than two (2) feet away. Planting trees is prohibited as their root systems create problems for patio foundations. You are responsible for maintaining your own planting areas. Please contact General Services **prior** to doing any planting so a staff member can assist you with identifying acceptable planting areas and review responsibilities for maintenance. General Services may be able to help you, if needed, with your planting for a reasonable fee – refer to the ancillary fee schedule.

Guidelines for Gardens

- The Grounds office reserves the right to restrict plants, shrubs or decorations which are deemed to be a hazard or nuisance.
- Due to safety considerations, items placed or mounted on top of or outside of railings are not permitted.
- Stepping stones or rocks are not permitted between patios and sidewalks. They interfere with lawn maintenance and create safety hazards.
- Plantings may be placed in pots, or you may plant small bushes or shrubs around your patio area (no more than two (2) feet away from the patio).

- We respectfully request that trees not be planted, as we work very closely with our campus landscapers to present an attractive and appropriate plan for larger landscape materials.
- No fences or invisible or electric dog containment systems are permitted. No railings or handrails may be installed.
- The use of lawn ornaments is restricted to the “two (2) foot” planting beds described above. Lawn ornaments must be in good taste and not in excessive number.

Garden Plots

Individual Garden plots are available in our community garden, located on the field by Arborside. Raised plots are now available for residents with mobility and accessibility needs. These plots may be cultivated for vegetables and flowers. No trees are allowed. Gardens are reserved and assigned by the Resident Plot Manager on a first come, first served basis. Community garden tools are in a nearby shed and are shared by all gardeners. Please see the Garden Plot section on My Erickson for more information.

Pest Control

To prevent pest problems at Charlestown, we contract with an experienced pest control company who is regularly on property. If you suspect the presence of pests within your residence, please call the General Services Office at 443-29SERVE (443-297-3783). Please do not distribute breadcrumbs, peanuts and/or birdseed in any areas around the buildings as this tends to attract mice and other rodents.

In accordance with Charlestown policy and Baltimore County code: Article 13, do not feed feral cats or other wild animals on the campus. Feeding waterfowl at Lake Charles is inappropriate.

Common Space, Door, Package Shelf, Balcony/Patio Decorations (Décor)

Sharing your traditions, style, and heritage with the community contributes to the diversity and character of Charlestown. This may be reflected in the form of decorations, which include, but are not limited to, décor, signage, and other materials. While decorating, we ask that you adhere to the following guidance.

Guidelines for common spaces:

Common areas are defined as any area that is accessible to everyone at the community, such as lobby spaces, dining rooms, and hallways,

To maintain the aesthetic integrity of the community, decorations placed in common areas should remain modest and in harmony with the overall appearance of the community.

Resident possessions, decorations, notes, announcements, etc. in common areas, such as

hallways, nooks, on walls or tables are not allowed without management approval.

- Displays that are excessive or visually disruptive may detract from the community's character. Management reserves the right to request removal or adjustment of any decorations that do not align with established community standards.

Guidelines for decorating your residence door, shelves, balconies, and patios: While decorating your residence doors/shelves, patios, and balconies, adhere to the following:

- Decorations on the front door to your residence should stay within your door frame and the shelf to the side of your door (do not decorate any close common spaces such as nooks). These items should be easy to remove without leaving any holes or marks. Extension cords may not be placed under doorways or beneath carpets, as this increases the risk of fire. Please do not place decorations where they may interfere with the door latch system.
- Decorations on residence doors should not obstruct your residence number.
- Avoid decorations which present safety or fire hazards. Live trees and wreaths are not permitted, as they can become a fire hazard as they dry out. Be sure to avoid hanging decorations near heat sources, such as light fixtures or appliances.
- When away from your residence, please unplug or shut off decorative lights. Outlets in the hallways are for emergency use only and should not be used by residents.
- Refrain from hanging pictures or ornaments on residential hallway walls and areas around your doorway.
- We reserve the right to ask you to remove decorations that endorse declared political candidates, or campaign literature/materials (see political activity section).
- Decorations that are reasonably perceived as being derogatory, offensive, or harassing shall not be displayed.
- Decorations that are perceived as political expression or events may be evaluated by management on a case-by-case basis. Please see guidelines under "Respectful Political Expression."
- To maintain the aesthetic integrity of the community, decorations placed on doors, package shelves, balconies, patios, or other interior and exterior areas should remain modest and in harmony with the overall appearance of the community. Displays that are excessive or visually disruptive may detract from the community's character. Management reserves the right to request removal or adjustment of any decorations that may cause offense, disrupt community living, or do not align with established community standards.

Keys

If you require additional residence door keys and/or mailbox keys, please contact Security Dispatch at 410-737-8806. Exterior door keys are limited to one (1) per resident. All non-resident visitors should check-in at the Front Desk. Lost or missing keys should be reported to the Security Office immediately.

Hazardous Materials, Chemicals and Paints

Please see section in Safety and Security.

Storage Bins

A limited number of storage bins are available within the residence buildings throughout the campus. Please contact the General Services Office at 443-29SERVE (443-297-3783) for information regarding storage bins. You must have a padlock to secure your bin.

Firearms, Weapons, and Explosives

Residents may choose to maintain firearms and/or ammunition in their Independent Living Units. The Resident is fully and solely responsible for compliance with all federal, state, and local laws for possessing, maintaining, and carrying firearms. Residents who maintain firearms should regularly check with local law enforcement for compliance guidelines and requirements (e.g. stored unloaded, locked, and separate from ammunition). Charlestown, its member/owner, management, and their respective personnel and employees are not responsible for soliciting information about ownership of firearms, registering such firearms, notifying other residents of the existence of firearms, or assuring or verifying that residents who own firearms or weapons are in compliance with the rules and regulations of Charlestown or applicable federal, state, and local laws and regulations.

No person, including Residents, their guests, or family members may display, possess or carry any firearms or other weapons (real or perceived as such) in any common areas or Continuing Care areas of the Community. Charlestown regards the possession, display or carrying of firearms or other weapons in such areas to be inconsistent with its image as a senior living community and potentially unsafe. Firearms and weapons are likewise not permitted at resident functions or public events (e.g. restaurants, cafes, resident meeting spaces, town hall meetings, and the like). The sole exceptions for display, carrying or possession of firearms in common areas are: (i) a Resident may transport firearms through public areas from his/her Independent Living residence to his/her vehicle and only by the most direct route for entrance or exit, or (ii) with the prior written consent of the Executive Director.

No persons, including Residents, are permitted to have explosive materials in any areas in the Community. Violation of this rule may result in action by the Community, including termination of residency, and also may result in referral to law enforcement authorities.

Operating a Business Out of Your Residence

The Community allows residents to operate a small business when they move to the Community or begin a small business after they move in. For safety and security reasons, residents are not permitted to operate a business within the common areas at the Community, or use common areas to advertise their businesses, unless they receive explicit permission from the Executive Director. As a courtesy to other residents, businesses which require special equipment or vehicles, involve hazardous materials or create nuisance or unusual noise or other disturbances, are prohibited. Other than restrictions for safety, health and consideration to others, the Community does not oversee resident businesses and is not responsible for any claims relating to a resident's business. Resident must procure and maintain adequate business liability insurance. Upon request, resident must produce evidence of such insurance to Community representatives.

Front Desk

There are seven (7) front desks on campus which act as the main central points for activity at Charlestown. The desks are located at the following lobbies and are open, for your convenience, at the following times:

	Monday - Friday	Saturday	Sunday
Fountain Hill (FH1)	8:30 a.m. - 7:00 p.m.	8:30 a.m. - 7:00 p.m.	8:30 a.m. - 7:00 p.m.
Courtyard Crossing (CY7)	11:00 a.m. - 5:00 p.m.	12:00 noon - 5:00 p.m.	Closed
Charlestown Square (CTS)	8:30 a.m. - 5:00 p.m.	10:00 a.m. - 4:00 p.m.	9:00 a.m. - 5:30 p.m.
Cross Creek Station (CCS)	9:00 a.m. - 5:30 p.m.	10:00 a.m. - 4:00 p.m.	9:00 a.m. - 5:30 p.m.
St. Charles Lobby (ST)	9:00 a.m. - 5:30 p.m.	9:30 a.m. - 4:00 p.m.	Closed
Caton Woods (CW)	8:00 a.m. - 8:00 p.m.	8:00 a.m. - 8:00 p.m.	8:00 a.m. - 8:00 p.m.
Wilton Overlook (WO)	7:00 a.m. - 11:00 p.m.	7:00 a.m. - 11:00 p.m.	7:00 a.m. - 11:00 p.m.

Additionally, each building desk provides many services. The following are some of the many transactions and services available at the Front Desk of your building:

- Visitor Check In
- Package Receipt
- Guest Room Keys
- Suggestion Box
- Notification of absence of 24 hours or more from Charlestown
- Copies and faxes (see your neighborhood front desk for prices)

Cubbies

Each residence comes with a cubby for internal information only. Each cubby is identified by your residence number and is located on the first floor of the main lobby of your building.

We do not allow our residents to solicit products or distribute political candidate literature to residents via the cubbies or under unit doors.

All general distribution notices must be approved by the Community Resources Manager and Executive Director. Please bring your flyers or notices to the Community Resources Manager for approval. If you have questions, please call the Community Resources Department.

Deliveries

As an accommodation for you, Charlestown will accept delivery of your packages with the exception of prescriptions. Please direct all deliveries to the front desk. When we receive a package for you, we normally hold it at the front desk and call you or place a package notification slip on your mailbox. We then ask that you sign for your package when you pick it up. Charlestown cannot be responsible for items left at the desk. Deliveries can be received in one of the following ways:

- United States Postal Service - Delivers mail to your personal mailbox, located in the lobby area of each building's front desk once a day, Monday - Saturday.
- United States Postal Service Packages (which are too large for your mailbox) will be held for residents at the front desk (a notification slip will be placed on your mailbox).
- Amazon, Federal Express, and UPS - Packages will be delivered to your door. If a perishable package is delivered to the designated community front desk the Communications Specialist will call your residence and notify you of a delivery. (Due to the perishable nature of these items flowers, fruit baskets, etc. we are unable to store them at the front desk). Charlestown cannot be responsible for items left at the front desk.

You will be asked to sign any items picked up at the front desk. If you need assistance with bulky packages, please inquire at the front desk.

Mail U.S.P.S.

U.S.P.S. mailboxes are located in the lobby area of the Clubhouse in close proximity to the Front Desk. Your mailbox is numbered to correspond with your residence number. You are issued one key for the mailbox at move-in. Additional or replacement keys may be obtained for a fee by contacting General Services (refer to the ancillary fee schedule).

The U.S. Postal Service will place all mail that is properly addressed in the mailboxes. Delivered items that are too large for the mailbox will be held for you as an accommodation at the Front Desk, and there will be a notice left in your box.

When submitting your change of address, please remember to include your residence number. Mail that is not properly addressed with your residence number may end up delayed or undeliverable.

Your New Address will appear as is the example below:

Mr. and Mrs. _____
_____ Maiden Choice Lane, Apt. # _____
Catonsville, MD 21228

Please contact the Front Desk if you have any questions regarding your new mailing address. See list below for Building Names and Abbreviations:

Fountain Hill (FH1)	713 Maiden Choice Lane
Maple Terrace (MT2)	713 Maiden Choice Lane
New Carroll (NC4) or (NC5)	713 Maiden Choice Lane
Edgewood (EW)	707 Maiden Choice Lane
Courtyard Crossing (CY7)	707 Maiden Choice Lane
Arborside (AS8)	707 Maiden Choice Lane
Greentree Court (GC9)	707 Maiden Choice Lane
Chapel Court (CC)	715 Maiden Choice Lane
Parkview (PV)	715 Maiden Choice Lane
Caton Ridge (CR)	715 Maiden Choice Lane
Harborview (HV)	715 Maiden Choice Lane
The Saint Charles (ST)	717 Maiden Choice Lane
Brookside (BR)	719 Maiden Choice Lane
Herbert's Run (HR)	719 Maiden Choice Lane
Caton Woods (CW)	721 Maiden Choice Lane
Wilton Overlook (WO)	709 Maiden Choice Lane

Newspapers

Various newspapers of your choice can be delivered to your residence. Please call the newspaper's circulation department directly to order your subscription.

Carts-Grocery and Flatbed

For your convenience we have small shopping carts that can be used when moving groceries, packages, etc., along our corridors. These carts can be found near the Front Desks. Return them promptly after use so that the next person can enjoy the same convenience. Flat beds can be reserved in advance for no charge through Housekeeping. Please remember to sign carts in and out as a courtesy to your neighbors.

Guest Accommodations

Charlestown welcomes overnight guests in a resident's residence within reasonable parameters—typically 30 overnights maximum per guest per residence (unless permission is sought and received in writing from the Executive Director for exceptional circumstances). Please note that if the resident is traveling out of the area, friends and family shall not be staying overnight at the residence in the resident's absence. Overnight guests shall follow all community guidelines related to parking and the use of resident amenities such as the Fitness Center, library computers, the pool, etc.

Laundry Rooms

The public laundry rooms are open twenty-four (24) hours a day and are available for residents in independent residences. They are located at Fountain Hill (FH1), Arborside (AS 8), Chapel Court (CC), Caton Ridge (CR), Brookside (BR), St. Charles (ST) and Herbert's Run (HR). There is no charge for use of these appliances.

It is very important whether in the community laundry room or within your own residence to follow manufacturer recommendations for washing and drying products.

DINING SERVICES

Resident Choice Meal Plans

The "Monthly Meal Plan" is included with each resident's monthly fee. This plan allows for 1 meal per day of the month. For example, in a 30-day month, the resident would be allotted 30 meals. Residents may opt into a "20 Meals per Month Plan" which comes with a credit to their monthly fee package. Residents may change their meal plans on a quarterly basis. For more information on Meal Plans, residents may call the dining administration office at 410-737-8838 ext.601-8333. The meal includes a nutritious and well-balanced selection of soups, entrees, vegetables, starches, desserts, and beverages.

The spirit and intent of the "Meal Plan" program is to provide residents an appropriate and nutritional amount of food for ONE meal, at ONE sitting. A resident may enjoy their Meal Plan meal at any campus restaurant depending upon hours of service and menus offered. The "Meal Plan" program also encourages residents to meet other residents, make new acquaintances, and establish friendships.

Restaurant Information

Charlestown features seven (7) distinctive dining venues which are available to all residents, families and guests:

- Atrium Dining Room
- Cafe on Main
- Chesapeake Dining Room
- Fireside Dining Room

- Shortline Café
- The Terrace Dining Room
- The Bar @ Chesapeake

All dining venues accept cash and credit cards in addition to the convenience of having guest meals and other purchases charged to your resident account.

A Kids Menu is also available. Ages 6 and under are free; meals for ages 7-12 are \$12.00.

Daily/Weekly Menu

Daily and Weekly Menu selections may be found in the following locations:

- Outside the Host Stand of each café, dining room, and via the internet at <https://netnutrition.cbord.com/nn-prod/CCI> and www.ccicharlestown.org
- On the My Erickson App

Seating

Reservations are encouraged but not required. See our dine-in restaurants about the different ways to make a reservation at your favorite restaurant. We recommend residents to arrive together for group seating. Please alert the host/hostess if you arrive before others in your party and you will be seated when everyone arrives. You can also submit your name to the host to be seated with other residents. This is a great way to meet people and make new friends. While every reasonable effort will be made to seat you quickly, there may be occasions when there is a wait.

Valet Parking of Assistive Devices During Meals

It is our goal as a community to support safety for our residents to live and our staff to work. Our staff will provide valet service to move standard assistive devices not needed during a meal. It is our goal to make the valet service as seamless as possible each evening for our residents. The aisles between tables in the dining room need to remain open and accessible, lest they cause a safety issue; in preparation we have established designated valet parking areas that are adjacent to the dining rooms. We ask that you not leave your assistive device unattended in the dining room or lobby. Please approach the host stand and allow us to park it.

Dining Hours of Operation

Hours of operation may vary, please check with your favorite restaurant for most accurate hours of operation.

Atrium Dining Room (Full Service)

Location: 1st floor, St. Charles

Hours of Operation: 4:00 - 6:30 p.m. Monday - Saturday
Brunch: 11:00 a.m. – 2:00 p.m. Sunday

Chesapeake Dining Room (Full Service)

Location: Terrace Level Cross Creek Station

Hours of Operation: 4:00 - 6:30 p.m. Monday - Saturday
Brunch: 11:00 a.m. - 2:00 p.m. Sunday

Fireside Dining Room (Full Service)

Location: 4th floor, Charlestown Square

Hours of Operation: 11:00 a.m. - 1:30 p.m. & 4:00 - 6:30 p.m. Monday - Saturday
Brunch: 11:00 a.m. - 2:00 p.m. Sunday

Shortline Café (Casual)

Location: Terrace Level, Cross Creek Station

Hours of Operation: 11:00 a.m. - 1:30 p.m. & 4:00 - 6:30 p.m. Monday - Saturday
Brunch: 11:00 a.m. - 2:00 p.m. Sunday

The Terrace (Full Service)

Location: Main Street, Courtyard Crossing (Bldg. 7)

Hours of Operation: 4:00 - 6:30 p.m. Monday - Saturday
Lunch/Brunch: 11:00 a.m. - 2:00 p.m. Sunday

The Bar @ Chesapeake Dining Room (Bar and Small Plates)

Location: Terrace Level Cross Creek Station

Hours of Operation: 4:00 - 6:30 p.m. Monday - Saturday

The Cafe on Main (Casual)

Location: Building One

Hours of Operation: 9:00 -11:00 a.m. Breakfast, 11:00a.m.-2:00 p.m. Lunch, Monday – Saturday

Continuing Care Dining Options

Continuing Care Dining Rooms

Breakfast: 7:30 - 9:30 a.m. Sunday - Saturday

Continental Breakfast: 9:30 - 10:30 a.m. Sunday - Saturday

Lunch: 11:30 a.m. - 1:30 p.m. Sunday - Saturday

Dinner: 4:30 - 6:30 p.m. Sunday - Saturday

Meals-to-Go (Carry Out and Delivery)

The Meals-to-Go program features ready-to-eat meals, served and packaged directly from our dining venues. Please note there is a nominal fee for delivery.

Meals-to-Go

- Choice of 2 starters
(1 soup and 1 salad)
- Choice of 1 entrée
- Choice of 2 sides
(vegetable/starch)
- Choice of 1 dessert
- Choice of 1 beverage

To alleviate the potential negative impacts that might be caused by an excessive number of carryout orders placed at the end of each month, only two (2) meals per resident transaction will be allowed in the form of carryout or delivery orders from the 25th of each month until the end of the month. Please visit your favorite restaurant for our hours of operation for both delivery and carryout.

Meal Delivery Service

The Meal Delivery Service Program is designed to assist residents who require delivery service to their residence due to either an illness or recovery from an illness. The meals are assembled just prior to delivery and packaged in disposable containers. The intent of the program is for the meal to be warmed in the resident's residence. The meal delivery service is available to all residents from designated restaurants based on the building residents reside in for a nominal fee. This meal service is a "delivery to the door" type of service only. For a higher level of service, such as heating, plating of food and clean-up, residents may contact the community Home Support Manager.

Service of Alcoholic Beverages

At Charlestown we offer both non - alcoholic and alcoholic beverages in all of our Restaurants and Bars. Please note that all state and county regulations for alcoholic beverage service are in effect during normal hours of operation and pertain to all waiting areas, dining rooms, and bars. This means that during normal hours of operations in the areas listed above residents cannot bring in or consume any outside alcoholic beverages. The only exception is if a resident prefers a bottle of wine that we do not carry on campus a resident can bring their wine choice into any restaurant as long as it is sealed when it enters and leaves the restaurant. We ask that all residents and their guests enjoy their alcoholic beverages responsibly and in accordance with all state and county regulation.

Special Diets

We realize residents may have special dietary needs and attempt to include healthy options. It is the resident's responsibility to choose the food items that are appropriate for his or her dietary needs. While we may not be able to address every dietary need, we will be pleased to help you make selections from the menu.

The My Nutrition website outlines the nutritional content for every meal- (<https://netnutrition.cbord.com/nn-prod/CCI>). Another tool is the Recipe Books at every

restaurant's host stand; this tool will give you better details on all ingredients used in a dish. Residents are encouraged to identify with a particular dining room and meet with the Executive Chef of that dining room to assist them with their needs.

Holidays

On the Holidays designated below, all dining rooms follow a special holiday schedule. For hours of operation, please consult the posted hours prior to each holiday.

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

SAFETY AND SECURITY

Security

Charlestown has uniformed Security and Emergency Services Officers on duty 24 hours a day, 7 days a week. The officers make periodic rounds throughout the community for your safety and security. Please contact Security to report any safety or security concerns.

You can help us by:

- Keeping your residence door locked.
- Letting us know when you will be away from the community.
- Closing any exterior doors you find open.
- Not blocking your residence door or installing door locks that prevent Security from entering your residence to assist if there is an emergency.

Speed and Traffic Safety

Charlestown enforces a maximum speed of 15 mph on campus. Security monitors speed and traffic safety on campus and may take enforcement action against those who exceed the speed limit, fail to obey posted traffic signs, and other unsafe driving behavior. Please notify your guests of this important policy.

Candles / Open Flames

For the safety and security of everyone, burning candles, lanterns or any other kind of open flame devices are **not** permitted.

Hazardous Materials, Chemicals and Paints

For the safety and security of everyone, storage of hazardous materials, including flammable chemicals (other than aerosol sprays or cleaners), within resident residences or storage bins, is **not** permitted. Paint, paint thinners, acetone and other related chemicals are permitted

within your residence in quantities normally associated with artistic painting. Quantities larger than a pint should **not** be stored.

Keys (or key fobs where applicable)

One full set of keys is issued to each resident at move in, including one exterior door key, one residence door key and one mailbox key. If you require additional residence door keys and/or mailbox keys, please contact Security Dispatch at 410-737-8806. The cost of additional keys is listed in the Ancillary Fee Schedule. Exterior door keys are limited to one per resident and may not, for any reason, be copied or given to friends, relatives or employees. Please report lost or missing keys immediately to Security.

Resident ID Badge

Identification badges are issued to each resident at move in, free of charge. Replacement badges can be ordered by calling Security at 410-737-8806, for a fee of \$20.

Special Locks

When submitting a Leave of Absence form, you must provide both a definite start and end date. If these dates are not included, a Security SK lock will be placed on your front door. This measure is taken to ensure the safety of the resident upon their return from leave.

The Security Department, upon being notified of a resident's death (if there is no surviving spouse or second occupant), will limit access to the residence unless the resident has previously authorized an individual to enter the residence by completing the "Authorization for Entry to Living Unit" form.

The residence will remain secured until the authorized party (Administrator of Estate (AOE), Trustee of Trust if personal property belongs to trust) presents proper documentation appointing him or her as the authorized party (AP). Information regarding changes in Executors/ Representatives should be provided to Resident Life.

Lost and Found

If you or any of your guests should misplace any personal belongings, please check with your neighborhood front desk. If you should find any item that appears to be misplaced, please turn it in to your neighborhood front desk.

Electric Mobility Vehicles (EMV)

Residents may find electric mobility vehicles (power wheelchairs and electric scooters/carts, collectively, EMV) to be useful tools for maintaining mobility and independence in the face of increasing physical challenge. Experience has taught us that education and training in the safe operation of such vehicles is necessary to protect everyone who utilizes community space. Please note that not every EMV can be transported in community shuttles.

As a result, we have developed a specific policy designed to balance reasonable accommodation (for residents operating EMVs) with the safety of the general community. This policy covers Acquiring an EMV (Appendix A), Rules of the Road (Appendix B), Safety & Enforcement (Appendix C), and Receipt Form for an EMV (Appendix D) to acknowledge that

the policy has been received and reviewed. All the Appendices can be found at the back of this document.

Vehicle Registration, Parking and Enforcement

Charlestown is a community of residents, employees, and visitors. Our available parking spaces have been strategically allocated to account for all who live, work and visit here.

Vehicle Registration:

Registration takes place during the move-in process, however residents may contact Security anytime to register a vehicle, update vehicle information, or to cancel a registration. Upon disposal of a vehicle, residents must inform Security and remove the registration sticker from the vehicle.

Parking Designations:

There are both reserved and unreserved parking areas throughout the community. The unreserved parking around the residential buildings is for residents only. Residents are not permitted to park in employee parking spaces or employee designated lot(s).

Unfortunately, we do not have space for RVs, boats and campers. Residents are not permitted to keep these types of vehicles on campus.

Handicapped parking is available for vehicles displaying the proper credentials (i.e. hang tag). Residents should be mindful that these are not reserved parking spaces and are available on a first-come, first-served basis. Please be mindful of your neighbors with the same need.

Reserved Parking:

Reserved parking spaces may be available for a monthly fee (see ancillary fee schedule). If you would like to request a reserved parking space, please contact General Services for the appropriate application form.

Reserved parking can only be assigned to residents who have a vehicle registered in their name and the vehicles must be current for registration and insurance. Reserved parking spaces are not for external home care providers, other people employed by the residents, or for family members and friends.

When residents give up their vehicle, and it is no longer on campus, they have up to 14 days to cancel their reserved parking space. Residents may not hold on to a parking space once they are no longer able to drive.

Parking Enforcement:

Please observe the following guidelines relating to resident vehicles:

- Vehicles must display current Charlestown registration stickers.
- Vehicles must have a valid state registration and license plates.

- Vehicles must be kept in working order.
- Vehicles which are disabled and/or unregistered may be towed at the owner's expense.
- Family members and other visitors may not park in "Resident Reserved" parking areas.
- Vehicles that violate the Charlestown Parking Policy will be subject to corrective action by Management including citations issued by Security with monetary fines. Residents will be financially responsible for fines incurred by their visitors or private contractors.

Daily Activity Checks

Security latches are in place on the doors to all Charlestown residences. The purpose of the security latch is to verify your safety, health and well-being each day. Normally, Security personnel set them around 2:00 a.m. and generally check them during the late morning of the next day. If you have not opened your door during this time, security will check the Away Book. If you are not listed as "away", Security will ask dispatcher to telephone your residence. If there is no response by telephone, security will knock on the door. If there is no response after calling and knocking, Security will enter your Residence to check on your safety, health and well-being. The Officer will announce their presence upon entry. If no one is home, they will secure your Residence and leave a door hang-tag to let you know that they entered your Residence during morning check-in.

Exterior Doors

All exterior doors are locked twenty-four (24) hours a day, seven (7) days a week. Exterior doors should not be propped open for any reason.

Residents are given exterior door keys at move-in. Exterior keys may not, for any reason, be copied or given to friends, relatives or employees. Visitors, including family members, should always enter through the Main Entrance of the building and sign in at the Front Desk. Maintaining accurate visitor records is essential in the event of an unanticipated emergency.

Installation of Video Cameras in Independent Living

Charlestown permits installation of video cameras upon request of a resident, or such resident's authorized representative, living in an IL unit. The resident must register the camera with General Services prior to installing and activating any camera. The camera may only record the interior of the requesting resident's IL unit and may not include exterior views (hallways, balconies or patios, through windows, etc.). The camera view may not include areas where the resident or assigned Company employees would reasonably expect privacy, such as a bathroom.

Absences from the Community and Non-Occupancy Credit

Please remember to notify the Front Desk any time you are going to be away from the community longer than a period of 24 hours. Accurate records of residents are critical should an unanticipated emergency arise.

You must submit an Away Form which is available either at the Front Desk or on the My Erickson app. It is your responsibility to make arrangements for pet care, or other needs,

while you are away including providing key access to your trusted agent. Security and Emergency Services will not provide access in your absence.

Disclaimer: Security and Emergency Services conducts daily latch checks for your safety and security. Your unit will not be checked while you are signed out from the community. It is your responsibility to sign back in upon your return to the community in order for daily latch checks to resume for your unit. You may sign back in at the Front Desk or on the My Erickson app.

Notifying the Front Desk of any extended absences will ensure that you receive your non-occupancy credit on your monthly statement.

When you are away from your residence for an extended period of time, you may receive a non-occupancy credit per day. The non-occupancy credit, if appropriate, will automatically calculate from the census information and reflect on your monthly statement. Under our current policy, the non-occupancy credit begins on the 11th consecutive day that you are away from your residence. This includes hospital leaves, personal leaves and days spent in Continuing Care. The date of return is not credited since the resident has returned to the residence. The amount of the non-occupancy credit is included in the ancillary fee schedule each year. The Community reserves the right to revise the amount of credit and has discretion with the policy.

Fire Alarm System

Our community is protected by state of the art smoke/fire detection devices and alarms systems. In the event of a fire alarm activation, Security and Emergency Services will immediately respond to determine the cause of the alarm. The Fire Department will also respond.

During a fire alarm activation, the fire doors in the hallways will automatically close and the elevators will recall to the lowest floor that leads directly to an exit. Residents should not use elevators unless they are under the control of the Fire Department or until the “all clear” has been given.

If you are in your residence when the alarm activates:

- **Shelter in-place.** This means staying where you are unless you are in imminent danger or feel unsafe.
- If you see or smell smoke, place a wet towel under your residence door to prevent smoke from coming in.
- Wait for the “all clear” to be given through our Emergency Mass Notification System or for further instructions from Security.

If you are not in your residence when the alarm activates:

- Move to a safe area of refuge or calmly exit the building.
- Wait for the “all clear” to be given through our Emergency Mass Notification System or for further instructions from Security.

If you observe smoke or fire in your residence:

- Leave your residence shutting the door behind you.
- Locate and pull the nearest fire pull station.
- Calmly go behind a fire door, into a stairwell or exit the building.
- Never use an elevator during a fire.

If relocation or evacuation becomes necessary:

The Fire Department or Security and Emergency Services personnel will notify you if relocation or evacuation is required. You will be instructed at that time to go to the nearest area of refuge, exit or stairway. (The Fire Department will help those in need of assistance.)

THE MOST IMPORTANT THING TO REMEMBER DURING A FIRE IS TO STAY CALM!

Emergencies

In the event of an emergency, we request you use one of the below options so that emergency services can be promptly dispatched to your location:

- Call Security
This is preferred if you are able to access your telephone since it allows our Security Dispatcher to determine the type of emergency and send you the appropriate help.
- Emergency Pull Cord (in your residence or common area)
The emergency pull cords are connected to a central alarm station at Security Dispatch and should ONLY be used to obtain assistance in the event of an emergency.
- Emergency Pendant (OPTIONAL - If you have one)
Emergency pendants are also connected to a central alarm station at Security Dispatch and should ONLY be used to obtain assistance in the event of an emergency. A pendant is a wireless device that you wear around your neck, or wrist, that allows you to request emergency assistance when unable to reach a pull cord or call for help by phone. These devices may be purchased for a fee (refer to the ancillary fee schedule). For more information, or to obtain an emergency pendant, contact General Services.

You always have the option of calling 911, if you feel that is appropriate. However, calling 911 directly will summon outside responders only. Calling Security or utilizing the emergency pull cord, or pendant, will enable our Security and Emergency Services staff to respond immediately to assist you and help coordinate Police, Fire and EMS responses directly when needed. Our Security and Emergency Services staff works closely with the local Police, Fire and Emergency Medical Services to provide any services that you require.

In the event of a medical emergency, it is critical that responding Security or Emergency Medical Services staff have important medical information readily available.

Therefore, we ask you to:

- Keep your File of Life up to date and visible on your refrigerator.

- If you have a Do Not Resuscitate Order (DNR), keep a copy with your File of Life.
- Review and update your File of Life every six (6) months.
- Contact Security if you have any questions regarding the File of Life.

File of Life

- Keep an emergency information sheet called the “File of Life” in the File of Life pouch that is a magnet and is placed on the outside of your refrigerator.
- This File will assist emergency personnel during an emergency with critical information. Please keep this up to date!
- To receive a “File of Life” form for your residence, or to update your information, please contact the Security Manager at 410-737-8808.
- It is best to keep your DNR/MOLST paperwork within the File of Life pouch.

When EMS providers are summoned, it is their duty to assume life-saving interventions. In the event of cardiac arrest, CPR is the expected response. The Self- Determination Act affords you the right to die with dignity and refuse this life-saving interventions. We want to be able to respect your wishes therefore it is imperative that you:

- Know the difference between an Advanced Directive and an EMS DNR (Do-Not-Resuscitate)/MOLST (Medical Order for Life Sustaining Treatment) Order. If you do not know the difference, please see your neighborhood Resident Services Coordinator. Remember, EMS can ONLY honor an EMS DNR or MOLST Order!
- Know how to obtain an EMS DNR or MOLST Order. These must be obtained from your Primary Care Physician.
- Discuss the different options to choose from on the DNR or MOLST order and understand the implications with each regarding EMS care prior to cardiac arrest.
- Prominently display this order in your residence, with your Vial of Life, on the refrigerator, or taped to the back of the front door.
- Register this order with Medic-Alert and obtain a Medic-Alert bracelet or necklace as this is acceptable in lieu of the actual form in the event you are away from your residence.
- Understand that **we must** have a valid EMS DNR or MOLST order present. In the absence of an EMS DNR or MOLST order, CPR will be performed. **Family and/or your POA cannot override EMS interventions or delay action if this order cannot be found.**
- Ensure you review and update your DNR or MOLST every 6 months.

**Please note, the old name for the form relative to life-saving interventions is the DNR form, the new name for this form is the MOLST form. Both forms will be honored. **

The Charlestown Security/Emergency Services staff is here to provide you the absolute best emergency care when you need us! All Security Officers Are Nationally Certified Emergency Medical Responders, EMR. If you ever have any questions, feel free to contact the

Security/Emergency Medical Responders Department.

Alert Line

Charlestown has an alert line, **410-314-7944**. This line offers residents emergency information pertinent to the community. It is updated on an as needed basis.

Alert Media: Emergency Text Alert Program

Messages and information sent to your phone from Charlestown's Alert Media System will come from 410-632-6424 (please save this number into your phone as the Charlestown Emergency Mass Notification System). All residents are automatically signed up via our resident directory. If you want to verify that you signed up to receive these automatic messages, please contact Resident Life.

Examples of emergency conditions that would cause an Alert Media Message to be sent out:

- Severe weather conditions
- Fire or environmental emergency
- Police activity nearby
- Active shooter

For Emergency Assistance in Public Areas, Dial *1

If you ever need emergency assistance while traveling through our community buildings, go to any public community phone and dial *1. In addition to our current methods in place, this is just another way you can be instantly connected to security personnel who will come to your aid. *1 is available to residents, visitors, and employees. Please note that a label is displayed on all public phones that have this functionality. Be sure to share information about *1 with family members and friends who regularly visit our community, so they know what to do in the event of any emergency.

Severe Weather

In the event of a severe weather emergency, we will take measures to provide you with information and direction; however, some warnings give little notice. The structures in our community are designed to withstand many severe weather events in our area. When severe weather occurs, shelter-in-place, staying away from windows and doors. If you are outside, seek shelter immediately. You will be notified when the all-clear is given.

Power Outage Information

The community is equipped with an emergency generator that should activate soon after a power outage. Once on emergency power, the following systems will normally be working:

- Emergency Pendants, Pull Cords and Fire Detection Systems
- Hallway/Stairway Emergency Lighting
- One (1) elevator per Residential Building
- Regular corded telephone that plugs into a wall jack

- There are **RED** outlets throughout the community that will work during power outages. These are specifically designed for persons that need constant power, i.e. persons using home oxygen or other life support equipment. **If you have a device that needs to be plugged in, please contact Security and Emergency Services for assistance.** We advise that you purchase and safely store a long power cord that will connect your device to the designated **RED** outlets in the hallway. There are limited outlets so we will prioritize life support/safety equipment.

Once on emergency power, the following systems will **not** work in your residence building:

- Residence Heat/Air Conditioning
- Residence Electric
- Hot Water

During a power outage, please turn the thermostat to OFF. Feel free to turn it back on once power is restored. It will take approximately 10 minutes for the compressor to kick back on. Also be sure to keep your refrigerator and freezer doors closed.

DO NOT use candles or open flames during a power outage. Please have battery operated flashlights or lanterns and extra batteries on hand in the event of a power outage.

If the community determines that the main power may be out for an undetermined amount of time, you will be provided with additional information and direction.

Housekeeping

Charlestown Housekeeping Department offers residence cleaning and special project cleaning for our Residents. If you are interested in having your residence cleaned on a regular basis or if you would like to schedule a special cleaning, please call General Services at 443-29SERVE (443-297-3783). The staff use their own vacuum cleaners and cleaning agents when cleaning your residence. Contact Housekeeping for more information.

Transportation

Copies of the Transportation Brochure can be picked up at any front desk. Charlestown maintains a fleet of shuttles and sedans that can be used for your transportation needs within the Baltimore Metropolitan Region. A fee per mile is charged for most transportation services. On campus shuttle service, grocery store service and St. Agnes hospital service is offered at no charge during designated hours. Appointments are made on a first come first serve basis and 24-hour notice is requested. Appointments can only be made Monday thru Friday 7:00 a.m. - 4:00 p.m. Charlestown also offers a Local Trip program that provides shuttle bus service to restaurants, malls, points of cultural interest and the Baltimore symphony. A monthly calendar is available. Please call Transportation Dispatch to schedule your ride or with any questions.

Trash Removal

Residents of Charlestown should place trash outside their door no earlier than 8:00 p.m. the night before and no later than 7:00 a.m. on the day of pick-up. Pick-up days are Mondays,

Wednesdays and Fridays. Trash should only be put out on these specified days. Trash should be placed in plastic bags inside the beige trash containers provided by Housekeeping; **plastic bags are required**. Do not set your plastic trash bags on the floor, they must go in a trash container. Trash from resident residence should not be placed in small exterior trash cans, stairways, hallways, laundry rooms, storage rooms or common areas. There will be a \$25 charge for all trash pickup on non-collection days or outside of time frame listed above.

Should you need an additional trash pick-up due to moving in, travel plans, or if you haven't received your beige trash container, please contact General Services Customer Service at (443) 29SERVE (443) 297-3783 Monday through Friday (8:00 a.m. - 4:00 p.m.) or call your front desk after hours (evenings and weekends).

After moving in:

- Please flatten your boxes
- Place them outside your door
- Call Housekeeping for pick up
- Heavy or excessive trash (furniture, TV's, etc.) will be picked up for a fee

Safe Needle (Sharps) Disposal

If you use needles, syringes or lancets (aka "sharps"), please dispose of them properly.

Step 1 - Put used sharps in a strong, plastic container.

The U.S. Food and Drug Administration (FDA) recommends that used needles and other sharps be immediately placed in FDA-cleared sharps disposal containers. These are red plastic sharps containers generally available from pharmacies, medical supply companies, and online.

You may also choose to purchase a mail-back sharps kit from Main Street Pharmacy (on-site at most Erickson Senior Living Communities) or Stericycle by calling 1-866-783-3155 or via online ordering: <https://store.stericycle.com/store/medical-waste-mailback/sharps-disposal/>

If an FDA-cleared container is not available, place used sharps in a strong, plastic container, like a laundry detergent or bleach bottle. The container should be leak-resistant, remain upright during use, and have a tight-fitting, puncture-resistant lid. Our Housekeeping Department provides sharp containers at no charge. Please call General Services for delivery and pick up.

Step 2 – Container disposal options

Drop box or collection points for FDA-cleared sharps disposal containers

Sharps users may be able to take their filled sharp container to appropriate collections sites, which may include hospitals, health clinics, pharmacies, health departments, community

organizations, police and fire stations, and medical waste facilities. Services may be free or have a nominal fee. **Never discard these red sharps containers with the household trash!**

You can find local regulations and disposal options by visiting

<https://safeneedledisposal.org/>

Mail-back Programs

It is important to follow the manufacturer's instructions included with the disposal container, as these programs may have specific requirements for mail-back.

Household disposal for plastic laundry detergent or bleach containers

Once used sharps have been placed in a strong, plastic container, like a laundry detergent or bleach bottle, seal the container and then place it in your household trash.

Sharps should NEVER be thrown loosely into the trash or toilet; Sharps should NEVER be recycled; Sharps that retract after use, or are very small, should be disposed of like all the other sharps.

You may also contact the Medical Center with questions on the proper disposal of needles, syringes and lancets (aka "sharps").

Recycling

Charlestown has an extensive recycling program. To participate in this important effort, please use your blue recycling container. Blue containers and a more comprehensive recycling list can be obtained by calling the Housekeeping Department. Resident volunteers collect aluminum cans before regular recycling pickup, with proceeds benefiting the Benevolent Care Fund. Place empty cans on top of your recycling or in a separate bag.

Examples of Acceptable Recyclables:

Aluminum Cans	Plastics, #1-#7
Cardboard	Computer Paper
Office Paper (white & colored)	Post-It Notes
Magazines	Card Stock Paper
Newspapers	Tin Cans
Junk Mail	Glass Bottles & Jars
Envelopes (manila and regular)	Plastic Bottles (water & soda) #1
File Folders	Plastic Bottles (milk & detergents) #2

Examples of NOT Acceptable Recyclables:

Food Waste	Printer Cartridges (toner or inkjet)
Batteries	Computers or other electronics
Glassware	Plastic Grocery Bags
Cell Phones	X-Ray

Recyclables will be picked up at your door on **Tuesdays and Thursdays**, depending on your building. **See the Recycling Schedule below.** Please place recyclables outside your door the night before after 8:00 p.m. on the day assigned for your building.

*Schedule subject to change during inclement weather.

Recycling Schedule		
Tuesdays:	Thursdays:	
<i>Caton Ridge Harborview Herbert's Run St. Charles</i>	<i>Chapel Court Brookside Fountain Hill Maple Terrace Parkview</i>	<i>Edgewood New Carroll Courtyard Crossing Arborside Greentree Court</i>

MEDICAL CENTER

Our Medical Center is a completely integrated healthcare and wellness system for older adults. Our full-time healthcare providers are skilled in diagnosing and treating older adults' healthcare concerns. Your selected primary care provider will coordinate your care with outside specialists, physical therapy, certified home health, home support, and pharmacists to exchange information and provide the best healthcare possible.

Location and Hours

Another advantage of our Medical Center is its proximity to you at all times. In the chill of winter or heat of summer, you do not even have to go outside to visit the Medical Center. The Medical Center is located on the ground floor at the entrance of Fountain Hill (FH1). The Medical Center staff provides comprehensive outpatient care and is open from **8:00 a.m. to 5:00 p.m. Monday through Friday.** All appointments are scheduled in advance starting at 8:30 a.m. The Medical Center can accommodate same day appointments for urgent problems for residents established in the Medical Center. Please call 410-247-5602 to make an appointment.

After Hours

If you are an established patient in the Medical Center and a problem arises when the Medical Center is closed, a physician is available to speak to you by phone. You can contact security and the after-hours on-call physician will be paged.

If you need immediate medical assistance, you can use your pull-cord in your residence, your press alert, or call the community front desk. Our on-site emergency responders are available 24 hours a day, 7 days a week. There is no need to wait for 911 and no extra charge for this service.

Enrolling in the Medical Center

To enroll in the Medical Center:

- Bring your insurance cards and we can request a copy of your medical records from your prior physician.
- The first visit is typically a comprehensive one (1) hour visit.

Ideally the Medical Center should receive your medical records **prior** to your first appointment so that we can review them in advance. However, if you feel you need to see the doctor before your records arrive, an appointment can be arranged. ***If you decide to continue under the care of a local physician***, but wish to be seen in the Medical Center during regular office hours, we recommend that you join our **CarePath Program**.

CarePath

This program allows you to keep your own off-site physician and still take advantage of on-site medical center services. Contact the medical center for more information regarding the CarePath program.

Patient Portal:

Once you are established as a patient of the Medical Center, you or anyone you designate, can safely access your medical records, refill a prescription, view lab results, and more – all from the comfort and privacy of your residence.

Specialists

One of our goals is to provide outpatient specialty services conveniently located on campus. All specialists are carefully chosen by the Medical Director to guarantee high quality care. Each specialist schedules appointments through their individual office and bills for his or her own services. To find out more about specialists, please contact the Medical Center.

Examples of specialty services include:

- Audiology
- Dermatology
- Dentistry
- Laboratory Services
- Ophthalmology
- Orthopedics
- Podiatrist

Counseling Services

Charlestown offers a variety of counseling services including:

- Psychiatric evaluations
- Consultations
- Medication assessments
- Crisis intervention

For more information on Counseling Services, please contact the Medical Center.

Fees and Billing

Your insurance information will be verified prior to or upon your arrival for medical center services.

Our medical centers participate with Medicare, Erickson Advantage and several other plans. It is important that you meet with the medical center practice administrator to determine your insurance coverage benefits and financial responsibility. Please call the medical center for an appointment.

If the insurance information is not provided at the time of service, you will be required to sign a financial responsibility form agreeing to pay for the services not covered or denied by your insurance.

We will submit all medical services performed to insurance companies provided. Your insurance carrier(s) will send you statements (explanations of benefits) of their payments made to Erickson Health Medical Group. These statements also outline any amount for which you may be responsible.

If you participate in an insurance plan that Erickson Health Medical Group does not contract with or you do not have insurance, you will be notified of the estimated costs and you will be expected to sign a financial responsibility and make payment arrangements.

Erickson Advantage

Erickson Advantage® is an exclusive Medicare Advantage health insurance plan that is only available to residents of Erickson Senior Living Communities. Erickson Advantage plans are uniquely designed to match the specific needs and goals of residents, with benefits and features that are coordinated with the community's support services and on-site medical staff.

Erickson Advantage® plans place a strong emphasis on preventive care and well-being, and include a range of programs that may help prevent health problems before they occur. Most plans also include enhanced benefits not covered by Original Medicare, such as preventive dental, vision, hearing aids, fitness and transportation to/from plan approved locations.

Members also have access to an on-site team that includes:

- The **Health Insurance Resource Manager** is the community Medicare insurance consultant. He/she can help you in registering with the Medical Center, and can review your current health insurance benefits with you and explain how they will work for you in the community. At the same time, they can check to see if one of the Erickson Advantage plans may be a better fit for your budget and your health care needs.

- The **Member Service Representative** can answer benefit and health insurance questions and can help schedule doctor appointments and arrange for transportation to and from medical appointments. He/she can assist with everything from reconciling medical bills and understanding claim forms to answering benefit questions and helping to select the best provider.
- The **Nurse Care Coordinator** acts as a health care consultant and supports the member's plan of care for their health and well-being. They can assist with managing any chronic medical conditions, prepare you for upcoming medical procedures, and even act as your hospital liaison, helping you get ready for admission and expediting your return to your residence (or to post-hospital care).

For more information on Erickson Advantage, please visit our Erickson Advantage Office located Fountain Hill Building or call Jennifer Simon at 443-297-3110 TTY: 711], Monday – Friday, 8:30 a.m. - 5:00 p.m. local time.

Plans are insured through United HealthCare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.

PHILANTHROPY

Charlestown fosters a generous and growing spirit of “philanthropy”, a Greek term which means “love of all mankind.” Residents, employees and community friends can support Charlestown's charitable mission by sharing gifts of time, talent and treasure to create a community that celebrates life.

Charlestown celebrates a culture of Philanthropy and the programs, events, and campaigns are invitations to participate throughout the year. All Philanthropy programs are voluntary and participation is at the discretion of residents.

Gifts to any of these funds, or for the general support of Charlestown's philanthropic mission, can be made at any time of the year. Gifts are accepted in memory of a loved one or in honor of a special occasion. Appropriate notification of a gift received is sent to the honoree or family of a loved one, without noting the amount of the gift. Please contact the Philanthropy Department with any questions regarding donations.

Community Funds

The ***Benevolent Care Fund (BCF)*** is a charitable fund that provides assistance with the health care and living expenses of residents whose personal financial resources, including their entrance fee, have been depleted; the fund offers peace of mind to all who live at Charlestown. Volunteers and staff work year round to secure donations for the BCF so residents are assured a “home for life” at Charlestown. The community receives gifts for BCF from individuals through monthly donations, planned gifts, donations of entrance fees, and

through a variety of special events throughout the year. Residents and guests can also donate to the BCF through My Erickson. Donations to the BCF are fully tax-deductible.

The ***Scholars' Fund*** provides awards to assist eligible employees with scholarship funds to support their advanced education. This is a wonderful way for residents to support all staff in their pursuit of higher education. Employees who are successful in the application process receive scholarships for college, trade schools or other accredited educational institutions. There are also special named scholarship awards that can be created through an individual, group, or club. Residents can also volunteer to become "Scholar Coaches" to encourage and mentor candidates throughout their educational journey. Contact Philanthropy for more information. Donations can be made monthly through the resident's bill or online through My Erickson. All gifts to the Scholars' Fund are fully tax-deductible.

The ***Staff Appreciation Fund*** is a campaign led by residents under the direction of the Philanthropy Department. This campaign is a wonderful way for residents to recognize hourly, non-exempt employees for a job well done. As you are aware from earlier sections of this handbook, Charlestown has a very strict policy against tips or gifts for employees. In lieu of tips, the Staff Appreciation Fund was created as a way to honor those employees. Contributions can be made to the fund at any time of the year. Monies are split (based on tenure) among the hourly, non-exempt employees, and distributed in early December each year. Because gifts to the Staff Appreciation Fund are considered a gratuity, they are not tax deductible.

Cars for Care

If you have a car that you no longer need or want, you can donate it to Philanthropy. Staff will handle getting the car removed from the parking lot and return the tags to the MVA. Proceeds from Cars for Care benefit the Benevolent Care Fund. If the vehicle sells for more than \$500, you will receive a 1098-C tax form with your acknowledgement letter. If the vehicle sells for \$500 or less, the most you can deduct is \$500 and you do not need a 1098-C tax form. If the fair market value is less than \$500, you can't deduct more than the fair market value. Contact Philanthropy for more information.

Legacy Giving

In addition to outright cash gifts, residents may choose to provide gifts in support of the charitable mission through planned or legacy giving. These gifts will fortify and support Charlestown's ability to meet future needs by providing financial resources through a variety of ways that are tailored to the donor. Residents can name the Benevolent Care Fund as a beneficiary in their will, estate, entrance fee, insurance policy, etc. Naming opportunities also exist at various locations around campus including our Memory Walk, which contains engraved bricks, and our Legacy Tree located in the lobby of Cross Creek Station, which contains engraved leaves, boulders, and plaques. If you would like to explore any of these options, please contact the Philanthropy Department.

Treasure Sale

The Treasure Sale is operated and managed by resident volunteers under the direction of the Philanthropy Department. The Sales are held quarterly in the John Erickson Conference Center. Participation in the Treasure Sale is open to all residents. Donations are accepted from residents and resident estates. Various items typically offered to the Treasure Sale year-round include:

- Furniture and fixtures
- Kitchen and household items
- Clothing and jewelry
- Antiques and collectibles

There are also opportunities throughout the year to shop at the various Treasure Stores on campus that sell furniture, ladies clothing, and household items. All proceeds from the Treasure Sale and Treasure Stores support the Benevolent Care Fund, the Scholars' Fund, Chapel Concerts, Staff Appreciation, the Film and Book Libraries, the Harmonizers and other community needs by request. Any request for funds to support a community effort must be made in writing to the Philanthropy Department and will be considered on a case-by-case basis. Donations to the Treasure Sale are tax deductible to the extent of the law. Please LIKE our page on Facebook to see current images of inventory (Charlestown Treasure Sale). Current residents can donate items throughout the year by calling the Treasure Sale Pick-Up Line at x601-8124 (please allow 48 hours for a return call). Families can request residence clean-outs by working with the Move-Out Coordinator.

CONTINUING CARE

Continuing Care consists of residences that are available for Assisted Living and Skilled Nursing (either Post-Acute/Rehabilitation or Long-Term Care). Continuing Care offers our residents the ability to live successfully with a high degree of independence and dignity. Please know that if your health declines and you are unable to continue living in your residence, Continuing Care supports residents with maintaining as much independence as they are able. Our goal is to provide supportive services as part of the continuum of care.

Assisted Living Residences

In Assisted Living, each resident receives an individual assessment and fees are determined based on the resident's level of care. Standard Assisted Living services include housekeeping, three (3) meals per day, snacks, and assistance with scheduling appointments. There is also an active social calendar in addition to the activities in Independent Living.

Memory Care is designed to provide supportive memory care services to those residents living in the extended care areas of the community. The program encompasses three levels of engagement from individual achievement to group involvement and also incorporates daily activities providing personal meaning, optimal independence, satisfaction and overall

enjoyment of life.

Short-Term/Rehabilitative Care

Wilton Overlook 1, the designated post-acute rehabilitation neighborhood, is located on the first floor of our Wilton Overlook building. Wilton Overlook 1 provides post-acute, short-term medical care and/or physical, occupational and speech rehabilitation in a home-like environment to residents who are not able to return to their residence after a hospital stay or who need specific care in-lieu of the hospital. The daily fee includes three (3) meals, snacks, local telephone service, television, dispensing of medications, required treatment and twenty-four (24) hour care.

Long-Term Care

Continuing Care provides private rooms for residents who are no longer able to live safely in their Assisted Living or Independent Living residences. There are activities for all residents at all levels. To meet residents' spiritual needs, a chaplain is available. In long term care, three (3) meals per day plus snacks are provided. Social Workers are available to assist in coordinating each resident's care needs, and there are many other amenities for residents to enjoy.

Continuing Care is also available for respite stays in both Assisted and Long-Term Care setting for temporary assistance (up to fourteen (14) days) for Independent Living Residents. For further information, please call the Continuing Care Admissions Department and schedule an appointment to meet with the Health Care Counselor.

APPENDIX A

ACQUIRING AN ELECTRIC MOBILITY VEHICLE (EMV)

Residents often find electric mobility vehicles (power chairs and electric carts) to be necessary tools for maintaining mobility and independence in the face of increasing physical challenge. Experience has taught us that education and training in the safe operation of such vehicles is necessary to protect everyone who utilizes community space. The purpose of these policies is to balance reasonable accommodations (for residents operating EMVs) with the safety of the general community. To enhance the safety of all residents, staff, and guests, we strongly encourage all EMV drivers to complete the following steps:

PROCEDURE:

Step 1 – Meet with your Primary Care Physician – Your physician knows your medical history and can provide consultative advice on what type of vehicle will fit your needs. In fact, in order to have your vehicle paid for by Medicare, a physician's examination and recommendation are necessary. Please keep in mind that certain vehicles may be too large for transportation in community shuttles.

Step 2 – Choose your EMV – Once you have consulted with your physician, you are ready to choose the EMV best suited for you. Functionality is the most important consideration in choosing an EMV. Oftentimes people place a higher value on price, convenience and/or appearance. While these are certainly all important considerations, the vendor will help you make the wisest choice based on your functional abilities.

In addition, we strongly encourage you to spend time learning how to safely operate your new vehicle. Ask your vendor for some personal training until you are comfortable with your EMV.

Step 3 – Learn the “Rules of the Road” - Call the Security Department to go over the “Rules of the Road” for safe driving. At this time, the Security Officer will remind you of the importance of obtaining personal liability insurance for your own protection in case of a driving mishap. All residents are required to have renters insurance, including liability insurance, as outlined in your Residence & Care Agreement.

Step 4 – Receive Registration Tag – All residents operating EMVs are required to obtain a registration tag from the Security Department **prior** to using their vehicle. The tag must be visible whenever the EMV is in use, attached to the rear of the vehicle. It is necessary for Security to know who owns EMVs.

Step 5 – Periodic Evaluation – The National Institute of Rehabilitation Engineering (NIRE) has recommended periodic evaluations for people operating EMVs. We recommend an annual revisit with your physician and a training refresher with your EMV vendor. You may schedule a revisit any time your ability to safely and effectively operate your vehicle is compromised.

APPENDIX B

RULES OF THE ROAD FOR AN EMV

Pedestrians ALWAYS have the right of way. EMVs are to be used for accessibility and mobility, not speed. Vehicles will not operate faster than an average resident's walking pace.

Stop at all intersections. All EMV operators are to stop at all intersections and blind spots, and then proceed with caution. Use a horn or bell to notify others. Negotiate with others when using elevators about the best way to enter and exit with your EMV. Ask for help to hold open the elevator door if needed.

Ride in the center or to the right. To protect pedestrians entering corridors, EMV operators must ride in the center of the hallway. When approaching an intersection or pedestrians in the hall, keep to the right side of the hall.

Do Not Drink and Drive! Consider the effects of alcohol and medication before driving.

Pass with courtesy. Driver courtesy is expected of operators at all times. Passing is allowed in the hallways. Please politely notify pedestrians when passing by using a horn or a bell. Passing is not allowed on corners, or at intersections, or curves.

Report all accidents and violations. If an accident or violation occurs, notify security immediately by calling the front desk.

Adhere to Warnings/Instructions. Operators must adhere to any warning or instruction given by a Security/Emergency Services Officer or designated employees.

Do not park in hallways. Fire code and community policy does not allow the parking of EMVs outside residences or in residential building hallways. Do not leave your EMV unattended.

EMVs in the Restaurant. Residents with electric wheelchairs may choose to stay in their vehicle during the dinner hours. Due to their length, electric vehicles can cause risk hazards for other diners. Therefore, community employees will provide a complimentary valet service for standard devices.

Motorized Vehicles on the Shuttle. Due to safety reasons, EMVs that are outside the Federal Guideline for a "common wheelchair" (30" wide x 48" long) will not be transported.

The Size of the Vehicle should not be prohibitive to the safe operation in community hallways. The size of the vehicle will be no wider than 30 inches.

The EMV registration is designated for the individual and their vehicle only. Please do not allow others to drive your vehicle without the proper training. Extra passengers (sitting on your lap or standing on the back) are not allowed while the vehicle is in motion.

Contact your EMV vendor annually for a vehicle maintenance check. Treat your EMV like you would your automobile, do preventive maintenance to keep it in safe working order.

APPENDIX C

SAFETY & ENFORCEMENT FOR AN EMV

For the safety of all, EMV operators are expected to adhere to the above-mentioned “Rules of the Road” at all levels of care. The Security Department will issue warnings to any EMV operator who violates those rules. Complaints regarding EMV operation will be accepted from residents, family members, and staff. All complaints will be normally kept confidential, as appropriate, and will be investigated and documented.

If the investigation determines whether the complaint was unfounded or inappropriate, or, in the case of an accident, the driver was not at fault, no further action will be taken and no notation will be made in any resident record maintained by the community.

The following enforcement process will be implemented if complaints are substantiated:

FIRST VIOLATION	<u>WRITTEN WARNING:</u> Delivered by Resident Life Director and Security.
SECOND VIOLATION	<u>WRITTEN WARNING:</u> A reminder will be given that highlights the possible consequences of a third violation within 12 months. Written and delivered by the Executive Director (ED). ED will review insurance information with the resident and confirm that they have liability coverage.
THIRD VIOLATION	The EMV Safety Review Board will review past violations with the resident and make a determination whether to suspend operating privileges, mandate additional training, or make a special exception. The EMV Safety Review Board is made up of the ED, Security, & the Resident Life Director

Note 1: The Safety Committee may review any single injury or incident, depending on the nature of the event. Therefore, the operator’s privileges may be suspended or additional training mandated after one incident and/or violation. The Committee will make every reasonable effort to assist in the retraining process or helping the resident to explore other mobility options.

Note 2: In most cases, a new enforcement period will commence, twelve months after the first violation.

Note 3: Any damage to community property caused by a resident operating an EMV will be billed to the resident. The EMV operator will also be solely responsible for any personal injury or damage to other property caused by the EMV operation.

APPENDIX D

RECEIPT FORM FOR AN EMV

Receipt of Electric Mobility Vehicle Protocol/Information Packet

I, _____ have received and reviewed the electric mobility vehicle policy dated _____. I have read and understood all of the policy, including but not limited to the Rules of the Road, for the safe operation of my electric mobility vehicle, and the guidelines for Safety & Enforcement, for review of incidents and liability for EMV operation. I understand that this policy is designed to enhance the safety of the electric mobility vehicle users, as well as the overall safety of the community. I understand that this policy may be reviewed and updated by the Community if needed. The Community will provide copies of updates to EMV operators.

I have been given an opportunity to read the Community Policy for EMV Operation and am aware of the five-step process that will help me in the safe operation of my vehicle.

Signature: _____ Date: _____

Print Name: _____

Residence Number: _____

Telephone: _____

APPENDIX E

WHEELCHAIRS IN INDEPENDENT LIVING

A wheelchair is a manually-operated or power-driven device designed primarily for use by an individual with a mobility disability for the main purpose of indoor, or of both indoor and outdoor, locomotion.

For those who have a manually-operated wheelchair, but are unable to self-propel it, there are a few options for attendant assistance:

- (a) residents may hire the on-campus Home Support Services (if available) for a fee to provide the transport;
- (b) residents may hire an outside homecare agency or individual contractor to provide the transport; or,
- (c) residents may recruit family or friends to provide the transport.

Please note that the Security team is unable to provide wheelchair transport for normal daily activities (ex: to the restaurants, hair salons, convenience stores, or other discretionary activities, etc.). Residents are encouraged to utilize one of the other options above for wheelchair transport as needed.

For additional guidance, please see the APPENDIX A on Electric Mobility Vehicles (“EMV”).

APPENDIX F

PET OWNER REGISTRATION FORM & PET OWNER'S GUIDELINES

Pet Owner Registration Form

Resident Name: _____ Residence: _____

Telephone: _____ Date: _____

Type of Pet: _____ Name of Pet: _____ License: _____

1. _____

2. _____

Is your pet a Service Dog or an Assistance/Therapy Animal? _____

(If an Assistance/Therapy Animal, additional forms are required. No additional forms are required for a Service Dog.)

Emergency Contact (person to provide care for the pet in the event of a resident emergency; this cannot be an employee of the community):

Name: _____

Relationship to owner: _____

Daytime telephone: _____

Evening telephone: _____

Special instructions: _____

Veterinarian Name and Phone: _____

Please complete the following and place a check mark to indicate the completion:

- My pet(s) is (are) registered in the local jurisdiction and the rabies and vaccination shots are up-to-date.
- The person listed as my Emergency Contact is aware of the above information and of their responsibility to activate this emergency plan. I will give them a copy of this *Pet Registration Form* to help guarantee that they have this information.
- I will give a copy of this form to my Pet Caretaker and I will make sure this Caretaker is aware of who my Emergency Contact is and how to reach them.
- I will put a copy of this form on my refrigerator in case of an emergency and may give a copy to my close friends/neighbors.

Pet Owner's Guidelines

If you are a resident at Charlestown, we welcome you to bring your pet with you when you move in; we want you to continue to enjoy your pet for many years. However, we ask you to consider the adjustments your pet must make when you become a member of a close community. Remember that your pet's behavior and cleanliness impact the whole community. We also want to support our Housekeeping and Grounds personnel in their efforts to provide a beautifully-maintained environment. The following rules apply equally to your pets and to those of your guests (refer to guideline #3).

Pet Care and Rules

1. Dogs, cats, birds and fish are acceptable pets.
2. All dogs and cats must be registered with the appropriate jurisdiction. All dogs and cats must be given their required vaccinations before moving to this community. Residents are requested to keep a vaccination record. Residents living in Continuing Care must provide documentation from a veterinarian certifying that the pet is in good health and that all required immunizations are up to date.
3. Upon move in, a Pet Registration Form must be filled out and given to the staff member who is conducting the settlement (aka "Take Keys Meeting"). Alternatively, if a resident acquires a new pet after moving in, the resident must complete The Pet Registration Form and turn it into the Resident Life department. The Pet Registration Form informs us of the presence of a pet and ensures that you have developed an emergency plan for your pet in the event that you are not able to provide care for your pet. It is your responsibility to inform your Emergency Contact and/or Pet Caretaker about your emergency plans for your pet(s). The Caretaker cannot be an employee of the Community. The Pet Registration Form can be obtained from Sales or Resident Life.
4. Pet Owners are encouraged to check with their insurance agent about their renter's insurance coverage for damage or harm caused by their pet.

5. Pets must be on a leash or in a cage at all times when outside your residence and should never be allowed to run free. We ask that Service Dogs also be leashed, unless the leash prohibits the animal from performing its job. In addition, when pet owners know that they will be receiving visitors in the residence (ex: visiting nurses, housekeepers, maintenance staff), they should consider caging or leashing their animal for the comfort of the visitor.
6. Pets are not allowed in any of the Community Buildings, unless the resident's residence is embedded within the Community Building and the owner is taking the most direct route to and from the outdoors. Pets are also not allowed to sit on any of the community furniture. Service Dogs and approved Assistance/Therapy Animals are an exception to this rule. Please contact the volunteer program coordinator with any questions at x601-8133.
7. Pets are not allowed in the Fitness Center, Restaurants, Hair Salon, Pharmacy, Offices or Bank.
8. Before a resident may bring a pet to visit in Continuing Care, the pet must have its shot record on file with the Continuing Care front desk; before pet volunteers may bring a pet to Continuing Care, its shot record must be on file with the office of the Continuing Care Administrator and the pet owner must go through volunteer training. In addition, visitors with pets are expected to comply with all aspects of the Pet policy and these guidelines.
9. Pets are only to be taken on walks outside of the buildings. Pets are not allowed to engage in indoor exercise- whether in the hallways, stairwells, on exercise equipment, or anywhere else.
10. When taking your pet outside, take the most direct route from your residence to the nearest exit.
11. Pets are not allowed to ride on the campus shuttle or other campus vehicles—unless it is an emergency or a dangerous situation. Service Dogs and approved Assistance/Therapy Animals are an exception to this rule.
12. Pets may be walked in any outdoor area but there are some preferences. Please try to avoid walking your pet around high traffic areas or near flower beds or near other people's patios. Please try to vary the areas where you walk. Dogs often urinate on the same vegetation and this can have damaging effects on the plant. During dry weather, please consider bringing a water bottle to dilute the area where your pet urinates.
13. Visitors with dogs are allowed to come through the Community Building to allow the visitor to register at the front desk, if applicable. If at all possible, the visitor is asked to

cage the pet or keep it on a leash while in the Clubhouse. We ask that the visitor proceed directly to their destination after registering and not spend time in the Community Building with their dog. At the discretion of the Executive Director, a visiting pet may be banned from campus due to inappropriate pet behavior or inappropriate management by the owner.

14. Droppings must always be picked up immediately. “Pooper Scoopers” are available at stores like Wal-Mart or you can use plastic baggies. Carefully seal the plastic baggie and dispose of it in the trash cans located outside of the buildings.
15. Some areas not acceptable for disposing of pet droppings:
 - Down the storm drains.
 - In the woods
 - In flower pots or around plantings
 - Along public trails or canals
16. Pet owners are expected to manage their pets in a way that keeps the noise to a considerate level for their neighbors; however, if the sounds made by a bird, cat, or dog are upsetting to a fellow resident (e.g., perhaps due to volume, time of day, perceived aggressiveness, etc.), the concerned resident is encouraged to speak directly to the pet owner. If the noise problem persists, the concerned resident may ask for help from Security, Administration, or the equivalent. For example, a dog that barks loudly when its owner is away could result in the neighbor phoning Security and asking that Security listen from the hallway, writing an Incident Report--if the pet’s behavior appears inconsiderate of neighbors and passersby.
17. If a pet urinates or defecates outside of the residence, but indoors, the handler should first attempt clean-up, then notify Housekeeping.
18. Residents with a ground floor residence patio may tether their pet outside of their patio, if the following conditions are met:
 - The owner must remain outside with pet.
 - Pets must not be able to go within two feet of a sidewalk or a neighbor’s patio.With many people living so close together, it is important to be mindful of how much noise your pet is making. Excitable or territorial pets may not be suitable for community living.
19. All dog walkers or pet sitters must abide by these guidelines.
20. Residents must follow all local laws regarding pets and Service Dogs or Assistance Animals.

21. Pets must be comfortable in a community living setting and cannot display aggression towards other residents, employees, visitors or other pets. A pet who is aggressive or causes harm or damage to other persons or property may be temporarily or permanent banned from the campus at the discretion of the Executive Director. The Executive Director may consider whether the resident is able to re-train or restrain the animal from further actions.

Enforcement of the Rules

Violations of these guidelines will be referred to the relevant staff member. Violations may result in an intervention or a written warning from the Administration Office. Depending on the seriousness of the violation, the Executive Director may require additional restrictions, retraining, or may immediately ban the pet from campus—all within the Executive Director's sole discretion.

By signing below, the pet owner accepts full responsibility for any injury caused by his or her pet toward other residents, pets, staff or guests. Further, the pet owner accepts full responsibility for any damage to personnel or private property caused by his or her pet.

I have read these Guidelines and the policy on Pets and agree to these terms.

Signature: _____ Residence: _____

Date: _____

