



Freedom Plaza

Independent Living
Resident
Handbook

Welcome

It is our pleasure to welcome you as a resident of a Freedom Plaza community. The services, care and environment have been designed to enhance your daily experience and to promote greater individual freedom. We thank you for trusting us as your partner in mutually seeking senior living solutions that will enhance your well-being, and for giving us the privilege to enrich your life and the lives of your family members.

This handbook has been developed to provide you with some basic information about the community and its operation and should be kept for future reference. The information in this handbook is intended to provide a common basis of understanding and respect for everyone living and working at this community. We all share the responsibility of creating and maintaining a community that we all can enjoy. In addition, our community associates and other residents will be glad to help you with any questions you may have.

We want to make the transition to your new home as carefree as possible. We realize that the adjustment to any new environment takes time. Please let us know what we can do to assist you with this transition.

Sincerely,

All Freedom Plaza Associates

About Freedom Plaza

Freedom Plaza is the leading provider of senior living solutions throughout the United States. We are dedicated to enriching the lives of our residents every day. Freedom Plaza is carefully planned and well-managed, and offer programs, services, solutions, and care that are unique as a result of the collective talents and inspiration of our residents, families and associates. We recognize that good people make the difference and together we will support you.

Freedom Plaza services and solutions are delivered in a wide range of environments from our senior living community, depending on the level of independence and care needs. At Freedom Plaza, our desire is to provide quality care, and you and your family's engagement and satisfaction are our priority.

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COMMUNITY AMENITIES

THE INDEPENDENT LIVING EXPERIENCE

Freedom Plaza provides independent living experiences for those seeking a lifestyle that responds to their desire for convenience, comfort and security while providing opportunities to enhance their personal wellness. Freedom Plaza offers a care continuum either within each community, or as a part of a local network of Freedom Plaza.

Freedom Plaza seeks to be a trusted partner in helping you enjoy life to the fullest while helping you maintain your independence. Our programs and services enhance the daily life experience at our independent living community through careful attention to the details of daily life. Your community features Community Life Services, Freedom Plaza Dining, Community Life Services, and may include Freedom Plaza Healthcare Services and fitness services.

FREEDOM PLAZA DINING

Our community dining associates demonstrate a passion for good food and service with an emphasis on nutrition, selection, and satisfaction. Your satisfaction with the dining experience focuses on the following approaches:

Culinary Artistry

Our passion for great food and service is evident in Freedom Plaza's dining programs. In our dining rooms, meals will always be fresh and of the highest quality. Our culinary team prepares food to order, or in small batches, throughout each meal.

Made from Scratch

Our culinary team understands that food tastes best when cooked from scratch. Each day we utilize a variety of recipes, fresh ingredients, and our passion for cooking to create dishes that you would be proud to call your own.

Fresh Approach

In order to create a great meal, it is important to start with fresh ingredients. Our culinary team prepares high quality meals that are served each and every day by purchasing only choice grade meats, the freshest seafood, and fresh seasonal fruits and vegetables from local vendors.

We Bake All Day

Join us to start off your day with the smell of freshly baked pastries. Later, enjoy piping hot dinner rolls, fresh out of the oven and for those of you with a sweet tooth do not forget to leave room for dessert. We bake our pies, cakes, cookies, and other tantalizing desserts to end each day with flair.

Your Menus Your Requests

The menus at your community are all about you. We constantly look for suggestions and feedback on our menus. Through our weekly menu chats, resident request log, or comment cards, you can provide us with instant feedback.

Just Like Home

Your personal recipes added to our lineup of culinary creations.

Do you have a favorite recipe? Our culinary team will gladly prepare your recipe for everyone to enjoy. This is a great way for you to share your favorite recipes with other residents. Simply submit your recipe to your community culinary team.

Sanitation & Food Safety

Our compliance monitoring and quality assurance keeps food safety and sanitation on top of everyone's mind. We are committed to your health by maintaining a clean and safe food environment. Therefore, each culinary associate is required to be certified by ServSafe, the nation's leading and most widely recognized food safety and sanitation program.

Yes...We Say Yes!

You will love our hospitality first attitude. We are empowered to, "Say Yes!"

You deserve an exceptional dining experience. At Freedom Plaza our, We Say Yes! program, empowers the dining team to make decisions to deliver on your personal requests. Our top priority is your satisfaction at each and every meal.

Realizing that tasty and attractive meals add to the enjoyment of life, we have taken special care to make your dining experience enjoyable. If you have any suggestions, please feel free to communicate them to the director of dining services or dining room manager.

Your Residency Agreement outlines the number of meals covered by your monthly basic service rate. See the dining services director if you are interested in additional meal plan options. Although you may choose not to eat the allotted meals, your monthly fee will not be reduced. Additional meals above what is provided through the monthly fee will be charged accordingly.

A comment card is available for your positive comments and your suggestions for improvement. Your feedback is sincerely appreciated.

The charges for additional meals and guest meals are listed in the fee schedule for select services. Please note that our charges for meals and mealtimes are subject to change.

You and your guests are requested to dress appropriately for dinner. No “bedroom” attire is allowed in any of the common areas, and residents and guests are always encouraged to maintain a presentable appearance.

Specific policies regarding meal charges, billing and possible meal credits for extended time spent away from the community should be discussed with the business office.

We would like to remind you that we do provide a variety of menu items each meal in our dining room and ask that extra food not be taken from the dining room.

DINING – ROOM SERVICE

The Dining Services department may be able to provide room service if you are unable to come to the dining room due to illness for no extra fee. Residents who are not ill but would like room service will be charged a fee for room service, as defined on the fee schedule for select services. To place your order please call any provided direct number or the main community phone number and ask to be transferred to the kitchen. The time for delivery of your meal and pick up of any room service trays will be set to ensure the best possible service to residents in the dining room.

DINING – GUEST POLICIES

We realize family and friends are a very important part of your life and encourage you to invite guests to share in the enjoyment of dining at the community. To make sure that we can better serve you and your guests, the following policies are applicable:

1. You must notify the dining room manager that you will have guests joining you for a meal. Prior reservations may be required for a group of four or more. Please call at least 24 hours in advance for your reservation. This will help us arrange for sufficient seating. You should include the number in your party. This simple courtesy enables our wait staff to make guests feel welcome and assists in maintaining security in the community.
2. You will need to sign for all guest meals served. The charges will appear on your next monthly invoice. The dining room does accept credit cards. The dining room does not accept cash.
3. Please make your guests aware of our dress code and no tipping policy.
4. We request that you accompany your guests to the dining room. However, we realize special circumstances may arise that prevent this. Please make dining services director or resident services director aware of the circumstances and give prior permission for guest meal charges to be applied to your monthly invoice.
5. Children under 18 must be accompanied by an adult when dining.
6. As noted previously, there is no smoking in any building common areas.

KITCHEN

For safety and sanitary reasons, we ask that you do not enter the main kitchen. If you need something from the kitchen, please ask an associate. If you would like to see the kitchen, please contact the dining services director to arrange a tour.

PRIVATE DINING AND CATERING

The community has a private dining room or similar common area space that can be reserved where you are encouraged to celebrate special times with family and friends. Reservations for the private dining room must be made at least one week in advance with the dining services director. Reservations for the private use of other common area spaces in the community should be arranged with the Community Life Services leader at least two weeks in advance. Please note, activities already scheduled on the calendar will be given priority. Our team can also assist with a catered function in your apartment if you prefer a private setting.

The dining services director will be glad to arrange and cater a meal at your request. Elaborate or special purchase menu items will involve an additional food charge. The charge for any special or additional services will be established at the time of the request and will be payable with the next monthly invoice. Residents have the fun of planning and the Dining Services team will do the work.

FRIENDS FOR LIFESM

At Freedom Plaza, our greatest source of new residents is referrals from you and our current residents. Many residents and their families recommend us to their family and friends because they've experienced our special service and care firsthand. For your referrals, ask anyone on your management team about the Friends for Life referral program, which can generate benefits for you and for those you refer to us.

COMMUNITY LIFE SERVICES

Community Life Services provide opportunities for residents to pursue their interests, continue to learn, make friends and have fun. Within the six dimensions (physical, intellectual, social, emotional, spiritual and purposeful), Community Life Services promote well-being and empower residents to live an engaged, meaningful and purposeful life every day.

BUILDING AND PROPERTY MAINTENANCE

The Maintenance department is responsible for the upkeep of community buildings, grounds, furniture, fixtures and equipment. Problems that are a threat to safety or property or which result in unreasonable discomfort, such as no heat or air conditioning or overflowing toilets, should be reported to community associates for immediate attention. Community associates reserve the right to enter any apartment, at any time, to address what they reasonably perceive to be emergency conditions.

The staff may assist you with small tasks. Residents are requested to complete a work order request by contacting the maintenance department or the concierge desk. If your request involves personal belongings or requires a special assignment, we will attempt to address your needs as quickly as possible. A list of special services available and their respective charges may be found in the fee schedule for select services.

CABLE TV AND TELEPHONE

As a service to you, we have pre-wired each apartment for telephone and cable TV reception. For connection of premium service cable options, contact the Sales and Marketing department for the name and contact number of the local cable provider. Also ask the Sales and Marketing department if you have questions about the initial connection of your telephone service. In consideration of your neighbors, please keep the volume of any radio, TV or musical instrument at a reasonable level.

COMPUTERS AND INTERNET

Freedom Plaza provides shared computer access in an Internet café setting. Computer classes may be available to help you learn how to surf the Internet, share documents and connect with family and friends. Wireless connectivity may be available in hot spots in common areas. For more information, refer to the community newsletter or calendar or see your Community Life Services associate.

CONCIERGE SERVICES

Confidence about your surroundings will help you enjoy life to the fullest. For your protection, all visitors must enter through the main entrance and sign in at the concierge desk. Packages can be left for you at the concierge desk. Small packages should be picked up by the resident.

Our community provides concierge or courtesy officer staff 24 hours per day, seven days a week. Should you have an injury, accident, security issue, or any change in health condition, please report this immediately to our concierge or courtesy officer.

HOUSEKEEPING

As part of the monthly fee charge, in a frequency defined in the Residency Agreement, basic housekeeping services are provided. Housekeeping services within your apartment are generally scheduled between Monday and Friday and are not provided on holidays. We hope that these services will afford you more time to enjoy community opportunities. We will vacuum your apartment, clean the bathroom and kitchen and do light housekeeping.

Should you have a special task, such as additional cleaning of your carpet or other extra housekeeping, you must notify us by completing a work request form available at the concierge desk or by calling the director of housekeeping for an appointment. Charges will be assessed if you request additional services based on established rates. Deep cleaning projects, such as inside windows, dusting of blinds, baseboards, etc. are done during an annual cleaning, as applicable.

KEYS

You will be provided, at the time of move in, keys to your apartment and personal mailbox. As applicable, other keys may be issued, such as a house key or a storage locker key. Please do not alter your door locks or keys. No copies of any community keys shall be made, except by the maintenance director. There is a per key replacement fee as specified on the fee schedule for select services.

Should you find yourself locked out or if you have misplaced your key, the concierge or security personnel will assist you.

You are urged to keep your apartment locked. As applicable, always lock ground floor patio doors.

LAUNDRY/DRY CLEANING SERVICES

Your monthly fee covers laundry service for community-provided sheets and towels in a frequency that is defined in your Residency Agreement.

Washers and dryers are conveniently located throughout the building. These are available for your use at no additional cost during posted hours. Due to fire safety, all laundry room doors must remain closed at all times. Please ask if you need instructions for using the appliances. Be a good neighbor and wipe out the washers and empty the dryer filters after use. Laundry service by community associates (wash and fold) is available for a charge and may be arranged through our Innovative Home Services, which is available at select Freedom Plaza. Likewise, outside commercial laundry and dry cleaning services may be used at your own personal expense. Information on pickup and delivery may be available through the concierge desk.

LIBRARY

The library is open 24 hours a day, every day. Residents have unlimited use of the library at no additional charge. Residents are encouraged to borrow books from the library for their personal use and enjoyment, and then to return the books as soon as they are finished so others may enjoy them as well. Operation of the library is on an honor basis and the cooperation of residents will enhance the enjoyment of this resource by all. Volunteer librarians are welcome to help coordinate the library operation. Those with larger print in hard cover are especially appreciated. If you would like to order audio books, please talk to the director of Community Life Services who will assist you.

PEST CONTROL

We have a contract with a professional licensed exterminator to handle all interior and exterior pest control problems. This exterminator comes regularly to address any reported needs. You will be informed in advance when this vendor is scheduled to be in the building for this routine service. If you need to have an exterminator treat the interior of your apartment, you should contact the Maintenance Department to report the need.

TRANSPORTATION

We offer scheduled transportation for residents to designated locations in the surrounding community. Please refer to the weekly transportation schedule and monthly Community Life Services calendar for specific details. Please understand that we are a community with many different resident needs. The transportation schedule is designed with this in mind. Scheduled transportation in Freedom Plaza vehicles is offered on a first-come, first-served basis. Banking, shopping of all types, scenic trips, doctor visits and local religious services are all available throughout the week. Doctor and dentist visits must be arranged to coincide with our scheduled days for doctor visits. Transportation schedules are subject to change without notice for unforeseen reasons or low demand for a specific trip or activity. Custom trips can be scheduled with the Innovative Home Services, if applicable, for a set fee, providing the transportation schedule can accommodate the trip.

When riding in a Freedom Plaza vehicle, seat belts must be worn at all times. Emergency transport to the hospital or pick up upon discharge will usually require an ambulance service. For other special physical needs, we will provide you with a list of alternate services to help you. For transportation needs involving longer distances, including airports, the transportation office will assist with options.

HEALTH PROMOTION

ASSISTED LIVING

Whether in a free-standing community or a specialized floor in a retirement community, assisted living provides a place for those who desire social connections with clinical support, or need some help with routine activities of daily living, such as bathing, dressing or assistance with medications. With a smile, a personal greeting and personal attention, Freedom Plaza's compassionate associates will listen, understand and partner to provide services for residents.

Trained caregivers provide attention and assistance with medication management, bathing, dressing and cooking 24-hours a day. Provided services must follow your physician's order and state licensure regulations. In addition, staff will coordinate services with outside healthcare providers and monitor residents to ensure they are healthy. At Freedom Plaza, good care, good food, and good times enhance your quality of life.

ALZHEIMER'S AND DEMENTIA CARE

Freedom Plaza Alzheimer's and dementia care strive to ensure daily moments of success for our residents. Provided services must follow your physician's order and state licensure regulations. The Freedom Plaza Memory Care program is built offering a gentle daily structure that maintains a resident's abilities and encourages the use of remaining skills while reassuring them that they are right where they need to be. The Memory Care Dining program, associate training program and behavioral problem-solving program complete the foundation that produces our residents' moments of success. Freedom Plaza features a secure residential area for the delivery of our Memory Care programs.

HEALTHCARE CENTERS

Whether it is for a short-term rehabilitation-focused stay or for longer-term nursing and supportive care, our team members know that providing excellent service extends beyond clinical details to caring for the whole person. Provided services must follow your physician's order and state licensure regulations. Our healthcare center residents and their families are our partners in care. We are committed to listening well and understanding, so your choices are respected, and your care is provided with compassion and competence. This culture of caring in our healthcare centers diminishes the institutional aspects of what we do and focuses on hospitality so that the heart of what we care about comes through.

When the need arises, we have licensed and certified care available for you. So enjoy the lifestyle you deserve today with peace of mind for tomorrow.

FREEDOM PLAZA HEALTHCARE SERVICES

Freedom Plaza Healthcare Services offers a broad range of services and solutions to our residents. Our Wellness program is designed with an emphasis on rehabilitation, fitness, and education programs and services. A main goal is to help you live as independently for as long as possible, with proactive intervention designed to sustain your current living situation and quality of life.

Our Medicare-certified outpatient physical, occupational, and speech therapy services will let you benefit from any physician-prescribed therapy services. Medicare Part B and other private insurances often cover the costs for these services, and we can verify in advance what coverage is available to you so you will know what portion of the costs you will be responsible for, if any. If you have experienced any of the following problems, you should visit with our Freedom Plaza Healthcare Services team to discuss available services:

- Falls
- Balance problems/dizziness
- Pain in any location
- Urinary incontinence
- Low vision
- Memory loss
- Problems with dressing and bathing
- Swallowing difficulties

To help in these areas we offer balance clinics, home safety programs, low vision therapy, memory enhancement techniques, pain management, self-care strategies, continence programs, and a specialized dining program.

At Freedom Plaza, we also offer licensed Freedom Plaza Home Health. Freedom Plaza Healthcare Services can also tailor a private-pay program of services for your needs if Medicare reimbursement is not an option. This might include options such as:

- A fitness program where a therapist designs an exercise program just for you and a technician works with you as you follow those exercise instructions.
- Massage therapy
- Reflexology

Freedom Plaza Healthcare Services also provides community residents with educational opportunities such as:

- Support groups
- Healthy living and wellness lectures and clinics
- Health fairs and resident screenings

For any questions on the services available to you through Freedom Plaza Healthcare services, please contact the local team.

As a resident of this community you are not bound to use Freedom Plaza Healthcare Services, rather they are in place as a convenience to you. If you or your physician prefer a different rehabilitation or home health provider, we will be happy to provide you with a listing of some local providers from which you may choose.

INNOVATED HOME SERVICES

Innovated Home Services, strives to support your community living experience with private assistance for your preferences and personal needs. With dedicated, community-based associates, Innovated Home Services can help with a range of day-to-day personal assistance including errand and escort services, pet care, companionship and much more. Whether you prefer assistance occasionally or routinely, most services are available seven days a week, and can often be arranged within 24 hours. Innovated Home Services is a convenient, cost-effective solution to help maintain or accommodate your current and evolving lifestyle. Contact the Innovative Home Services office to begin the process of learning how Innovated Home Services can support you in staying independent and active.

WELLNESS CENTER

To promote your sense of well-being, Freedom Plaza has a wellness center that offers services which may include screenings, health education, annual flu shots and arranging for visits to the community by various health professionals. Hours are posted for residents who want to consult with an associate of the wellness center.

RESIDENT RESPONSIBILITIES

1. The apartment must be kept clean, sanitary and free from objectionable odor.
2. No littering of papers, cigarette butts, or trash is allowed. No trash or other materials may be accumulated that will cause a hazard or be in violation of any health, fire or safety ordinance or regulation.
3. Explosives, inflammables, or hazardous substances are not permitted on the premises.
4. Handguns, firearms, or weapons of any type are not permitted on the premises, except under approval by the executive director and compliance with the related policy.
5. All trash, cans, bottles, newspapers, etc., should be put in plastic bags and sealed and placed in the trash chute or other common area trash receptacles. Trash should not be allowed to accumulate in the apartment. Items too large to fit in the trash containers should be disposed of by you and should never be left outside the apartment.
6. Entrances, hallways, walks, lawns and other public areas shall not be obstructed. No personal belongings may be placed in halls, stairways, or about the building. Ambulatory items such as tricycles, scooters, wagons, etc., will be of size and quality to permit storage inside the apartment.
7. Do not wash or repair your car on property unless an area has been designated by management.
8. No nails, screws, or adhesive hangers, except standard picture hooks, shade brackets and curtain rod brackets, may be placed in walls, woodwork, or any part of the unit. No alterations or improvements shall be made by the resident without the written consent of the executive director.
9. Do not display any signs, exterior lights, or markings on apartment doors, windows or lanai's.
10. Private duty personnel are prohibited in the dining room.
11. Clothing should not be hung on lanai railing or on a clothesline located on lanai.
12. Water beds are not permitted in the apartment without prior written permission from the executive director.
13. If someone is to enter your apartment during your absence, you must give us permission in writing.
14. Adding, changing or in any way altering locks in the apartment, is not permitted.
15. All musical instruments, television sets, stereos, radios, etc., are to be played at a volume which will not disturb other residents.
16. You are responsible and liable for the conduct of your guests. Acts of guests in violation of this agreement or these rules and regulations may be deemed by us to be a breach by resident.
17. You agree to abide by rules and regulations established for use of recreational, health and service facilities provided by us.

NEW RULES AND REGULATIONS OR AMENDMENTS TO THESE RESIDENT HANDBOOK RULES MAY BE ADOPTED BY THE COMMUNITY UPON NOTICE IN WRITING. THESE RULES AND ANY CHANGES OR AMENDMENTS HAVE A LEGITIMATE PURPOSE AND ARE NOT INTENDED TO BE ARBITRARY OR WORK AS SUBSTANTIAL MODIFICATION OF RESIDENT RIGHTS. YOU ARE RESPONSIBLE FOR THE CONDUCT OF GUESTS AND ADHERENCE TO THESE RULES AND REGULATIONS AT ALL TIMES. THIS RESIDENT HANDBOOK IS CONSIDERED AN EXTENSION OF THE RESIDENCY AGREEMENT AND IS LEGALLY BINDING. PLEASE READ THE ENTIRE DOCUMENT BEFORE SIGNING YOUR RESIDENCY AGREEMENT. IN THE EVENT OF A CONFLICT BETWEEN THE TERMS OF THIS RESIDENT HANDBOOK AND THE RESIDENCY AGREEMENT, THE TERMS OF THE RESIDENCY AGREEMENT SHALL CONTROL.

POLICIES

AIR CONDITIONING AND HEATING

Your apartment has its own air conditioning and heating system. This system is designed so you can comfortably control the temperature in your apartment with a wall-mounted thermostat.

APARTMENT CHANGES

Apartment changes within independent living are not encouraged. However, if you have a change of circumstance, a transfer request should be completed with the director of finance. If, at your own request, you move from a lower priced apartment to a higher priced apartment, you will be responsible for the difference in the monthly rent rate, in addition to moving costs. If you decide to move to a less expensive apartment, the monthly basic service rate difference will be credited in the next month's invoice. In all cases, the new monthly basic service rate will be based on new resident rates. The Residency Agreement gives guidance on the community fee during such moves. A transfer fee, as stated on the Select Services list, will be assessed that covers the community's average excess costs related to preparing an apartment for the next occupant.

Residents desiring an apartment change are responsible to contact the work order desk to confirm elevators are available and that your needs can be accommodated.

APARTMENT STRUCTURE OR DECOR MODIFICATIONS

If you wish to make any changes to your apartment, a written request prior to any change must be made to the executive director. If that request is granted, the written approval will become a part of your Residency Agreement. Upon approval, you will be asked to fill out an apartment improvement form available from the business office or your executive director. Items of improvement, which are attached to the structure or building, including dishwashers, will become property of the community. For unauthorized apartment alterations, such as holes made in the walls, altered ceilings, woodwork or floors, painting, wallpapering, carpeting and window treatments, you will be required to reimburse the community to restore the apartment to the condition of a similar standard apartment. Arrangements for any needed repair and restoration should be discussed with your executive director prior to move out.

BILLING

Your monthly invoice will be issued (hard copy or electronic) at the end of each month. Payment of your monthly invoice is due on the first day of the month regardless of whether you have received your invoice. For any late payments, a late fee may be assessed as outlined in your Residency Agreement. Your invoice will include the monthly basic service rate, charges for guests or extra meals, fees for additional services, and other charges you or your guests may have incurred. Questions on accounts should be directed to the business office. A service fee will be assessed if your check is returned for non-sufficient funds.

BUSINESS OFFICE HOURS

Business office hours are provided at the community. If you have any special requests after regular business hours, please contact the concierge or Director of Financial Services.

CARETAKERS AND SECOND OCCUPANTS

Caretakers are considered to be compensated persons who routinely visit or live with a resident for the purposes of personally assisting the resident. A second occupant is a resident who is entitled to all services defined in the Residency Agreement as determined by their status in independent living and must be approved prior to residency in the community.

Residents desiring to employ a caretaker must review the private duty caregiver standards. You may also consult with your executive director if a referral is needed for independent organizations that have helped other residents with private one-on-one assistance. Freedom Plaza also offers Innovated Home Services; ask your executive director.

CASH TRANSACTIONS

Our associates have sometimes been requested to hold resident cash or checks to pay for items being delivered to the community. We cannot be responsible for resident financial transactions, and thus do not allow associates to hold resident cash/checks while waiting for deliveries. We will be glad to inform any resident when a delivery person arrives so that they can pay for the item being delivered.

CONFIDENTIAL INFORMATION

The confidentiality of resident information is respected. Except as required by law, the community does not release telephone numbers or addresses to non-residents without first obtaining written authorization from the resident. The community does prepare and distribute an internal resident directory that includes names and phone numbers. The community may post the names of residents that are in a hospital so that other residents may contact them if desired. If you do not wish to be listed on the internal phone list or the hospital list, please notify your executive director in writing.

CREDIT CHECKS

The community maintains the option to use external credit check services, as needed, to verify resident or responsible party financial status as it relates to their ability to satisfy the financial obligations associated with your residency.

CUSTOMER SERVICE SATISFACTION SURVEYS

Management of this community encourages your feedback throughout the year so that any issues of concern to you are dealt with promptly. On a routine basis, Freedom Plaza will partner with a third-party survey administration company and distribute a survey to you that is very important to our community operations. You will be requested to return the survey to an outside firm with which Freedom Plaza has contracted, so the confidentiality of your responses can be maintained.

This survey is designed to give our local team feedback on your overall assessments of the operations. It is vital that all residents complete this survey so that a balanced and appropriate view of the community is understood. If you have any questions about this survey process, feel free to ask the executive director for more information. You are encouraged to contact your executive director at any time during the year if you have concerns.

DOOR DECORATIONS

It has been common for some residents to hang decorations, such as seasonal wreaths, on their apartment doors. This personalization of your home is allowed as long as the appearance is within keeping with the overall community design, to be decided by management. Any such decorations should not obstruct movement in the hallways. No nails, screws, or adhesive hangers, except standard picture hooks, shade brackets and curtain rod brackets, may be placed in walls, woodwork, or any part of the unit. Please ask a maintenance associate for approval before adding any hooks or brackets to any part of the unit.

DRESS CODE

Bare feet, bathrobes, bathing suits, and bedtime clothing are not allowed in any common areas of the community. Cover-ups and bathrobes may be worn to and from the pool, if applicable. In order to ensure the enjoyment of all residents and guests in the dining room, a dress code may have been adopted by this community, and if so, it will be communicated to you.

GUESTS

You are encouraged to invite friends or relatives to be guests in their apartment. However, only you may occupy your selected apartment as your personal residence. No more than two guests may stay overnight, unless approved by your executive director. Guests staying in your apartment when you are away from the community must be approved by your executive director. For security purposes, you must notify the concierge when you are having guests. Overnight guests must sign in with the concierge upon arrival and departure.

If you desire to have guests stay with you in your apartment for more than seven days in any one month, you must first obtain written consent from your executive director. For their safety, as well as respect for other residents, we ask that an adult always accompany children in the common areas.

INSURANCE

Please be advised that our property and liability insurance **DOES NOT** cover the loss of your personal items and furniture. You should safely secure any valuable possessions. In addition, you are responsible for any damage that you cause to any common area or any apartment from fire, scooters, visitors, aides, etc. You are strongly encouraged to carry personal property and comprehensive general liability insurance.

LIABILITY

This community is not responsible for your financial or personal liabilities. Although the community was designed and is operated with safety in mind, all persons who visit the community or use any community equipment do so at their own risk.

LIGHT BULBS

Upon a scheduled request, our maintenance associates will help you replace any hard-to-reach light bulbs in your apartment to reduce the risk of your falling. We will supply light bulbs for fixtures attached to the community. You are responsible for supplying light bulbs for your lamps and personal fixtures.

MOVING IN

Move-in is typically scheduled Monday through Friday between the hours of 9a.m. and 5p.m. However, we will make arrangements to partner with you if an alternate move-in time is needed.

All moves need to be scheduled with the Marketing department so the elevators can be reserved as needed, and so staff are available to accommodate your needs. Upon your arrival, we will show you the move-in route, and the loading dock area and the elevator designated for your use, if available at the community.

You or your family members must be present to supervise the moving process and the placement of your belongings. The moving company must remove all boxes that were emptied during your move in. Community associates will remove remaining boxes as you unpack, if you leave them in the service area designated by the community.

You will receive your apartment and mailbox keys on your first day of financial responsibility for your apartment. If it is available at this community, a storage locker will be assigned to you. You will need to provide a padlock for your locker.

Upon request and by appointment only, our staff can assist you with the hanging of pictures and the mounting of small items. Fees for maintenance services are listed in the current fee schedule for select services.

MOVING OUT

Independent living residents are required to provide management with written notification of move out as stated in the Residency Agreement. All other terms of the Residency Agreement also apply.

Your monthly fee will be billed on a prorated per diem basis if the date of termination is other than the last day of the month. If all belongings have not been removed from the apartment, and the apartment has not been restored to a broom-clean condition, additional per diem fees will continue until this is complete.

There will be a maintenance/housekeeping fee for carpet cleaning, cleaning to bring the apartment to a broom-clean condition, and repairs to all apartments. An apartment inspection will be completed by a director and the resident or a family member on the day of the move out after all belongings have been removed.

You are responsible to return all keys issued. A fee will be assessed, as stated on select services fee schedule, for each key that is not returned.

Disposal of all unwanted clothing, furniture and all other personal items should be coordinated with a third party, outside charity or agent. Disposal of items in the community's dumpster or to community associates is strictly prohibited.

LANAI'S AND COMMUNITY EXTERIOR

If applicable to this community, our lanai's are highly visible areas to residents and their guests. Only appropriate furniture and small plants should be placed on these areas. Any unsightly items, such as signs, rugs, laundry, antennas, fans, air conditioners or wires must be removed immediately at the request of management.

Towels, bathing apparel and clothing should not be placed on lanai's. Any custom window treatments should be preapproved by your executive director and should maintain a consistent appearance from the exterior of the community.

PERSONAL BELONGINGS

We suggest that you prepare a detailed inventory of your furniture and personal belongings when you move to the community. Keep this in a secure place. If you desire, we will keep a copy in our business office confidential file. This inventory assists your insurance company as well as the community should there ever be a claim, or you vacate your apartment. The community is not responsible for your personal belongings, so we strongly recommend that you obtain insurance to cover these items.

PET POLICY

Having a pet can be an important part of life for some of our residents. If permitted at this community, you are welcome to have small standard pets while respecting the rights of residents without pets. When living in a community environment, having a pet is a privilege. Resident pet owners are required to be considerate of other residents' sensitivities about pets. The following policies and procedures have been established for pet owners:

- All residents with a pet must have a **signed Pet Agreement** on file. If there is a change in pet status, your executive director must be notified immediately. Only one dog or cat is allowed per apartment, unless deemed appropriate by the executive director. Other animals including birds and hamsters must always be properly caged. If the pet is a dog or a cat, a non-refundable fee (see select services fee schedule) is required prior to move in.
- Each pet must be approved by your executive director prior to a resident occupying the unit.
- All other pets will always be kept in the resident's apartment. A cat or dog must be kept on a leash and accompanied by the resident while outside or passing through any of the common areas.
- It is the resident's responsibility to keep the animal fed, cleaned and groomed.
- At no time are pets allowed in the common areas except to enter and exit the building. Please use the doors nearest the pet walk area to access this area.
- All pets must be house broken. It is the resident pet owner's responsibility to clean up all pet droppings in the pet walk area immediately. Litter boxes must be used for cats and must be regularly cleaned. There is no substitute for walking your dog outside. A lanai is not to be used for a dog or cat to release bodily wastes. Any infraction could result in immediate notification to remove your pet. The resident will be held financially responsible for all damages.
- Associates will only care for pets through our Innovative Home Services, if applicable to this community.
- The resident must have their pet examined annually to ensure pets are disease free and have had all required shots. Proof of treatment should be supplied for your business office file.
- Should your pet damage or destroy any community property and/or another resident's property, the pet owner will be liable for all cleaning, repair, replacement, and damages.
- Should a resident become unable to properly care for their pet or not comply with the pet policies, the resident will be required to find another placement for their pet. This determination will be made by your executive director.
- Should your pet become a nuisance to the community, the resident will be required to find other living arrangements for the pet.

- Prior to move in, you should inform the business office in writing of plans for pet care should you become disabled, your pet should become ill, or you are away overnight.

POWER OF ATTORNEY

Good health is never guaranteed to any of us. As such, sometimes unexpected events happen in our lives that may cause us to be unable to make health decisions or carry out banking and other business transactions. It is a good idea to have a durable power of attorney drafted by an attorney for the possibility of such an event. A durable power of attorney is a document in which a person names another individual to make his health care decisions for him/her, should he/she ever become incapable of making those decisions.

The event may be temporary, like a surgical procedure or travel out of the country, or it could be permanent, but we should all be prepared for the unexpected. You should contact your attorney or the state bar association for assistance in drafting this very important document. The community requests that you provide a copy of any power of attorney/advance directives for our files.

Please note: It is a violation of our policy, and in most states, the law to name an associate, or an immediate family member of an associate, as someone to hold a power of attorney for you, or to be included in a will or trust, unless the associate is a close relative. If you do name an associate, or an immediate family member of an associate, in one of these documents, that associate will be subject to immediate termination from employment of Freedom Plaza as this would be a conflict of interest.

PUBLIC ANNOUNCEMENTS AND SOLICITATIONS

To maintain the proper environment in the community, public announcements, postings on bulletin boards and/or solicitation are not allowed without permission from your executive director. If you would like to solicit for any cause, please first consult with your executive director.

RESIDENT/ASSOCIATE RELATIONS

No Tipping/No Gift Giving Policy

Residents are entitled to quality healthcare on an equal basis. In order to achieve an equitable arrangement with all staff, we have adopted a No Tipping policy. Because there are many associates whom you do not see, to give tips or even gifts of nominal value would be inequitable and detrimental to the morale of the staff. Providing a loan to an associate is strictly prohibited. Our associates are instructed not to accept gifts or tips from you or your families and are subject to disciplinary action including termination for accepting such gifts. Please inform your guests of this no tipping and no gift giving policy.

Associate Appreciation Fund

There is an Associate Appreciation Fund to which you and your family may contribute to throughout the year. Special provisions will be made during December and all associates, including those you rarely see, will share in this holiday gift. All monies are collected, deposited in a separate bank account controlled by the Resident Council, and distributed by a special committee of the Resident Council. Contributions can be made at the business office.

Associate Screening Policy

Our policy is to conduct criminal background checks, TB screening, and drug tests on our associates. TB tests and random drug tests may be conducted on a continuing basis. Details of our associate drug policy can be obtained by requesting a copy from our administrative office.

Associate Employment

Associates are not permitted to work privately for residents, to avoid conflict with Department of Labor guidelines. Associates who work privately for residents may be subject to disciplinary action, up to and including termination. Residents may not hire former Freedom Plaza associates for a period of 180 days after the individual voluntarily leaves the employment of Freedom Plaza and are not permitted on the premises if the individual has involuntarily left the employment of Freedom Plaza. It will be considered a violation of your Residency Agreement to offer employment to a present associate and entice the associate to quit working for Freedom Plaza and become your employee.

Even though our associates and residents become quite close at times, if an associate ceases working for Freedom Plaza, you are requested not to invite that associate back as a visitor. This can be disruptive to other associates and can be disruptive to other residents.

RESIDENT ELIGIBILITY REQUIREMENTS

This community provides independent living apartments designed to accommodate residents who are able to provide for their own personal care and health needs, with or without outside assistance, and will provide for all such needs so long as the resident resides in the independent living apartments. Independent living residents of this community must be able to meet these requirements for initial and continued residency:

- Satisfy the minimum age standards specified in the Residency Agreement
- Not interfere with other residents in a way that diminishes their peaceful enjoyment of the premises by adversely affecting their health, safety, or welfare
- Not adversely affect the physical environment or financial stability of the community, including timely payment of rent, fees, etc.
- Be physically and mentally able to evacuate the building unassisted in the event of fire or will have 24-hour hired assistants to provide help to the resident in evacuating if this is ever required
- Not violate the terms and conditions of the Residency Agreement or of this Resident Handbook
- Not engage in criminal behavior
- Not require services from the staff that would result in an alteration in the fundamental nature of the program of services at this community

We reserve the right to prohibit on our premises any items, conduct, or practices that may jeopardize, diminish or interfere with the health, safety or enjoyment of other residents of the community; the preservation of our property as a first class community; the orderly appearance or cleanliness of the community; or the operations or resources of the community consistent with the established standards.

This community is committed to serving all eligible and qualified individuals regardless of disability. If you need a reasonable accommodation to reside or continue to reside successfully in this community, please discuss this with your Executive Director. Community management will try to work with you to reach an accommodation in keeping with the fundamental nature of our community and its services and within our budgetary and administrative limits.

This facilitates decision-making that maximizes our residents' well-being. Freedom Plaza offers multiple unique senior living options with varying levels of care to accommodate the changing needs of our residents. Together, we will work to match the right environment at the right time to your evolving needs.

RESIDENT COUNCIL AND COMMITTEES

The Resident Council and its various subcommittees, although functioning apart from community management, offer feedback and ideas to management as another source of communication. The Resident Council meeting is attended by elected resident representatives, your executive director, and any other associate leaders designated by your executive director. Any subcommittees are chaired by a resident and may be attended by the appropriate community department head. These subcommittees often include dining, hospitality, Community Life Services, and may include other committees such as marketing, library and building and grounds. We encourage your involvement, and we believe that resident input to decisions helps to ensure the success of the community. For further information, contact your executive director or the Resident Council President.

RIGHT OF SET-OFF

The obligation of the resident to pay all monthly fees, care fees and other sums is an independent, unconditional obligation. The resident has no rights to claim any lien or to withhold or to offset any fees payable to Freedom Plaza. The resident also has no right to assert that the community must perform or is liable for the nonperformance of any implied covenant or implied duty not expressly stated in the Residency Agreement, as a precondition to making any payment when due.

SAFE DEPOSIT BOXES

The community cannot assume responsibility for your valuables. We suggest a safe deposit box at a local bank.

SMOKING POLICY

Freedom Plaza is a smoke-free environment. Since your community is smoke-free, you or your guests are not allowed to smoke in your apartment or in common areas. There are not designated smoking areas marked outside. Smoking is defined as inhaling, exhaling, carrying, burning any lighted smoking equipment for any substance, or using any electronic device which produces nicotine vapor.

TERMINATION OF RESIDENCY

Terminations of occupancy can be voluntary, where the resident chooses to leave, or involuntary, in cases where the resident is asked to leave. In either case, the Residency Agreement should be referred to for specific guidelines that must be followed.

TRASH DISPOSAL

Rubbish chutes or trash containers are conveniently located in the community. We request that you put all trash, cans, bottles and newspapers in a sealed plastic bag before depositing them in the rubbish chutes or trash containers. Where recycling options are available, we encourage your participation in this effort. Please refrain from leaving any trash in this area that is not properly enclosed. If items are too large to dispose of in the garbage chutes or containers, please call housekeeping for assistance.

SAFETY & SECURITY MATTERS

ACCESS TO BUILDING

The primary entrance to the building is through the front door located at the main lobby. This door is unlocked during daylight hours and is locked at night. For security purposes, all secondary access doors to the building are always kept locked and unlocking or propping open any such door is strictly prohibited. As appropriate, you may be issued keys to these doors at the time of occupancy and are responsible for the safekeeping of these keys. You may be charged for replacing any lost keys or lock changes. You may not change a lock or apartment key, may not duplicate keys, and may not add a chain lock.

For your safety and the safety of others within the community, do not open doors to anyone not known to you.

All outside visitors to your apartment, including your family members, must sign in and out in the visitor logbook at the concierge desk and should enter the community through the front door and main lobby.

AWAY FROM HOME – RESIDENT AND EMERGENCY CONTACTS

If you are going to be away from the community overnight, we request you contact the concierge when you are leaving and returning and let them know where you can be reached. If you are going on a vacation or expect an extended time away, before your trip, inform the concierge desk so our associates will know you will not be checking in on the “I’m OK Program.” If any of your emergency contacts are going to be away from home, the emergency contact should call the concierge to inform them of dates and alternate contacts and emergency numbers.

DANGEROUS ITEMS

Because of the community setting and special resident population, handguns, firearms, or other weapons are not permitted anywhere on the premises, except under the prior approval of your executive director and adherence to the related policy. Additionally, any type of explosive, highly flammable or hazardous substances are not permitted anywhere on the premises. Physician-required oxygen use by a resident must comply with community guidelines.

DISPOSAL OF LANCETS AND SYRINGES

If you use lancets or syringes for testing or self-injection of physician-ordered medicine, such as insulin, you must place your used lancets or syringes in approved receptacles to prevent injury to yourself or community associates. Approved receptacles may be obtained at pharmacies or by inquiring with your resident services director or your executive director. Filled receptacles must be handled in an appropriate manner to prevent injury or needle sticks. Contact your resident services director or your executive director for assistance. Lancets or syringes should not be placed in the normal refuse or garbage receptacles. Failure to properly dispose of lancets or syringes may result in termination of residency at the community. If you fail to follow the disposal procedure and due to such failure, an associate incurs a needle stick, in accordance with the CDC Blood Borne Pathogen standards, you will be required to submit to testing and be tested for Hepatitis B, Hepatitis C and HIV. Such tests will be conducted at your expense.

EMERGENCY CALL TO 911

If you have an immediate emergency, you should always, if possible, use your phone to call 911. Emergency medical or fire personnel will respond. Inform the concierge desk immediately after you have called 911 so our associates can be prepared for their arrival.

EMERGENCY CALL SYSTEM

In an effort to provide an emergency alert system, this community has incorporated an emergency call system into this building that provides the means for you to alert the community associates of a security concern or health emergency. Upon move in, you will be instructed on how to activate the system. This signal will notify community associates of your need for help.

EMERGENCY FORM

A copy of the emergency contact information form should be provided to the resident services director upon move in, and as the information changes, so it is possible for community associates to notify appropriate parties after an emergency. Your community may have additional information that is required to be kept in your apartment for emergency purposes.

EMERGENCIES - OTHER

Freedom Plaza, being located in Florida, is at risk for other natural disasters, such as hurricanes, tornados, floods, or earthquakes, see your executive director for information regarding how to respond in the event of such emergencies at your community.

FIRE SAFETY PLAN

Emergency exits on all floors are marked. You should become familiar with these exits. You will be informed of emergency procedures as part of the move in process. Please contact your executive director if you have any questions or concerns.

GUEST SIGN-IN

For your safety and the safety of our associates and your visitors, all outside visitors to your apartment must sign in and out in the visitor logbook at the concierge desk. All visitors must enter and exit through the front door of the main lobby.

MOTORIZED VEHICLES

Motorized vehicles, including motorized wheelchairs, scooters and similar motorized vehicles may be operated on the premises or used in the community if (1) the resident meets the requirements set forth in the Residency Agreement and the community's motorized vehicle policy; and (2) if the resident registers the motorized vehicle with the community prior to its use. For copies of the policy and registration form, please contact your resident services director.

AUTOMOBILES

For security purposes only, the community keeps a record of all residents' cars. You must register your vehicle at the concierge desk. Please update the information as it changes. This community assumes no responsibility for your vehicle or any personal items you leave in your vehicle. Therefore, we strongly recommend that you carry appropriate insurance coverage. Be sure your auto coverage is up-to-date and your license plate registration and inspections are current.

PARKING

Outdoor parking is available to all residents and visitors at no charge. Carport parking or covered parking may be available for an additional cost.

Do not park in handicapped parking spaces, unless your vehicle is marked with a current, legal handicapped tag or placard. No parking is permitted in any fire lane. No trucks, RVs, boats or vehicles other than standard cars may be parked on community property without the prior approval from your executive director.

Handicapped parking is for temporary parking only, this is not for long-term or overnight parking.

SPEED LIMIT

There is a posted speed limit for driving on the community premises. There is never any reason that justifies driving faster. You are responsible for informing your guests of the speed limit and ensuring their compliance once on community property. As needed, community associates will warn anyone who ignores the speed limit.

ADDITIONAL SERVICES

BEAUTY SALON/BARBER

Freedom Plaza has a salon with professional barber services, beauticians, and manicurists available. Hours will be determined according to resident demand and charges will be posted in the salon area. The salon operators have a special lease arrangement with us and are not Freedom Plaza associates. Therefore, if tipping is customary for you, please feel free to continue.

BUSINESS SERVICES

For a minimal charge, we can send and receive faxes, make copies, and process FedEx and UPS shipments. Please refer to the fee schedule for select services.

CONVENIENCE STORE

Freedom Plaza offers a convenience store or cafe where you can purchase assorted miscellaneous items such as bread, milk, and canned goods. Available products may also include fresh sandwiches, popcorn, or baked goods from our kitchen. Items from the convenience store may be purchased during posted hours or by contacting the dining room manager.

FEE SCHEDULE FOR SELECT SERVICES

The community publishes a fee schedule for select services in order for you to be informed on optional services not covered by the monthly basic service rate. The schedule includes fees for such services as guest meals, guest suite charges, extra housekeeping, maintenance, and business services. You may obtain a copy of this schedule from the concierge or the business office. Charges for select services will be included on the next monthly invoice after the service was received. The fees for these services are subject to periodic change.

GUEST ROOM

Freedom Plaza has furnished guest room which is available for use by your guests for 7 days or less, on a first-come, first-served basis at an additional daily charge. During their stay, your guests will have access to the dining room and other areas of the building as we designate. You shall be responsible for all charges incurred by your guests, including property damage. Please refer to the fee schedule for select services for the guest room rate. Reservations for the guest rooms should be made with the concierge. The room charges can be paid by your guest in the form of personal check, or, with your permission, can be added to your monthly invoice. Guests under the age of 21 must be accompanied by an adult. The community reserves the right to change guest room availability without notice. In this event, a list of local hotels can be provided by the concierge.

DELIVERIES

GENERAL DELIVERIES

We request that you notify the concierge of expected furniture or appliance deliveries. You must be home to accept such deliveries. The concierge will only accept small packages and notify you upon arrival. All furniture or other large deliveries at move in must be coordinated with the Sales and Marketing department. The service elevator must be scheduled in advance for your delivery.

If you plan to be away and cannot accept large package deliveries, we will place the delivery in your apartment only with your written permission. We are unable to accept COD packages or grocery deliveries in your absence.

Freedom Plaza residents can make arrangements with a local pharmacy and dry cleaner to provide delivery services for the community. If this service is available, you should notify the concierge of your order so he or she can expect the delivery and let you know when it arrives. It is your responsibility to pay the delivery person directly.

MAIL

All incoming mail is distributed daily to your personal mail box by the U.S. Postal Service (USPS). Your mailing address should also include your apartment number. Ask the concierge if you are unsure of the correct mailing address to use. To make certain that you receive your mail quickly, upon move in and move out, please send change of address cards to companies and people from whom you expect to receive mail. Freedom Plaza also has available individual message/mail slots for in-house notices and statements.

NEWSPAPERS

Newspapers for which you have a private subscription to are usually delivered to your apartment door in the morning, unless they come to you via the mail. Payment for the subscription is your responsibility and should be paid directly to your newspaper publisher. Shared newspapers may be provided for your reading pleasure in the library or at the concierge desk. Please do not remove them from the library.

PACKAGES: FedEx, UPS, AND U.S. Postal Service

Residents may call an overnight mail service toll free to pick up their appropriately wrapped packages. Properly wrapped packages that weigh less than five pounds may be mailed via the U.S. Postal Service (USPS) from the administrative offices Monday to Friday.

FITNESS

EXERCISE PROGRAMS/FITNESS CENTER

Freedom Plaza Fitness programs encompass the latest research and guidelines for seniors to provide a fun, holistic and stimulating exercise experience. In addition to traditional exercises, the class incorporates components of Tai Chi, brain challenging movements and meditative relaxation designed to exercise the body, mind and spirit. We customize the class to accommodate the needs and challenges of each resident's abilities.

Whether you prefer opportunities such as the Freedom Plaza Fitness class, the walking club, Tai Chi, gardening, personal use of the fitness equipment or ballroom dancing, your wellness will benefit from physical activity.

Social exercise classes combine exercise activities with a social atmosphere. Residents may enjoy taking part in many of the social exercise classes or visit the exercise room for a light workout. The exercise room provides easy-to-use equipment in a comfortable environment. We urge you to consult your physician prior to joining exercise programs.

In addition to Freedom Plaza Fitness, the exercise classes available often include water exercise, chair exercise, Tai Chi, yoga, a walking club and strength fitness.

The Fitness Center most often provides the following types of equipment and functions:

- Treadmill
- Stationary bicycles
- Keiser strengthening systems
- Limited free weights
- Stretch bands
- Stretching area
- Television
- Locker room area

Classes and recreation activities are offered during the week. For an additional fee, where available, fitness trainers can also work with you privately to create a plan suited just for you. Please refer to the Community Life Services monthly calendar for an updated schedule that keeps you moving.

With options that emphasize aerobics, flexibility, strengthening and balance, you can choose what best fits your interests and perceived abilities. So check with your physician and grab your exercise gear. Then, join a group that helps you stay motivated to keep moving.

FITNESS CENTER SAFETY GUIDELINES

The top priority for your use of the fitness center and exercise room is the personal safety of residents and their supervised guests. All who use these areas and this equipment are expected to promote safety, act with caution, and demonstrate consideration for others that may be sharing the space with you. The following guidelines are intended to help maintain your safety:

- Individuals using these areas acknowledge that use of the equipment is at their own risk.
- Appropriate clothing must be worn while using the fitness center and exercise room. This includes a shirt, tennis shoes or sneakers, shorts or sweat pants. This does not include dresses or heeled shoes.
- No persons under the age of 21 may use the fitness center and exercise room, and equipment.
- Any damaged equipment must be reported as soon as possible to ensure safe and prompt maintenance.
- All equipment must be returned to its proper place.

SWIMMING POOL AND WHIRLPOOL AREA

Freedom Plaza provides recreational swimming pools for your exercise, relaxation and pleasure. General safety rules apply and you must accompany your guests at all times. Local regulations prohibit any eating or drinking in the pool and/or whirlpool area. Prior to using the pool and/or whirlpool, please read the operating instructions posted near the pool and/or whirlpool and follow all safety and operating procedures. Residents are encouraged to use the pool area with another resident to help ensure safety. We urge you to consult your physician prior to using the pool and/or whirlpool. Residents and guests planning to use the swimming pool or whirlpool acknowledge that use of these pools is at their own risk.



Freedom Plaza

PET POLICY AND AGREEMENT ADDENDUM

This agreement entered into this ___ day of _____ 20___ between the undersigned resident(s) and Freedom Plaza, Inc. (The Community) is binding and cannot be canceled nor automatically renewed by the resident(s) unless approved by Management.

The undersigned resident(s) agree to the following terms and conditions:

Certain pets are allowed in a resident apartment home with prior written approval from Management. Pet owners are required to abide by the policies outlined in the agreement and pets will not be allowed for residents who do not abide by the following policy and guidelines:

PET POLICY AND GUIDELINES

We know that pets are like family, and that is why we are happy to welcome your small dog or cat to our Community. At Freedom Plaza our goal is to create a warm and inviting atmosphere for all pets, residents, guests, and associates. As a responsible pet owner there are certain policies and guidelines that must be followed that are noted below.

A “Pet” as defined by this agreement is either a dog or cat weighing no more than forty-five (45) pounds, which is neither noisy nor aggressive. Freedom Plaza does not permit any wild or exotic animals, i.e., ferrets, turtles, snakes, birds, etc. or dogs or cats less than four months of age to reside in an apartment home. Management reserves the right to visually and physically observe the pet prior to granting approval.

Resident(s) agree to select an apartment home on the first floor of the Plaza building if they choose to have a pet dog. Pet dogs will not be permitted on any other floor of the Plaza. In Golf View Terrace, pet dogs are only permitted in buildings that have not been deemed “pet free.” Cats are allowed in any residential building apartment home.

Pets are required to have current vaccinations as required by State of Florida and local laws which may apply. Residents must provide proof of current rabies vaccination and physical examination by a Florida state licensed veterinarian before introduction to the Community. All pets that reside at Freedom Plaza shall be clean, free of internal and external parasites, free of skin issues and otherwise be in good health prior to introduction to the Community.

A pet dog or cat is to be housed in your apartment. Dogs must be leashed at all times outside of the apartment home. Pet dogs must be taken outdoors via the patio exit versus through the residential building hallways. In the event that a small pet must be taken through an interior hallway in the Plaza building it must carry in a pet carrier. Dogs living in Golf View Terrace (GVT) must be leashed and in control by its owner at all times in common area hallways and elevators.

When pets are walked outside on the campus, they will be walked in exterior common areas and must be leashed/tethered and always be under the control of the owner. Owners are required to clean up after their animal after each use of the grounds to maintain a pleasant environment for all residents. Owners should dispose of pet waste properly.

Freedom Plaza does not permit any animals in food service areas. An exception would be a service animal in accordance with, and as defined by the Americans with Disabilities Act (ADA). The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.

Upon the passing of a pet, the resident agrees to request consideration for approval from management to replace the pet.

The Resident(s) agree to pay a non-refundable "Pet Allowance" of \$750.00 at the time of closing on their apartment. Furthermore, upon release and subsequent move out of the apartment home, the Community has the right to assess additional refurbishment fees for excessive wear and tear as a result of the pet residing in the apartment.

The Executive Director can make exceptions to pet guidelines at his/her discretion and reserves the right to rescind this agreement at any time for stated violations.

Resident Printed Name

Co-Resident Printed Name

Approved by:

Freedom Plaza Representative

Signature

Date



Additional Information

Although we love your pets, we ask the following criteria to be met upon move-in:

- Pre-approval from our Executive Director
- Must be house-trained
- Proof of current vaccinations and licenses (must be shown each year thereafter)
- Pets must be spayed or neutered
- Cannot exceed 45 pounds in weight
- Utilization of a flea control program
- Residents responsible for care and feeding of pet, or finding other arrangements
- Pets must not disturb other residents nor soil or deface apartments
- Pets may not run loose in any part of the building other than the resident's apartment
- During the absence of the resident, pet care will be the responsibility of a prior designated person
- The Executive Director can make exceptions to these guidelines at his/her discretion

For a monthly fee, we can assist with taking your dog for a stroll through our manicured grounds, or out to our designated pet areas. We can assist with your cat as well.

Updated 2/8/2021

FREEDOM PLAZA

ELECTRIC MOBILITY VEHICLES POLICY

Residents may use mobility aids such as canes, walkers, manual or motorized wheelchairs, and/or motorized carts. A resident's use of an aid may be restricted or prohibited if the use of the aid is creating a direct threat to the health or safety of the resident or others or would result in substantial physical damage to the property of the Community or others.

The following information applies to residents who use electric mobility vehicles ("carts") at the Community:

1. SPECIFICATIONS FOR A CART.

- 1.1** The cart must be equipped with the following:
 - An adjustable speed control; and
 - A warning device.
- 1.2** The cart must have a non-acid battery.
- 1.3** The cart should be designed to prevent tipping when in use.
- 1.4** The resident's name and residence number must appear on the cart. The Community will provide the label.
- 1.5** A cart must have a whip antenna with pennant or similar device and reflective striping whenever it is being operated in the Community's parking lots or driveways or after dark so that it can be easily seen by vehicle drivers.
- 1.6** The cart must be able to fit through the Community's doorways without causing any damage.

2. REGISTRATION OF THE CART.

A resident is required to register the cart with the [Wellness Center]. A staff member will provide the resident with a copy of the Electric Mobility Vehicles (Carts) Policy and assist the resident with the paperwork necessary to ensure the resident's cart is properly identified.

Once a year, the [Wellness Center] will review the current Electric Mobility Vehicles (Carts) Policy with the resident, and provide the resident with another copy.

3. OPERATING THE CART.

- 3.1** A resident should receive training and education regarding the cart's use, operation and maintenance from the vendor, AARP or skilled therapy provider if appropriate.

- 3.2** A resident is required to operate the cart slowly and be aware of other residents, staff, guests, housekeeping cleaning carts, and other items in the hallways or elevators. Pedestrians always have the right-of-way. A resident should be aware of the hazards associated with the operation of a cart. It is the responsibility of the resident to operate the cart in a safe manner.
- 3.3** A resident's use of a cart may be restricted or prohibited if it would create a direct threat to the health or safety of the resident or others, or would result in substantial physical damage to the property of the Community or others.
- 3.4** The resident shall not use the horn in the building, unless it is being used in an emergency or as a warning device.
- 3.5** The resident shall drive no faster than normal walking speed of 3-5 mph. The Community reserves the right to physically adjust the resident's cart to reduce its maximum speed in the event the resident violates this requirement.
- 3.6** The resident shall travel in the center of hallways to avoid persons stepping out of residences or offices; however, the resident shall keep to the right when passing a person walking towards the cart.
- 3.7** The resident shall exercise extra caution when approaching doorways, intersections, and congested areas. The horn should be sounded if the resident cannot see around a corner.
- 3.8** The resident should never approach too closely to people without warning them of his/her approach.
- 3.9** Due to limited space and risk of injury to other people, carts are not permitted on elevators if there are people already on the elevator. When entering a vacant elevator, the resident must proceed on the lowest speed and, when exiting, sound the horn as a warning before backing out of the elevator. The resident should drive the cart into the elevator front first and back out upon exiting. A resident operating a cart can be accompanied on the elevator by no more than two people.
- 3.10** When operating the cart indoors, the whip antenna must be removed or folded down and out of view.
- 3.11** For outdoor use, the resident should operate the cart on sidewalks, when possible. Pedestrians always have the right-of-way. Avoid inclines and rough terrain, and proceed with caution on level areas. Avoid driving directly behind parked vehicles.
- 3.12** The resident should keep tires free of dirt, grime or mud when entering and moving through the interior of the Community.
- 3.13** Use of the cart by others is prohibited.

4. **PARKING/STORAGE OF THE CART.**

- 4.1 The cart must be stored inside the residence. Fire and safety codes and regulations prohibit the storing of the cart outside a residence.
- 4.2 It is permitted to park outside the residence of another resident when visiting. However, parking cannot impede traffic or violate any fire and safety codes or regulations.
- 4.3 Temporary or permanent storage for a cart will not be provided by the Community.
- 4.4 While utilizing a cart in common space areas at the Community, the cart is to be parked only in certain areas, as designated by the Executive Director or his/her designee. Residents cannot park carts in violation of any fire and safety codes or regulations.

5. **SAFETY.**

- 5.1 Battery chargers used to power the cart must be U.L. approved and properly maintained to avoid fire hazards. When recharging the battery of a cart, the proper placement of the battery charger is extremely important. Battery chargers can spark and cause a fire if the charger is placed upon combustible material. All battery chargers should be placed upon a hard surface. Batteries must not be charged in hallways or other common areas.
- 5.2 The following batteries are prohibited: lead acid and wet cell batteries.
- 5.3 Immediately report all incidents, damages or injuries to the Executive Director or his/her designee.
- 5.4 **It is the resident's financial responsibility for any damages caused to self, other residents, employees, guests or property, including doors, walls, furniture, flooring and other property. The Community will bill the resident for the cost associated with repairing such damages.**

6. **SPECIFIC AREAS OF OPERATIONS.**

- 6.1 Residential Dining Room. The Community's Dining Room and Events Policy will govern the use of carts in the Community's dining venues.
- 6.2 Social Gatherings. A resident must always exercise caution when using a cart at a social gathering. A resident should proceed cautiously and should drive the cart to a place where it can remain stationary during the event. It is strongly recommended that a resident operating a cart not consume any alcoholic beverages or be under

the influence of medications that would impair the resident's judgment in operating the cart.

- 6.3** Assisted Living or Skilled Nursing. A cart may be operated by a resident in assisted living or skilled nursing. However, use of a cart may be restricted or prohibited if the use of the cart creates a direct threat to the health or safety of others or to the resident, or if it would result in substantial physical damage to the property of the Community or others. In such instance, resident will be required to transfer to a standard wheelchair in order to access assisted living or skilled nursing. Transfers must be done by the resident's personal service provider, through a home health agency, or through the Community's [Wellness Center] **at the resident's expense.**
- 6.4** Transportation. If the cart does not fit on the Community's transportation vehicle, the resident will need to transfer to a standard wheelchair and have a personal service provider for assistance. The personal service provider's presence will only be allowed if it is necessary for the resident to participate in the activity. Further, participation in an offsite activity will be on a first-come, first-served basis.
- 6.5** Common Areas. Use of a cart may be restricted or prohibited if the use of the cart creates a direct threat to the health or safety of the resident or others, or if it would result in substantial physical damage to the property of the Community or others. In such instance, resident will be required to transfer to a standard wheelchair in order to access the common areas. Transfers must be done by the resident's personal service provider, through a home health agency, or through the Community's [Wellness Center] **at the resident's expense.**

7. INSURANCE.

The Community recommends, but does not require, that the resident obtain liability insurance to protect the resident against any personal losses resulting from injury to other persons and/or damage to others' property.

8. VIOLATION OF POLICY.

Failure to abide by the Electric Mobility Vehicles (Carts) Policy may result in termination of residency at the Community.





Freedom Plaza

FREEDOM PLAZA PARKING POLICY

This vehicle policy has been developed to provide you with some basic information about campus-wide parking and should be kept for future reference. The information in this policy is intended to provide a common basis of understanding and respect for everyone living and working at this community.

The following information applies to residents who own and operate a motor vehicle and/or golf cart.

1. Golfview Terrace Parking (GVT).

1.1 All motor vehicles/golfcarts must be parked in garages or in designated parking spaces located throughout GVT. This allows for traffic to be unimpeded and reduces the opportunity for accidents.

1.2 Parking is not permitted in front of the main entrance to any GVT building. This allows for emergency service vehicles to access the building without obstruction.

1.3 Park only in designated areas for Pickleball and Tennis Courts. Additional parking is located at the Plaza Club and GVT Community Center.

2. Freedom Plaza Parking.

2.1 Resident vehicles must park in their assigned parking spots.

2.2 Golf Cart owners are strongly encouraged to park in the Golf Cart Storage area overnight to ensure safety and security while also having a dedicated power source for charging.

2.3 Service vehicles must park in designated areas located outside of doors 2 & 5. Residents and employees are not allowed to park in these designated areas, nor in the roadway, or along the curbs.

2.4 The front entrance (circle) is designated for drop-offs and pick-ups only. One hour resident parking and 15-minute parking are available for your convenience to load/unload.

2.5 Residents are not permitted to switch parking spots with one another unless it has been approved through the Administrative Services Department.

2.6 The Residency Contracts outline requirements for parking spaces as follows, "...provided you own and drive an automobile, possess a valid Florida driver's license, and have automobile insurance." Residents that no longer have a valid FL driver's license OR no longer have an automobile will forfeit their parking spaces. Administrative Services should be notified when any of these conditions are not met.

2.7 Handicapped parking is for short-term parking only, not long-term, or overnight parking. Vehicles must possess a legal permit in the form of a handicapped tag or placard that is clearly visible.

3. Violators

3.1 First offense a courtesy phone call will be given to notify the resident of any vehicle or golf cart infraction(s).

3.2 Second offense a non-aggressive easy to peel parking sticker will be placed on vehicle.

3.3 Third offense a boot will be placed on the vehicle with a \$25.00 service fee to remove it.