

Mountain Vista
Resident Handbook

November 2014

MOUNTAIN VISTA RESIDENT HANDBOOK
TABLE OF CONTENTS

Activities.....	1
Advisory Council.....	1
The Corporation.....	2
Community Regulations.....	2
Common Use Areas.....	3
Courtesy Fund	4
Courtesy Toward Others.....	5
Dress Code.....	5
Emergency Call System.....	5
Emergency Weather Procedure.....	6
Energy Conservation.....	6
Evacuation.....	6
Evening Meals.....	7
Fire Safety.....	7
Garages & Parking.....	9
Guests	10
Guest Unit	11
Insurance.....	11
Laundry Rooms.....	11
Lock-Out.....	12
Mail & Deliveries.....	12
Memorial Fund	12
Newsletter	13
Newspapers	13
Pets.....	13
Plumbing.....	14
Recycling.....	14
Residence Alterations.....	15
Security and Key Systems.....	16
Service Requests.....	17
Smoking.....	18
Snow Removal.....	18
Social/General Fund.....	18
Telephone Entry System.....	19
Transportation Services.....	19
Trash Disposal.....	20
While You Are Away.....	20

ACTIVITIES

Mountain Vista provides various activities to promote wellness in health, community and friendship. The main entrance lobby has 1) sign up sheets for Mountain Vista events, 2) a bulletin board with information on Mountain Vista and Lander community events and services, and 3) an announcement easel with reminders of the date and upcoming events. All residents are encouraged and welcome to take part in as many activities as they desire. Some of the regularly scheduled activities/services include (variations may occur):

1. Chit-Chat Circle every Tuesday and Thursday at 8:30 a.m. in the Vista Family Room. Coffee and breakfast is served for a \$1.00 donation.
2. Frontier Home Health provides a blood pressure clinic and a presentation on a health/wellness topic of interest every first Tuesday of the month.
3. Bible Study and worship service options – see monthly calendar.
4. Resident Advisory Council meetings every second Tuesday of the month in the Vista Family Room.
5. Movement for Independence Class 8:15 a.m. Monday, Wednesday & Friday.
6. Monthly Socials in the Vista Family Room.
7. Dr. Bevan (podiatrist) makes his rounds every month according to a sign-up sheet is in the lobby.
8. Movie matinees depending on interest.
9. Evening meal services at 5:00 p.m. in the Family Room. Delivery available upon request. Cost is \$3.00 - \$6.00 per meal ordered and billed monthly.
10. Invitations from Westward Heights Care Center to join in activities & events.

Other ideas to promote health, community and friendship at Mountain Vista are welcome. Please share them with the Service Director and/or Advisory Council.

ADVISORY COUNCIL

Advisory Council meetings are held every 2nd Tuesday of the month at 9:00 a.m. in the Vista Family Room. As provided for in Section 3.6 of Mountain Vista's Bylaws, residents are encouraged to take part in Advisory Council

meetings to offer input to the Board of Directors on behalf of the residents on any matter relating to the operation and administration of Mountain Vista. Additionally, the Advisory Council, in cooperation with the Service Director, makes decisions about retirement living activities in the community. The Advisory Council consists of five (5) Resident Members, as per Section 3.6 of Mountain Vista Bylaws. All Members and Lessees are encouraged to attend these meetings, offer input and pursue the requirements to be future appointments to the council. Although Lessees are welcome, officer election and voting privileges shall be reserved for Members. A Lessee may become eligible for office on the Advisory Council by becoming a Member. Please refer to the Membership and Lease Schedule, see Sections 2.2 and 3.6 of the Bylaws and talk with the Service Director if interested in a position on the Advisory Council. A Member serving on the council should be willing to commit to a two year minimum and three year maximum service. Unexpected circumstances resulting in shortened or extended service are understood and honored.

THE CORPORATION

Mountain Vista Retirement Residence is a Wyoming nonprofit corporation incorporated in 1998 for the purpose of establishing, owning, operating, and maintaining a retirement community for persons 55 and older in Lander, Wyoming. The only business of the corporation is the operation of Mountain Vista Retirement Residence. The Sponsor for the retirement residence is the Westward Heights Care Center.

The Board of Directors manages the business and affairs of the corporation. In addition to the duties and authority given the Board by the Bylaws, the Board may exercise all such powers of the corporation and do all such lawful acts, as are permitted by the Wyoming Nonprofit Corporation Act.

COMMUNITY RULES, REGULATIONS AND GUIDELINES

Authority: Article III, Sec. 3.1 and Article IX, Sec. 9.1 of the Corporation's Bylaws authorizes the Board of Directors to manage business affairs of the Corporation, and has the power to alter, amend or repeal the Bylaws or adopt new Bylaws. These rules and regulations should be reviewed periodically by the Board of Directors and amended as necessary to better serve the changing needs of the residents.

Purpose: The purpose of this Handbook is to set forth the rules, regulations, and guidelines for residency at Mountain Vista Retirement Residence. These rules, regulations, and guidelines are for the purpose of promoting enjoyable and harmonious living for all residents, and set forth the standards of occupancy which residents are required to adhere under Article 4 of the Covenants of Occupancy.

Enforcement: Violations should be reported, in writing, to the Board of Directors or to any officer or principal of the Corporation. Minor infractions will be called to the attention of the person or persons involved. Repeated infractions and violations of a more serious nature will be referred to the Board of Directors for the appropriate action. Disagreements concerning violations will be presented to the Board of Directors for adjudication and appropriate action.

Monthly Charge: The Board of Directors has the right to adjust Monthly Service Fee structures to reflect the increases or decreases in operating expenses if circumstance so require.

COMMON AREAS

The property and facilities of the community are for the exclusive use of residents and their guests. No one from the general public may use the facilities unless a resident sponsors them. All children under the age of 16 must be supervised by an adult and not be allowed to make unreasonable disturbances within the common areas. ONLY adult guests, 18 years and older, are permitted to use exercise equipment at their own risk. **Pets of guests are not allowed in the building without notification to and approval from the Service Director.**

Residents are responsible for destruction, damage or defacement, as determined by the Board of Directors, to the building, facilities or equipment, caused by their own negligence or by that of their guests and/or pets.

The Board of Directors in cooperation with the Service Director will have the responsibility of accepting or rejecting donations for common area furnishings and equipment. The common areas are available to residents for family gatherings, meetings and special events. Use of these areas must be scheduled through the Service Director. Residents must clean up the areas after each event or may pay a clean-up fee arranged for through the Service

Director. Please make sure the lights are turned off and the doors are secured after using the common areas.

The coffee supply in the kitchen is supported by and used for the Chit-Chat Circle. When residents are using the kitchen for entertaining, they have the option of bringing their own coffee/tea/hot chocolate or making a donation of \$3.00.

Wheelchairs and walkers should not be left in the common areas and corridors, as they could create a hazard in the event of an emergency. They can be left in the entrance lobby area, however, when this is used by a resident as a pick-up and drop-off location.

COURTESY FUND & GUIDELINES

A courtesy fund has been established and is administered by the Resident Advisory Council. The Mountain Vista community provides courtesies or special consideration for our friends and neighbors.

Each resident who wishes to participate may donate a dollar (or more) a month to maintain this fund. This voluntary donation is paid to the Service Director either monthly or in lump sum payments.

This fund is used to provide for extended illnesses, hospital stays, loss of family or pet, welcome to new residents, best wishes to departing residents, etc. An appropriate gift and/or card are subject to approval by the Advisory Council and are not to exceed \$25.00. When there is a need or opportunity to provide a courtesy, the president of the Resident Advisory Council should be contacted immediately so it can be taken to the Council for a decision. If the president is not available, follow chain of command. The treasurer must also be notified of the proposed expenditure.

Additionally, a “Sunshine Chair” appointed by the Advisory Council has the authority to provide for small acts of kindness or expression of care on behalf of all the residents for individual residents as needed in the form of a card, flower, candy, etc. – not to exceed \$5.00.

At this time, the courtesy fund will not be used for birthday celebrations. Birthday celebrations are under the direction of the Service Director with volunteer help from the residents. If a resident’s birthday is not incorporated into that month’s social events, either by the resident’s choice or a unique

situation that month invokes, the Advisory Council social/general fund can be used with Council approval for birthday recognition.

All guidelines for the courtesy fund are subject to review and adjustment, as the Advisory Council deems necessary.

COURTESY TOWARD OTHERS

To ensure your comfort and that of your neighbors, all unnecessarily loud noises should be kept to a minimum. Reasonable constraint should be used in conversations outdoors and in common areas. Radios, stereos and televisions should be turned to a reasonable volume at all hours.

Courtesy by residents towards other residents and towards all staff members of the community is expected. Derogatory comments, including racial, sexual, ethnic or religious slurs or harassment will not be tolerated. Residents, staff, and guests shall refrain from rude, condescending, or other objectionable behavior towards other residents, staff, and guests. All residents and staff must knock and gain permission before entering another residence, unless there is an emergency.

DRESS CODE

In order to protect the dignity of all residents and visitors, robes and sleeping attire are not permitted in the corridors or common areas between the hours of 7:00 a.m. to 7:00 p.m., unless there is an emergency. Sleeping attire worn outside the residence during the designated hours must be modest and respectful towards others.

EMERGENCY CALL SYSTEM

Each residence is equipped with an Emergency Call System. A pull cord is located in each bedroom and bathroom. Be sure that each pull-cord reaches to the floor. In the event of an emergency, the cord can be pulled, engaging a central alarm and a light outside each residence door. A staff member from Mountain Vista and/or Westward Heights will respond to the alarm. Westward Heights provides urgent call services to the residents of Mountain Vista Retirement Residence for assistance as much as the “Good Samaritan” act will allow (mainly before 8:00 a.m. and after 5:00 p.m. Monday through Friday and 24 hours on the weekend). During regular business hours (mainly 8:00 a.m. – 5:00 p.m. Monday through Friday) if Mountain Vista has not responded and notified Westward Heights, a responder from Westward Heights will be sent. Mountain Vista or Westward Heights

personnel will knock and immediately enter the residence using a master key. A quick assessment will be made. If needed, an ambulance will be called. The responder will stay with the resident until additional help or the ambulance arrives. The responder and/or EMT will look in the resident's medicine cabinet for posted emergency contact information.

If your emergency pull cord is pulled accidentally, turn it off by depressing the "cancel" area on the control box on the wall and contact the Service Director in the front office at 332-6612 or Westward Heights at 332-5560.

EMERGENCY WEATHER PROCEDURE

In case of a possible severe thunderstorm or tornado, listen to a local radio/TV station or a weather radio and prepare to take shelter.

Evaluate conditions where you are. If strong winds, heavy rain or large hail prevail, or if there is a National Weather Service Public Warning --TAKE SHELTER IMMEDIATELY. Stay inside. Avoid all building entrances and windows. Stay away from windows in your residence. Keep the door to your residence closed.

Two areas of safety are recommended for your protection:

1. A closet against a corridor wall. Pull something padded over you for protection.
2. Interior corridors, away from outside entrances and common area windows.

For an added sense of security, you may want to sit on the floor, against a wall. If you are outside in a summer storm and not able to get inside, lie flat in the nearest depression, ditch or ravine.

The Service Director will meet with the local Civil Defense Department to review building policies when necessary.

ENERGY CONSERVATION

With constantly increasing cost of energy we must, as a community, be conscious of our consumption. The building has been designed and constructed with energy conservation in mind. Monitoring your electrical and mechanical systems will also help you to minimize your utility costs.

EVACUATION

In the event residents need to be evacuated from Mountain Vista Retirement Residence, they will be moved to Westward Heights Care Center until lodging arrangements can be made by the resident, their family or responsible party.

In the event that the campuses of both Mountain Vista Retirement Residence and Westward Heights Care Center need to be evacuated to another location, Mountain Vista Residents will be evacuated with Westward Heights Residents, unless the resident, family or responsible party has made other arrangements prior to or parallel with the campus evacuation. No residents will be left behind waiting on potential arrangements by others. Residents will be able to contact family or responsible parties from the new location as soon as communication provisions make it possible.

EVENING MEALS

Evening meals are prepared by Westward Heights Care Center or Lander Gourmet Catering and are served at 5:00 p.m. in the Vista Family room. The cost ranges from \$3.00 - \$6.00 per meal, which will be billed to each participating resident on a monthly basis. Please let the Service Director know if you would like to participate.

FIRE SAFETY

Fire protection and prevention has been carefully considered in the planning of this community.

Fires involving live Christmas trees are very common. **Due safety and to insurance regulations and costs, only artificial Christmas trees and wreaths are allowed in the building.** Be sure that you use approved lighting and electrical cords that are not frayed or damaged.

Due to fire safety, only PVC security rods provided by Mountain Vista may be utilized. If you do not have security rods in your windows and patio door please notify the Service Director.

If you have a pet or are using oxygen, sticker notifications can be requested from the Service Director. They are to be placed below the ceramic number next to your residence entrance.

If smoke or fire would break out in the office, mechanical rooms, laundry rooms, corridors, common rooms, or garages, a red fire emergency pull stations will activate the alarm system. Please acquaint yourself with the location of these stations as well as the nearest fire extinguisher. Additionally, these areas are all equipped with smoke detectors linked directly into an emergency alarm system. When activated, Westward Heights Care Center and the fire department will automatically be called to respond.

If the fire alarm system sounds, **immediately exit out your patio door onto your patio and close the door behind you.** If smoke or fire is in your residence do not wait for assistance. Walk, roll or crawl out onto your patio. If there is severe cold or weather, position yourself at your open patio door with your emergency sign. Show either the green OK side or red HELP side depending on your situation. If you have a pet and it is hiding, use the red HELP side of your emergency sign.

If you are in another part of the building when the fire alarm sounds, make your way quickly to the nearest exit, leaving behind anything that might slow you down.

Firemen will make interior and exterior room checks. DO NOT ENTER THE CORRIDORS OR SEEK OUT THE SOURCE OF THE ALARM. You may become trapped or get in the way of the firemen and equipment.

The design of the building structure provides draft stops that separate each residence. The building is also separated into several 2-hour fire separation sections. The separations have fire doors that are held open with magnetic pads. When the smoke detectors are activated the magnets release closing these fire doors. **Before opening any doors feel them with the back of your hand, NOT the palm. If the door is extremely hot it may burn your hand, and you may need the palm to turn a doorknob or open a window. Do NOT open a hot door unless that is your only means of escape.**

If there is evidence of smoke or fire being close, if possible, crawl to the nearest exit. In less than (2) two minutes the air near the ceiling can reach over 2000 degrees and scorch your lungs. Breathing smoke is also very toxic. More people are victims of smoke inhalation than of the fire itself. If

you are on oxygen, leave your tanks inside. Emergency personnel will be on site and will have access to oxygen for your use.

If the source of the alarm is from an individual residence, Westward Heights and/or Mountain Vista personnel will knock and immediately use a master key to gain entrance to the residence displaying the illuminated smoke alarm light above the entrance door. Personnel will perform the following:

1. Remove anyone in the residence needing assistance.
2. Check all rooms and close doors.
3. Extinguish the fire if possible.
4. Call 911 if necessary
5. Reset the alarms when the emergency is over.

If the alarm is silenced, DO NOT go back inside until a staff member or fireman tells you it is okay. If you are told you cannot go back into the building, those exiting on the west side of the building are to meet at the Westward Heights parking lot. Those exiting on the east side of the building are to meet in the Mountain Vista parking lot.

Maintenance will periodically ask permission to gain access to your residence to make routine checks of smoke detectors and emergency pull cords.

GARAGES & PARKING

Residents who still have a valid driver's license and operational vehicle will receive a garage stall and automatic garage door opener. This amenity is included in the Monthly Service Fee. When the resident is no longer driving, the garage stall amenity is replaced with transportation services. The following guidelines have been established for the safety of all:

1. **When using the garage lights, make sure to always set the timer past 10 minutes so it will time itself and turn off correctly.** The timer may be turned off early.
2. Make sure your garage door has shut completely when entering and exiting.
3. Turn your engine off immediately after parking your vehicle in the garage.
4. Backing in to park in the garage is not permitted.
5. To minimize exhaust fumes, warm up car engines after pulling the vehicle out of the garage stall and closing the garage door.

6. Garage doors should be left open only for entering, exiting and cleaning.
7. No major repairs will be permitted on vehicles within the garage.
8. Vehicles must be operational – parking and garages cannot be used to store inoperable vehicles.
9. Do not store combustible materials in the garage.
10. Garage stalls are not to be used for general storage. Items that cannot be stored in the residence or storage closet are not to be stored in the garage without prior permission by the Board of Directors.
11. Permanent shelves, cabinetry, etc. are not to be installed in the storage closet without prior permission from the Board of Directors.
12. Residents are to park in the garage stall designated to them. Guests are not permitted to park in garage stalls that are empty or designated to other residents unless permission has been granted from the resident or Service Director.
13. The unassigned parking lot is for general use. Park only in designated slots and do not park in no-parking zones.

In the event of a power outage garages may be manually operated. Pull the orange cord on the power box downward and towards the garage door until it clicks. The garage door can now be manually operated. To re-engage the carrier for power driven operation, pull the orange cord down and press the wall or remote button to cycle the chain until it re-engages.

GUESTS

Guests are as welcome at Mountain Vista Retirement Residence as they were in your private home. The amenities of the building and its programs allow you to reciprocate the consideration which relatives and friends have shown you over the years.

Only adult guests, 18 years and older, are permitted to use the exercise equipment at their own risk.

You are encouraged to escort your guest when they wish to use the common areas, activities or services. It is the responsibility of residents to inform their guests of the policies, which apply to them, as found in other sections of this handbook and as contained in the Covenants of Occupancy of the

Corporation. Residents are responsible for their guests while such guests are on Mountain Vista Property.

GUEST UNIT

Understanding the need for as well as potential stress related to the visitation of family and friends, Mountain Vista provides a fully furnished guest unit. It is maintained through an endowment of a previous resident for a nominal nightly fee plus lodging tax. Please see the Service Director to make reservations based on availability. It is reserved on a first come first serve basis.

INSURANCE

Mountain Vista Retirement Residence provides property insurance and liability insurance for the community. The insurance covers the buildings and the common areas as well as all the furniture and items in the common areas.

The building insurance does NOT include liability in the individual residences nor does it cover any personal contents of each residence. Residents are required to carry enough content insurance to cover their personal property and a minimum of \$300,000 liability insurance. Residents should talk to their insurance agents to determine what type of insurance is appropriate for them. Most find that the standard renter's insurance covers their needs.

A copy of a "Certificate of Insurance" is required to be given to the Service Director at the time of move in, so it is on file in the office. A new Certificate of Insurance is required whenever the insurance policy is renewed.

LAUNDRY ROOMS

There are laundry rooms in each wing of the building. Each room is equipped with two washers and two dryers. The cost to use these laundry rooms is included in the monthly service fee. Residents need to provide their own detergent, softener, bleach, etc. For convenience at the residents discretion, laundry supplies may be stored in the cabinets provide. For easy identification, residents are asked to put their name on their laundry supplies.

Please use the schedule boards to sign-up for morning, afternoon or evening time slots. Laundry should not be left unattended for an extended period of time, as this can be a great inconvenience for other residents.

Even though the laundry rooms are cleaned weekly, please leave them as you find them and adhere to the following guidelines:

- 1) Empty clothing pockets before laundering.
- 2) Clean lint traps after each dryer use.
- 3) Throw away debris in garbage receptacles.
- 4) Leave washer lids open when empty.
- 5) Return laundry cart before the next time slot.
- 6) Turn off the lights when not in the laundry room.

LOCKOUT

In the event you become locked out of your residence, contact the Service Director or Assistant to gain access to your residence. You may want to give a key to a trusted neighbor or family member in case the Service Director and Assistant are not available.

MAIL & DELIVERY SERVICES

Secured keyed mailboxes for incoming and outgoing mail are located in the front entrance lobby area. Keys are provided to each resident. The postal service delivers mail directly into the boxes and picks up mail deposited in the "outgoing" box. Stamps are available for purchase from the Service Director.

Items that are too large for the mailboxes or that require a signature will be received by staff and kept at the office until the resident can pick-up or request delivery. If you are expecting delivery of a large item (furniture, appliance, etc.) please notify the Service Director. Deliveries should be made directly to the resident via the telephone-entry system. If you cannot be available for the delivery, please notify the Service Director and he/she will receive the delivery if it arrives during office hours.

MEMORIAL FUND

The Mountain Vista Memorial Fund is an ongoing fund established by residents in which voluntary contributions are made in memory of a Mountain Vista resident. Contributions may be made by anyone, at any time and in any amount. The fund is administered by the Member Advisory Council, on which the Service Director serves as the Treasurer.

The Advisory Council will introduce and plan memorial projects for the use of these funds. Approval will be obtained from Mountain Vista's Board of Directors before any projects will commence.

All donations will be gratefully accepted and acknowledged with a written note of receipt.

Resident heirs will be notified of the memorial funds received via a letter indicating the total donation dollar amount and the names and addresses of the contributors. The Service Director will present to the donors and/or families the memorial project the Advisory Council is currently working on and ask if they would like the memorial funds to go towards this project or something else of their choice. Projects other than what the Advisory Council is working on will be carried out insofar as possible.

The Mountain Vista Memorial Book will be updated as needed by the Advisory Council. Items for the book will include deceased resident's picture, obituary, list of memorial contributors and funeral program. This is located in the Vista Family Room.

NEWSLETTER

Mountain Vista publishes a monthly newsletter containing a monthly events calendar, Mountain Vista news, and short articles of interest. Residents receive their newsletter in their wall pockets the beginning of each month. Requests can be made to have the newsletter sent to friends and family by submitting their mailing address. The newsletter is also maintained on Mountain Vista's website. Residents are encouraged to help with its production and preparation for mailing.

NEWSPAPERS

For those choosing to subscribe to the Lander Journal, Riverton Ranger, or Casper Star Tribune, deliveries are brought to the entrance and distributed to individual wall pockets if requested.

PETS

One animal per resident Member normally kept as a household pet and owned prior to occupancy is permitted. Pets are not allowed to non-member residents without permission of the Board of Directors. An additional agreed upon security deposit will be required. The pet shall be maintained inside each owner's individual residence. A pet shall be permitted outside the residence only when accompanied by a responsible individual. Owners shall be fully responsible for cleaning up immediately after the animal, for keeping noise from the animal to a minimum, and for fully minimizing the intrusion of an animal upon the peaceful possession, use and occupancy of the community by other residents and their guests. The pet owner is solely liable to any damages to the building or grounds by their pet.

If a pet dies or is given away, replacement will be granted or denied based upon how well the previous outlined expectations were met. If the Service Director has any concerns or there is an unusual request, the Board of Directors will decide the issue.

PLUMBING

The water saver stools (toilets) installed in each residence require flushing after each use to minimize chances of clogging.

If dishwashers are not run regularly the seals will dry up and crack. Please run your dishwasher at least once a week, even if no dishes are in them.

Due the water lines being run overhead and not in the concrete floor, running water may not get really cold during certain times of the year when the heat is running. If you desire cold drinking water, keep a pitcher of water in the refrigerator during these times.

All water is heated in a central water heater. If you find the temperature of the hot water is too high for you, an adjustment on your faucets may be possible. Please contact the Service Director if this is a concern.



RECYCLING

A recycling program is available for those residents who wish to participate. Separate out recyclable materials from trash, thoroughly clean them and remove labels. Deposit recyclable items in appropriate labeled bins under the counters in the Laundry Rooms or set outside your door on Monday, Wednesday or Friday mornings in bags separate from your trash. Materials that can be recycled and corresponding receptacles are as follows:

1. **Newspapers** - catalogs, magazines, brown paper bags, and Meals on Wheels paper food trays
2. **Tin** – canned foods
3. **Aluminum** (pop cans and meals-on-wheels metal trays)
4. **Glass**
5. **Plastic** – the bottom of the item must have a 1 (and be see through) or a 2 in the recycling symbol. The top of the container must be smaller than the bottom. Containers with oil, including vegetable oil, cannot be recycled. Prescription and vitamin bottles are NOT recyclable.

Shredded WHITE paper (place in separate plastic bag out with your trash)

Cardboard – NOT fiber board, which is NOT recyclable at this time. Examples of fiber board are cereal boxes, cracker boxes, etc. Place cardboard out with your trash or arrange for pick-up.

All other items not listed are not recyclable in our area at this time.

RESIDENCE ALTERATIONS

Resident Members may paint, wallpaper, fasten light fixtures, shelving, pictures, mirrors, objects of art, curtain rods and similar household items to the interior walls of their residence, provided these items can be removed without substantial damage to any wall structure. Any structural changes to a residence require prior written approval by the Board of Directors.

Resident Lessees must obtain prior written approval from the Service Director for painting, wallpaper, fastening light fixtures, shelving, window treatments, etc. Hanging of pictures, mirrors and objects of art do not require permission provided that these items can be removed without substantial damage to any wall structure. Any alterations that are of concern

to the Service Director require prior written approval by the Board of Directors.

No Member, Lessee or designee may paint or otherwise change the appearance of any exterior wall, door, window or any exterior surface without written permission from the Board of Directors.

Placement of ONE wall mounted decoration above the ceramic residence address number and/or on the entrance door in the interior corridor is permitted. Free standing decorative objects are not allowed, as they may be obstacles to residents needing the use of the railing or during an emergency.

Placement of exterior terrace furniture and decorations should maintain a harmonious overall appearance. If in doubt, please ask the Service Director for guidance. Placement of flagpoles, or planting of gardens, trees, shrubs, etc., is permitted only with the Board of Directors' prior written approval.

Residents are not to erect, construct or maintain any wire devices, antennae, other equipment or structures on the exterior of the building or in any of the common areas, except with prior written consent of the Board of Directors.

SECURITY & KEY SYSTEMS

Every factor regarding reasonable security has been considered in designing this community. All entrance doors into the building remain locked at all times. The vestibule remains unlocked to allow residents and guests protection from the elements.

Each resident is given two (3) keys: 1) The larger square top key opens the front and back entrance doors, 2) The mid-size key opens your residence and storage closet, and 3) The small key opens your mailbox by the front office. If a resident has a need to furnish a nonresident with an outside keys, such requests should be made to the Service Director.

Garage doors should be closed at ALL times, and opened only for coming, going and cleaning.

Entrance doors, patio doors and windows should be locked when the resident is not at home or sleeping. Residents may leave their patio doors and windows cracked for ventilation only if an object that allows maximum six (6) inch opening is placed in the track.

A one (1) inch bolt lock fastened to a metal frame secures residence doors. Law enforcement agencies consider this an effective deterrent. These doors should not be additionally chained or bolted from the inside. This lock can be opened from the outside by your residence key.

The office retains an additional key to each residence in a locked key cabinet. There is also a master key that opens all residence doors. Building personnel will open residence doors under the following conditions:

1. In the event of an emergency (health, fire, storm, repair, etc.)
2. To check on the resident if there is concern for their safety.
3. For a resident if they have misplaced their key.
4. With resident's prior consent for family, friends or service personnel to gain admittance during resident's absence from the building.

Residents are the most important "key" to the ongoing security of the community. For the security and safety of all, residents and staff are encouraged to get acquainted and be familiar with each other. This act in itself will do much to ensure not only building security, but also personal and grounds safety as well. The following are general guidelines to be followed by residents and their guests:

1. No one shall permit any activity or keep anything in a residence, garage or common area that would be a hazard or tend to increase insurance rates for the Corporation.
2. There shall be no solicitation by any person, anywhere, for any reason, unless specifically invited by a resident and/or by the Board of Directors.
3. Sidewalks, driveways, entries and other walking paths, must not be obstructed in any manner, and are to be kept free of any hazardous or unsightly materials.
4. Use of charcoal grills and other outdoor cooking devices should conform to local ordinances and the advice of the Board of Directors. Grills should not be used in garages and should be carefully cooled and stored after each use.

SERVICE REQUESTS

Please complete a SERVICE REQUEST FORM if you have a service request or have problems with your locks, appliances, light fixtures, draperies, flooring, plumbing, etc. All items furnished with the residence

will be repaired at no cost to the resident, unless the resident, a guest or a pet has caused the damage.

Management encourages prompt notification of any problems. If something happens before 8:00 a.m., after 5:00 p.m. or on the weekend that is not an emergency, please wait until normal office hours to notify the staff. If the problem presents a potentially hazardous situation or cannot wait because it may cause damage, please call staff using the cell phone numbers provided in your Phone Directory or on the SERVICE REQUEST FORMS provided to you (extra forms are in the lobby). Some items that might be considered an emergency are:

1. Inoperable furnace
2. Water break
3. Plugged plumbing
4. Power outage
5. Broken window or exterior door or lock

SMOKING

Smoking is only permitted OUTSIDE (patio) designated individual residences. **Residents who wish to smoke in their residence must gain prior written approval from the board of Directors and pay an additional agreed upon refurbishing/cleaning cost deposit.** Smoking is not permitted in any of the building common areas, corridors garages or family room patio. The Corporation wishes to comply with all clean air acts.

Smokers should take extra precautions and make certain that all smoking material is fully extinguished before placing it in trash receptacles. **Smokers granted written permission to smoke inside their residence are required to utilize air purification systems** in order to keep smoke from venturing outside into other areas and to minimize smoke damage to the residence. Residents are responsible to educate their guests of the smoking policies of the Mountain Vista Retirement Residence.

SNOW REMOVAL

One of the advantages of living at Mountain Vista Retirement Residence is the snow removal service provided for in the monthly service fee. The plan for snow removal is as follows:

1. Sidewalks and the main entrance and East exit will be cleaned and salted as necessary by 9:00 a.m. following a snowfall.

2. The parking lot and garage entrances will be plowed if (2) two or more inches of snow accumulate.
3. An exit patch on patios will be cleared for fire alarm protocol if (2) two or more inches of snow accumulate.

SOCIAL/GENERAL FUND

A Social/General fund has been established by the residents and is maintained through Chit-Chat donations, fund raisers (garage sales) and personal donations. This fund is used for socials, items for Mountain Vista common areas and grounds, gifts to facility service providers, etc. The specific situations and amounts will be discussed and approved at monthly Advisory Council meetings. All guidelines for the Social/General Fund are subject to review and adjustment, as the Advisory Council deems necessary.

TELEPHONE-ENTRY SYSTEM

This is a secure facility. Secured access by fire, police, emergency, food, and postal services has been established.

Visiting guests and service providers should enter by way of the main entrance of the building. The outside door remains unlocked at all times to allow residents and visitors the comfort and protection of the vestibule.

Residents SHOULD NOT open the inner door from the vestibule to the lobby to unknown visitors. If there is indication a visitor is having difficulty with the telephone-entry system, leave them in the vestibule and contact the resident yourself or seek the assistance of the Service Director.

In the vestibule a panel above the telephone receiver displays the messages “Welcome to Mountain Vista” then “Hold (#) key to see directory”. Holding in the (#) key will quickly scroll through the directory of resident names forward and the (*) key will scroll through the names backward. Depressing and releasing these keys will allow a visitor to move forward and backward slowly through the directory. Once the visitor finds the resident’s name they wish to see displayed on the screen, the visitor picks up the telephone receiver handset and dials the three digit residence number displayed under the resident’s name. The system then automatically dials the selected resident’s phone number. If the resident is home and answers

the call, they can take one of three actions by pressing a number on their telephone:

1. **Pressing (9) on your phone will open the main entrance door for the visitor calling from the phone in the vestibule.**
“ACCESS GRANTED – PLEASE ENTER NOW” will display on the entrance phone screen. A clicking sound will be emitted from the entrance door.
2. Pressing (*) will hang-up the system without allowing entry. Residents may then greet their visitor at the front entrance.
3. Pressing (#) will extend the “call-time” allowed (the action can be performed as often as desired for the conversation).

TRANSPORTATION SERVICES

The Corporation owns a mini-van for chauffeured resident transportation service. This service is included in the monthly service fee. Regular transportation hours are Monday through Friday 9:00 a.m. to 5:00 p.m. Please schedule your transportation needs through the Service Director.

The van will board at the main entrance to the building or in a designated garage stall during poor weather conditions.

Transportation services can be scheduled for special trips at a fee to be determined by the Board of Directors.

TRASH DISPOSAL

To comply with fire code requirements, please exercise reasonable safety and sanitation judgment. Use the garbage disposal when appropriate and dispose of refuse in the following manner:

1. **Place trash outside your residence door on the platter provided Monday, Wednesday and Fridays by 8:00 a.m. in leak free garbage bags.**
2. If you or your guests smoke (outside only), please use special caution when emptying ashtrays. Make certain that all materials are fully extinguished before placing them in trash receptacles. This is a common cause of household fire, which can be prevented.
3. Each residence and the common areas shall be kept in a clean and sanitary condition at all times. Residents should not allow rubbish to accumulate in places other than the receptacles provided.

4. Recyclables can be placed in receptacles provided in the laundry rooms or set out with your trash. Please refer to the recycling section of the handbook for details.
5. If you have refuse that cannot wait until the next regularly scheduled pick-up time, please contact the Service Director to make special arrangements.
6. DO NOT place refuse in laundry room recycling receptacles.

WHILE YOU ARE AWAY

If you plan to be away for an extended period of time (vacations, etc.), please inform the Service Director and leave an emergency contact telephone number and/or address.

Residents are urged not to cover windows, or make it obvious to outsiders that they are away. Please have newspaper and mail delivery suspended for longer periods.