



SOUTHWICK
VILLAGE
RESIDENTIAL LIVING

RESIDENT HANDBOOK

Revised - January 2021

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CONGRATULATIONS!

And welcome to Southwick Village. Our mission is to provide high quality housing and support services while fostering an environment that assures freedom, dignity, independence, and security for all residents.

Part of your new lifestyle here will be to enjoy each and every day to its fullest, making each on as fun-filled, exciting and memorable as possible.

Included in this handbook is all the information needed to make the transition to your new home a smooth and pleasant experience.

Again, a warm welcome from the entire Southwick Village staff. We look forward to the many wonderful contributions you will make to our vibrant community. If at any time you wish to speak with me, my door is always open!

Sincerely,

Tracey Messina
Executive Director

MANAGEMENT

The Cottages at Southwick is managed by the Executive Director and owned by Triple M Investments, LLC.

LOCAL BUSINESS DIRECTORY

Fire and Police

- | | | |
|--------------------------|-----------------|-----------------|
| • Southwick Police Dept. | 11 Depot Street | 911 or 569-5348 |
| • Southwick Fire Dept. | 15 Depot Street | 911 or 569-6363 |

Hospitals

- | | | |
|--|----------------------|--------------|
| • Baystate Noble Hospital
Westfield, MA | 115 W. Silver Street | 413-568-2811 |
| • Baystate Hospital
Springfield, MA | 280 Chestnut Street | 413-784-0000 |
| • Mercy Hospital
Springfield, MA | 271 Carew Street | 413-748-9000 |

Post Office

- | | | |
|-------------------------|---------------------|--------------|
| • Southwick Post Office | 653 College Highway | 413-569-6619 |
| • Westfield Post Office | 8 W. Silver Street | 413-568-0096 |

Town Hall

- | | | |
|---------------------------|---------------------|--------------|
| • Southwick Town Clerk | 454 College Highway | 413-569-5504 |
| • Southwick Senior Center | 454 College Highway | 413-569-5498 |

Veterinarians

- | | | |
|------------------------------------|---------------------|--------------|
| • Southwick Animal Hospital | 498 College Highway | 413-569-3866 |
| • Westfield Animal Clinic | 422 North Elm | 413-568-1621 |
| • U30 Cat & Small Dog
Westfield | 69 Southwick Road | 413-562-1873 |

Libraries

- | | | |
|---------------------|-----------------------|--------------|
| • Southwick Library | 95 Feeding Hills Road | 413-569-1221 |
| • Westfield Library | 6 Elm Street | 413-568-7833 |

Banks

- | | | |
|----------------------------|----------------|--------------|
| • Westfield Bank-Westfield | 141 Elm Street | 413-568-1911 |
|----------------------------|----------------|--------------|

- Westfield Bank-Southwick 462 College Highway 413-569-1223
- Berkshire Bank-Southwick 608 College Highway 413-569-5589
- Berkshire Bank-Westfield 31 Court Street 413-564-6230
- Key Bank-Southwick 664 College Highway 413-747-1425

Pharmacies

- CVS – Westfield 208 Elm Street 413-568-4214
- CVS – Southwick 215 College Highway 413-569-4174
- Rite Aid – Southwick 592 College Highway 413-569-1251
- Rite Aid – Westfield 7 East Silver Street 413-568-5116
- Big Y – Southwick 195 College Highway 413-569-6163

Florists

- Southwick Florist 636 College Highway 413-569-5962
- Flowers by Webster
Westfield 52 Court Street 413-562-4474

Groceries

- Big Y – Southwick 195 College Highway 413-569-6163
- Big Y – Westfield 1 E. Silver Street 413-568-1001
- Stop & Shop – Westfield 57 Main Street 413-562-2300

Newspapers

- Republican (daily & Sunday) 800-458-5877
- Westfield Evening News 62 School Street 413-562-4181

Transportation

- City Cab – Westfield 27 Orange Street 413-568-6177
- Deluxe Limousine Svc.
Agawam 81 Ramah Circle 413-821-0069

RECEPTION DESK

A staff member will typically be at the reception desk during the hours of 7:30AM – 7:00PM Monday through Friday and 8:00AM – 5:00PM weekends and holidays to answer questions, greet and direct guests and to provide administrative services. When a staff member is not available at the reception desk, security will handle any emergencies. Services available at the reception desk include:

- Welcoming and registering guests
- Providing general information to residents and the public
- Accepting monthly payments
- Making copies, for a nominal fee
- Receiving work order requests for maintenance and housekeeping
- Operating the switchboard
- Taking reservations for the guest room/guest cottage
- Receiving deliveries (flowers, UPS, etc.); *We do not receive prescriptions and/or groceries*
- Distributing in-house mail
- Drop-off for Southwick Food Pantry donations

SUGGESTION BOX

As we encourage and welcome your suggestions, a Suggestion Box has been provided in the Café. The box is checked on a routine basis by the Executive Director.

LOST AND FOUND

If you have lost or misplaced personal items, a Lost and Found area is located in the Café for your convenience.

AUTOMOBILES

Valet Parking

Southwick village does not offer valet parking at this time nor is it covered by the monthly service fees.

Parking

Residents are required to park in designated areas only. Please do not park on grassy areas, walkways or streets. A handicap permit is required to park in handicap designated spaces. The handicap spaces located closest to Southwick Village are

reserved for a duration of 2 hours or less. During inclement weather, the handicap parking spot closest to Southwick Village is limited to 15 minutes to enable individuals with special needs to exit vehicles comfortably and safely. All residents of Southwick Village are asked to provide the Reception Desk with a spare care key to allow management to move their vehicle for the purpose of snow removal and other parking necessities. During the summer months, please remember to allow room for mowing equipment to access all grassy edges of the parking areas.

Vendor and Private Duty Parking

All vendors and private duty caregivers assisting Southwick Village residents are required to park in the back parking lot and enter via the Café doors.

Parking of Other Vehicles

Additional parking for motor homes, trailers, boats, recreational vehicles, and extra family vehicles is not available.

SCOOTERS

Scooters are allowed for use on the sidewalks. They must be flagged for the safety of all residents and employees and, of course, pedestrians have the right of way. Scooters cannot be transported on the Southwick Village bus or allowed into the dining room.

ELECTRIC WHEELCHAIRS

Electric wheelchairs are allowed in the dining room. Reasonable accommodations will also be made for electric wheelchairs on the Southwick Village bus. However, any damage incurred will be the sole responsibility of the resident and will be billed directly to your monthly statement.

SOUTHWICK VILLAGE BALCONIES

Several important bits of information about the balcony of your apartment should be shared at this time.

- All types of cooking and grilling on balconies is prohibited by fire code. The rule includes electric, gas and charcoal barbecues.
- When cleaning the balcony floor or watering plants, please try to prevent water from flowing off your balcony. Dirty water will stain the sides of the building as well as drain onto your neighbor's balcony below.

- Nothing may be hung from or stored on a balcony or railings that will detract from the outward appearance of the building. This includes, but is not limited to: laundry, sunshades, towels, equipment, etc.
- Bird feeders are permitted
- All outside items (plants, furniture, etc.) must be secured so as to not blow away. Storms are unpredictable and the wind can be very strong. Porches and balconies must also be clear of items during the winter months to prevent damage from flying debris.

BEAUTY SALON AND BARBER SERVICES

To schedule an appointment, you may either stop by the salon or call 569-1945, ext. 115. Check the Reception Desk to inquire about hours of operation.

All beauty salon/barber services fees are an additional charge and can either be paid at the time of service or billed to your account. If you choose to have it billed to your account, it will appear on your monthly statement.

SPECIAL NOTE: The Beauty Salon/Barber Services operator is not a Southwick Village employee. It is therefore appropriate to tip them should you choose to do so.

DAILY CHECK-IN

Each unit is furnished with a button in the main bathroom that must be pushed by the resident by 10:00AM each day. **Please note: 5:00AM is the earliest that the check-in button may be pressed.** By pressing this button, you are notifying us that you are fine and do not require any assistance. At 10:00AM daily, we receive a report at the Reception Desk with a list of residents who have not checked in that morning. A staff member will then proceed to call those residents in order to determine whether they forgot to check-in or there is a problem we need to address. In the event there is no answer, the staff member will leave a message and will dispatch a member of security to the unit. The security staff member will enter the unit, assess the situation and leave notice of entry by way of a Post-It note on your door. If you plan to be away and will not be checking in, please notify the Reception Desk so that an Away form is completed and kept on file.

EMERGENCY CALL SYSTEM

An Emergency Call System (Silversphere) is connected to each apartment, cottage and assisted living suite. When the system is activated by pulling a cord or pressing a wireless pendant, an audible and visual alarm with signal at the Reception Desk.

This will also activate the security beeper and the security staff member will immediately proceed to the unit. In the event the circumstances require emergency personnel, staff will initiate that call. Police and/or fire department personnel are **not** automatically called when the cord is pulled. The system is for your safety and must be used in EMERGENCY SITUATIONS ONLY. If you believe emergency personnel are required, please do not hesitate to dial 911 in addition to pulling the cord. No adjustments should be made to any of the pull cords.

EMPLOYEE – RESIDENT RELATIONS

The mission of Southwick Village is to provide high quality housing and support services while fostering an environment which ensures freedom, dignity, independence, and security for all its residents. Each employee must be sensitive to the importance of this mission and proceed in a courteous and respectful manner at all times, respecting and protecting every resident's right to privacy, confidentiality, independence, and dignity.

Southwick Village has adopted a No Tipping Policy. The giving and receiving of tips or gifts could result in preferential treatment and would be detrimental to the morale of the residents and staff. Kind words; however, are always appreciated! The Employee Handbook clear states: "No tips or gifts shall be accepted by an employee regardless of the employee's position or the nature of the service provided by the employee. Accepting a tip or gift shall be the cause of immediate discharge." The Resident Council of Southwick Village have an employee appreciation fund to which residents may contribute. This fund will be used as a monetary gift to be distributed equally to every employee at a designated time. Your cooperation is appreciated.

FIRE DRILLS

Southwick Village routinely conducts practice fire drills for the safety of both residents and staff. These drills are necessary to keep residents and employees alert and familiar with safety procedures in the event of a serious emergency.

FIRE SAFETY

Dublin House

Dublin House is equipped with automatic sprinklers and a vendor monitored fire alarm system, fire extinguishers and smoke and carbon monoxide detectors to ensure resident safety. There are several means of egress from all areas of the building

should emergency evacuation become necessary. We have spoken with the Southwick Fire Chief who has provided the following advice:

- ALWAYS take a fire alarm in Dublin House seriously;
- When an alarm is activated, please remain in your apartment with the door closed and wait for the fire department to notify you if evacuation is necessary;
- Remain in your apartment until the alarm is silenced;
- If you are in a common area when an alarm sounds, proceed to the nearest exit and leave the building.

We strongly urge each resident to attend resident training on fire safety. In the event there is a fire in your apartment, never leave your door open after exiting. This will only feed the fire and allow smoke to enter the hallways. Exit quickly and close the door behind you, pull on the nearest alarm or notify the Reception Desk/security personnel, and immediately find your way to a safe area.

If evacuation is necessary, **DO NOT USE THE ELEVATORS**. Please use the stairwells.

Cottages

Every cottage at Southwick Village has smoke and carbon monoxide detectors located throughout the home. These are linked to the Emergency Call System. The garages have heat sensors. Fire extinguishers are not provided and are your responsibility to purchase should you want them.

FOOD SERVICE

The Dining Room is open Monday – Friday for lunch and dinner and weekends for dinner only.

Main Dining Room

A hostess will greet you at the entrance and seat you. If all of the tables are occupied or the staff is temporarily performing other tasks, please wait at the entrance for assistance.

There are always two specials each day. Weekly menus are available at the Reception Desk and on our website, www.southwickvillage.com. Daily specials are posted in the vestibule and Café as well as on the bulletin board near the mailboxes at South Village and South Village East. In addition to the daily specials, there are alternative meals choices available at all times.

Residents must dress and conduct themselves in a socially acceptable manner in the Main Dining Room and throughout the common areas.

Payment for lunch or dinner, if not included in your monthly fees, can be made at the Reception Desk.

Reservations

Reservations are not required for assisted living or apartment residents, unless you are bringing a guest. Cottage residents and guests are required to make reservations. Dinner reservations must be made by 3:00PM that day at the Reception Desk.

Guests

Friends and family members are always welcome to join you in the dining room. Please take note of the reservation policy outlined above. Guest meals incur an additional charge which will be added to your account and appear on your monthly billing statement.

Cancellations

For special events, holiday meals, etc., cancellations must be received three (3) days prior to the occasion. Residents and their guests who fail to attend without cancelling will be charged for the meals.

MEAL PLANS AND PAYMENT

Cottages

Your monthly service fee may or may not include a meal plan depending upon which option you choose. You may purchase meals either individually or as a meal plan. Costs for meals are posted throughout Southwick Village and can be obtained from the Reception Desk. Please let the Reception Desk know if you have any questions regarding meal plans.

Apartments

Your monthly service fee provides for one meal per day, per month plus continental breakfast, which is served Monday – Saturday on each floor. The meals included in the monthly service fee may be taken at any time during the month. For additional meals not included in the monthly service fee, residents will be charged and these charges will appear on your monthly statement. **You must use all of your meal plan credits each month – they do not carry over.**

Assisted Living

The monthly service fee includes three (3) meals each day.

TAKEOUT AND TRAY SERVICE

Takeout orders are available under extenuating (emergency) circumstances. If you would like a carry out meal, please call the Reception Desk and place your order by 1:00PM. The meal will be prepared and wrapped for takeout. You will be charged for the meal; there is no extra charge for takeout. As an added convenience, in the event of an illness that precludes you from shopping or coming to the dining room, please call the Reception Desk and we will deliver your dinner to your unit at 5:30PM. You will be charged for the meal. More than three (3) meal deliveries within a calendar month (for short-term illness) will incur a \$3.00 delivery fee per meal.

Assisted Living: Tray service for assisted living residents is available at no additional charge.

TAKING FOOD FROM THE DINING ROOM

Do not go away hungry! You are always entitled to additional servings in the dining room; however, second helpings are not allowed “to go”. A sanitary and recyclable takeout container can be requested from your server should your original portion be too large. Soup and salad cannot be wrapped “to go”. When buffets are served, takeout is not allowed. Plasticware/Tupperware is not permitted in the dining room.

SPECIAL DIETARY SERVICE

The Food Service Department provides various meal choices on the menu to accommodate residents with special dietary needs. A consulting dietician supports the department in selecting healthy and well-balanced meals.

SPECIAL OCCASIONS

Residents wishing to have a special gathering, family party or other occasion must make arrangements through the Food Service Director regarding the menu, date/time and related charges. If you wish to use either the small dining room or private dining room, you must make reservations with the Reception Desk. Reservations are on a first-come, first-served basis.

GOING AWAY

If you are going to be away from Southwick Village, please provide all pertinent information to the Reception Desk so that a Notification of Absence form can be completed and kept on file. For short-term absences, we suggest you leave your thermostat at 80 degrees during the cooling season and 65 degrees or lower during

the heating season. Make sure that all lights and appliances are turned off and that no water is running. Close and lock all windows and doors. During extended absences, a check of your home will be conducted by a staff member. Upon completing required forms, the Post Office will hold your mail or forward any first class mail as directed. We will hold packages and other items delivered during your absence at the Reception Desk.

GUEST ROOM / GUEST COTTAGE

A guest room and guest cottage are available for use by guests of residents for a fee. The guest room and guest cottage may be reserved at the Reception Desk on a first-come, first-served basis. The maximum length of stay is 7 nights. Rates for these accommodations are posted on the bulletin board in Dublin House.

VISITORS

Residents may have visitors in their home for a maximum period of two consecutive weeks. ANY deviations from this visitation policy requires prior written approval of Management.

HOUSEKEEPING SERVICES

Special Considerations

Please do not use any type of wax or similar products (such as Mop & Glow) on the kitchen or bathroom floors. No-wax flooring and ceramic tile require only a damp mop, Spic & Span or mild dish washing liquid. Ammonia products or any other type of cleaner will damage the floors and repair or replacement will be your responsibility.

Please do not use an abrasive cleaner on the tub walls, bathroom sinks or counter tops. Use only Dow Foam Cleaner, Lysol Spray Cleaner or mild liquid soap with water and a soft cloth. Abrasive cleaners will permanently damage those surfaces and repair or replacement will be your responsibility.

Please do not use “drop in” chlorinated toilet bowl cleaners. These chemicals will damage the internal seals in the water closet. If you feel it is necessary to use an additive, we suggest the type that hangs from the lip of the bowl.

Apartments

The housekeeping staff will be cleaning your apartment every other week. A specific day and time will be assigned to you. From time to time, it may be necessary to alter

the housekeeping schedules in order to maintain maximum efficiency and quality of service. We ask for your cooperation in these situations.

The cooperation of each resident is essential to run a smooth housekeeping program. Our housekeeping policy dictates that the resident must be present when the housekeeping staff is cleaning their unit, unless we have a signed authorization. If you are unable to be home during your scheduled cleaning day, please inform the Reception Desk so that the service can be rescheduled. Otherwise, the particular scheduled cleaning will be skipped and you will have to wait until your next scheduled cleaning day.

When a scheduled cleaning day falls on a recognized holiday, you will be notified one week in advance as to your rescheduled cleaning time for that week.

Housekeepers will vacuum the carpet, damp mop the bathroom and kitchen floors, wipe exposed kitchen surface areas such as the range, refrigerator, cabinets, and sinks, dust flat surfaces and hanging light fixtures, and perform general cleaning of the bathroom areas including the sink, tub, shower, toilet, and mirror.

Window washing will be performed semi-annually on outside double-hung windows only. Carpets will be shampooed annually and spot cleaned as needed.

Seasonal screens and storm door changeovers can be performed at an additional charge.

[Assisted Living](#)

The Resident Assistants will assist you in straightening your room, emptying your trash and picking up clothes on a daily basis. Weekly, a housekeeper will vacuum the carpet, damp mop the bathroom floor, wipe exposed kitchen surface areas such as the microwave, refrigerator, cabinets, and sinks, dust flat surfaces and hanging light fixtures, and perform general cleaning of the bathroom areas including the sink, tub, shower, toilet, and mirror.

[INSURANCE](#)

Residents are strongly encouraged to obtain what is commonly referred to as a personal insurance policy. This type of policy can be purchased from a general insurance agent and will insure your personal property and provide liability coverage. The Southwick Village insurance policy does not provide coverage for a resident's personal belongings, nor does it provide personal liability protection for

you in the event that, as an example, your visitor was to fall and injure themselves and later sue you for his/her injuries.

COMMUNITY MAIL SYSTEM

Internal community mail, announcements, etc. will be placed in the resident's cubby located in the Dublin House.

ROBO CALLS

Occasionally, robo calls will be made to all residents to relay important information and/or updates.

KEYS

Residents are issued keys to their living units and mailboxes. If you are locked out of your apartment/cottage, please call or go to the Reception Desk. There is a nominal fee for additional or replacement keys.

LAUNDRY SERVICES

Cottages

Each cottage is outfitted with a washer and dryer.

Apartments

Each apartment is outfitted with a stacking washer and dryer. Laundry service for household linens, such as towels, washcloths, sheets, and pillowcases is included in your monthly service fee. Therefore, it is necessary for you to have at least two (2) sets of all household linens in your apartment. A specific day will be assigned for housekeeping to pick up your linens. Linens must be placed in the laundry bag provided to you by housekeeping and left outside your door for pick up.

Laundry service will not accept clothing that requires dry cleaning. We are not responsible for any damage that may occur to any article of clothing.

Assisted Living

A seamstress may become available in the future. If so, rates will be provided for various services rendered.

SPECIAL NOTE: The seamstress is not an employee of Southwick Village; therefore, it is appropriate to tip him/her as you see fit.

MAIL SERVICE

The Post Office delivers mail daily, with the exception of Sundays and holidays. Please provide all correspondents with your specific unit number and zip code. Dublin House and Southwick Village regular mail is delivered to the Southwick Village mailboxes. South Village (S.V.), Bayberry, West View (W.V.), and Morningside regular mail is delivered to the gazebo mailboxes on the corner of W.V. and S.V. South Village East (S.V.E.) regular mail is delivered to the gazebo mailboxes at the entrance to S.V.E.

Packages for Dublin House residents are delivered to the Reception Desk and staff will notify you that you have a package. Packages for cottage residents are delivered directly to your cottage.

MAINTENANCE SERVICES

The Southwick Village Maintenance Department provides general maintenance services. If you have a maintenance request, call or visit the Reception Desk to request a work order. Work order requests will be filled out and given to the maintenance department and work will be completed on a routine schedule, based on urgency and staff availability. We will do our best to respond to your needs in a timely manner; however, we must address requests in order of priority. Please do not contact maintenance personnel directly to request services. All work **must** be requested through the Reception Desk.

Two (2) hours of personal service (e.g. picture hanging, furniture arrangement, etc.) will be provided at no cost during the first month following move-in. You are charged for any supplies necessary to complete the work. Following that time period, you will be charged for labor and supplies for personal services.

There is a charge for removal and installation of porch Plexiglas/screen panels. These rates are posted in the Café.

We encourage you to personalize your cottage or apartment and make it your home. However, permanent changes to the building, appliances, doors, patios, balconies, and grounds **must have prior approval** from Management. Alterations may be dismantled upon your departure and charged back to you, as approved by the Executive Director.

Scheduled service to replace light bulbs is provided daily and can be requested through the Reception Desk. You will be charged for bulbs and fluorescent tubes.

MONTHLY SERVICE CHARGES

Monthly service fees and cable service are billed on the 26th of each month for the following month. Any additional charges such as guest meals, extra meals, etc. that were incurred during the prior month will be billed the following month. Payments may be dropped off at the Reception Desk. Any unpaid amount after the tenth (10th) day of each month is subject to an initial fifty dollars (\$50.00) late charge. Additionally, and thereafter, any unpaid balance is subject to an ongoing late charge of ten dollars (\$10.00) per day for each day after the tenth (10th) of the month.

NOISE

You may enjoy your radio, stereo, television, piano, organ, etc. in your own home; however, please do not play them in a loud manner. Residents are asked to always be mindful and considerate of their neighbors with regards to noise levels.

PETS

Visitors are **not** allowed to have pets on the property. A fine of \$500.00 will be assessed to the resident for any violation of this rule. Therapy dogs are allowed with prior approval of Management.

Southwick Village allows residents to keep small pets in their cottage or apartment, but not in Assisted Living. If you wish to keep a pet in your home, please fill out a pet application and return it to the Reception Desk. Requests for specific small domestic pets will not be unreasonably denied. All pet owners must be able to control and care for their pets at all times via leash, pet carrier or kennel/crate.

Any pets that display vicious or aggressive behavior are not allowed. All dogs and cats must be spayed or neutered.

For each pet, we request the following for our files:

- A photo and identifying description of the pet
- A copy of the license in accordance with local and state laws
- Information regarding emergency board accommodations
- Two (2) alternative caretakers – names, addresses and phone numbers – who can immediately assume responsibility for the care of the pet should the owner become incapacitated
 - These caretakers must be verified in writing, acknowledge their responsibility and live within fifty (50) miles of Southwick Village.

- Pet owners are responsible for proper pet care, good nutrition, grooming, exercise, flea control, routine veterinary care, and required inoculations
- Dogs and cats must wear identification and collars when outside

Pet owners are responsible for cleaning up after their pets inside their home and outside on the lawns or premises. Owners are responsible for using a “pooper scooper” and disposable bag. All waste must be bagged and disposed of in a proper receptacle. Waste in Southwick Village must be double bagged and disposed of via the trash chutes. It is not permissible to flush any material down the sewer as both Dublin House and the cottages are on a septic system and this would interfere with the operation of the system pumps.

Pets are not to be tied outside or on patios and porches. Owners may not alter porches, patios or other outside area to create an enclosure for their pet. Pets must be leashed at all times when outside. Back yards of the cottages, while being community property, should remain private. Please restrict your walks to the sidewalks to maintain the privacy of our residents.

Pets must not disturb the health, safety, rights, comfort, or quiet enjoyment of other residents. Pets creating a nuisance to neighbors with excessive barking, whining, chirping, or other unruly behavior will be required to leave.

All pet owners are responsible for any damage or expenses incurred by their pet to the units. These responsibilities are not limited to repairs, vet bills or doctor’s bills.

SERVICE AND SUPPORT ANIMALS

Service animals are those that “work” or perform a task, such as a seeing-eye dog, to aid a disabled person with a physical, sensory, psychiatric, intellectual, or other mental disability which restricts such person’s ability to engage in one or more major life activity.

Support animals are those which, while not doing work or performing a task as do service animals, nevertheless provide emotional support to a disabled person requiring this type of support.

Management requires disabled residents requesting approval of a service or support animal to provide verification, satisfactory to Management, from an appropriate licensed professional evidencing the need for such animal.

Management may impose reasonable conditions and restrictions with respect to any service or support animal consistent with Federal and State laws relating to fair housing and reasonable accommodations for disabled persons.

PHYSICIAN SERVICES

Prior to move-in, each resident must provide the Resident Services Director with a medical report completed by their physician. All medical records will be confidential maintained. If you do not have a local physician, please make arrangements to obtain one. Our Resident Services Director will be glad to provide you with information to assist in selecting a local physician.

Southwick Village is not responsible for residents' medical services or outside hospitalization. The Resident Services Director will provide reasonable assistance to residents in order that such services or hospitalization may be secured as needed.

PERSONAL SERVICE PROVIDERS

Private duty agencies must be registered with the Resident Services Director and have Liability and Workers' Compensation insurance coverage through their employer. Private duty employees are required to park in the back parking lot and must sign in at the Reception Desk each visit. A certificate of insurance is required. Please see the Resident Services Director for more information including the Policy for Private Duty Employees. A Private Duty Provider Handbook is provided to all private duty employees at the Reception Desk.

FINANCIAL INFORMATION

Prior to move-in, residents may be asked to provide a financial statement to the Marketing Director. All financial information is confidential maintained.

ACTIVITIES

Southwick Village is a community designed for your enjoyment and comfort. We appreciate that each individual is unique and it is our goal to provide a wide variety of social, cultural and recreational activities that allow all to continue to enjoy the lifestyle to which they are accustomed. Each day presents new opportunities for fellowship through familiar and new experiences.

Facilities

Unless specific community areas and amenities are temporarily unavailable due to maintenance or renovation, on-campus amenities include: Library, Card and Billiard

Room, Auditorium, Fitness Center, and Indoor Lap Pool. A community computer with Internet access is also available for resident use. To use the computer, residents can contact the Life Enrichment Coordinator at 569-1945, ext. 107.

To use the pool, exercise equipment or participate in exercise classes, we require your physician's consent (renewable every two (2) years or following a hospital stay or medical decline). Once the Physician's Consent Form has been completed and returned, the Activity Director will issue a pass indicating any restrictions noted by the physician. Your pass, along with instructions on activating and using it, will be delivered to your cubby.

It is important to note that there are **no lifeguards on duty** and while Southwick Village encourages residents to swim with a buddy, we do not provide accompaniment or supervision for the pool and/or exercise equipment.

Resident family members may use the pool if the resident has a current valid pass and remains with them at the pool. No one under the age of 16 is allowed in the pool area unattended. Everyone must adhere to the rules posted in the pool area. Exercise equipment is for resident use only.

The pool and exercise equipment are available for use 8:30AM – 8:00PM daily. Exercise classes are listed on the monthly Activity Calendar.

If you have any questions regarding pool or exercise equipment usage, please contact the Life Enrichment Coordinator at 569-1945, ext. 107.

Programs

A schedule of all activities (including fitness classes, entertainment, educational programs, games, special events, and more) is provided each month. In addition, a variety of trips, tours and outings are scheduled so that residents can take advantage of shopping, cultural, civic, and sporting events both locally and beyond. The Life Enrichment Coordinator coordinates arrangements for admission, transportation and accommodations.

For some programs, nominal fees are required. These cover admission, materials and/or other accommodations. In such cases, ample advance notice will be given and all pertinent information will be published in the monthly newsletter. For programs requiring participants to sign up, sign up books are located in the Café.

If you sign up for an activity and later need to cancel, please notify the Life Enrichment Coordinator at 569-1945, ext. 107 as soon as possible, especially in the

case of trips or outings. For trips other than shopping, there is a six (6) person minimum; if less than six (6) residents sign up, the trip will be cancelled and you will be notified at such time.

A monthly Activity Calendar and Newsletter with information regarding scheduled activities and events are produced and provided to every resident. Additional copies are available at the Reception Desk.

Remember, the activity program is meant for you... your ideas and involvement are vital to the program's success. Please contact the Life Enrichment Coordinator at 569-1945, ext. 107 for further information and to share your feedback.

Assisted Living Activities

There is a monthly Activity Calendar for all Southwick Village residents. We invite and welcome our assisted living residents to join in all activities.

RESIDENT ASSOCIATION

The residents of Southwick Village have formed a Resident Association that acts as a conduit for communication with Management. Please reach out to any member of the Resident Board for further information. The Resident Board member list is posted in Southwick Village, on the bulletin board in Dublin House. The Resident Association is responsible for determining what information is passed along.

RESIDENT SERVICES PROGRAM / WELLNESS CENTER

A Resident Services Program is available to all Southwick Village residents. The Resident Services Director and the staff of the Wellness Center are available for consultations Monday-Friday, 8:00-4:30, to assist residents with medical problems and other healthcare services. The Wellness Center provides a nurse for foot care every month; flu clinics; and various speakers on relevant health issues. Please reference the monthly Activity Calendar for dates and times of these events.

The Resident Services Director and the staff of the Wellness Center will do a complete health assessment on new residents. An emergency "File of Life" card is created and placed on the refrigerator in the resident's cottage or apartment. This contains medical information, emergency contacts and other pertinent information for emergency personnel in the event of a medical emergency. The Wellness Nurses, with the assistance of the Resident Services Director, will meet with residents to update this information annually.

In addition, we recommend that each resident have an advance directive and healthcare proxy. Forms and information can be obtained from the Resident Services Director.

SECURITY

You should always feel safe and secure at Southwick Village. For the protection of our residents, we offer the following tips:

- Keep your cottage/apartment door locked at all times.
- Keys should not be copied or given to anyone, including friends, family or service personnel.
- Never open your door to anyone who cannot properly identify themselves. If you are in doubt as to who is at the door, go to your phone and dial the Reception Desk and provide your cottage/apartment number and advise them that you have someone at your door whom you cannot identify and don't want entering your home. **If you feel unsafe, pull your pull cord.**
- Know where your key is located at all times and keep it secure. The key itself bears no identifying information; in the event it is lost, nobody can identify your residence.
- For your protection, all private duty personnel (maids, nurses, etc.) must wear a nametag and must check in at the Reception Desk. We encourage residents to request and obtain a copy of the private duty personnel's liability insurance, specifically employee dishonesty coverage, prior to enlisting services. **Note:** Any private duty personnel hired by the resident is the sole responsibility of the resident.
- Residents who have an unlisted telephone number must provide the number to the Security Department and to the Reception Desk in order to ensure we can respond to their emergency call system when needed.
- Solicitation by both residents and non-residents is prohibited throughout the community.
- Resident tag sales, auctions, estate sales, etc. are prohibited

Cottages

A security officer may make outside rounds throughout the evening and nighttime hours to ensure the security of our residents. Cottage residents planning to be away for more than one (1) day **must** notify the Reception Desk.

Apartment and Assisted Living

When you are expecting a guest, please tell them that they must register at the Reception Desk. After the hours that the Reception Desk is staffed, a security guard will be onsite to handle any situations that arise. Apartment residents planning to be away for more than one (1) day **must** notify the Reception Desk.

SMOKING

Southwick Village is a non-smoking community and therefore, smoking is prohibited throughout Southwick Village – cottages, apartments and assisted living.

STORAGE LOCKERS

Apartment and Assisted Living

Each apartment, including assisted living, is provided with a storage space located on the ground level of the respective building. Residents are assigned a storage space upon move-in. Please do not store combustible items, such as but not limited to, paint, fuel or explosives in the storage area. Residents maintain their own lock and key to their storage area.

Cottages

Please do not store combustible items, such as but not limited to, pain, fuel or explosives in your basement or garage. Annually, the Town of Southwick sponsors a hazardous materials disposal pick up. The date will be made available to the residents when the Town notifies Southwick Village.

TELEVISION

Apartment

Standard basic extended cable television services are included in your monthly service fee. Depending on your move-in date, the charge is show as a portion of the monthly bill or listed separately. Wi-Fi is also available; please stop by the Reception Desk to obtain the password. If you wish to add services, please contact Comcast directly at 978-888-1087. You will be billed by Comcast for the additional services.

Cottages

If you desire cable services, please contact Comcast directly at 978-888-1087. You will be billed by Comcast for the additional services.

Assisted Living

The standard cable service is included in your monthly service fee. If you desire additional services, please contact Comcast directly at 978-888-1087. You will be billed by Comcast for the additional services.

TRASH AND GARBAGE DISPOSAL

Cottages

Southwick Village will provide weekly rubbish removal. Residents are to provide handled containers that can easily be moved. Trash and garbage must be contained in closed plastic bags and placed in a trash barrel located within the trash receptacle shed attached to your home. All boxes and newspapers must be flattened. Christmas trees will be picked up after the first of the year. Please leave them outside of the trash receptacle shed. Disposal of televisions, furniture and other items can be arranged for an additional charge. Please **DO NOT** use this trash area for storage. Personal items stored here will be at your own risk. **FOUL WASTE MUST BE DOUBLE BAGGED.**

Apartments

Trash and garbage must be contained in closed plastic bags and placed in the trash chutes. **FOUL WASTE MUST BE DOUBLE BAGGED.** The trash chutes are located on each floor at the end of the building. Newspapers and flattened boxes should be left in the trash chute room. Double strength plastic rubbish bags should be used for bagging trash. Do not throw unwrapped items such as loose papers or small objects down the chutes. Large cartons, etc. should be placed on the floor of the trash room where they will be collected. To eliminate nighttime noise, trash chutes are to be used only between the hours of 9:00AM and 7:00PM.

Dust cloths, mops, vacuum cleaner bags, etc. must not be shaken or emptied down the trash chutes. Any volatile waste or rags must be thoroughly wet down before bagging.

Assisted Living

Trash will be removed from your unit daily. **FOUL WASTE MUST BE DOUBLE BAGGED.**

TRANSPORTATION SERVICES

Scheduled transportation is provided twice a week (one day in Southwick; one day in Westfield) for shopping and banking.

If you would like to take advantage of these scheduled transportation services, please sign up in the “Trips and Transportation” book located in the Café. Times and dates are listed on the monthly calendar and sign-up sheets.

Medical appointment transportation is provided by calling the Resident Services Director (Wellness Center) at 569-1945, ext. 110 **at least one week in advance of your appointment** and within the following guidelines:

- Monday through Friday, 8:30AM – 4:30PM
- Within a 5-mile radius (one way)
- On a first come, first served basis

If we are unable to provide you with transportation to your medical appointment, other options are available including local providers such as City Cab, Uber or Deluxe Limousine Service (see Local Business Directory pages for phone numbers).

Medical transportation is “door to door” service. The driver will pick you up in one of the Southwick Village vehicles at your cottage or at the front door of Dublin House (for apartment and assisted living residents). If you use a walker or wheelchair, the driver will store it in the trunk of the car and remove it when you arrive at your destination. The driver cannot transfer you in or out of the car or in or out of a wheelchair, nor can they walk you from the car to the doctor’s office. If you need assistance, please contact the Wellness Center and they will provide you with a list of agencies. After your appointment, the driver will take you home, attending to any walker or wheelchair as described above.

If you need a prescription filled following your appointment, the driver may stop at a pharmacy if time and distance allow. The driver cannot stop at the grocery store, bank, etc.

When a driver is available, we can provide personal transportation, such as to airports, for a rate of \$2.25 per mile.

CLOSING

Periodically, it will be necessary to make be revisions to the Resident Handbook. Additionally, services outlined in the handbook may need to be modified for unforeseen reasons. In these instances, you will be notified in writing.

We are extremely pleased that you have chosen to make Southwick Village your home and are able to serve you. Please do not hesitate to let us know if there are any ways in which we can be of assistance.

APPENDIX A

Residents' Rights

Every resident of Southwick Village Assisted Living Community shall have the right to:

- A. Live in a decent, safe and habitable residential living environment;
- B. Be treated with consideration and respect, and with due recognition of personal dignity, individuality and the need for privacy;
- C. Privacy within the resident's unit subject to the rules of the Assisted Living Residence reasonably designed to promote the health, safety and welfare of residents;
- D. Retain and use his or her own personal property, space permitting, in the resident's living area so as to maintain individuality and personal dignity;
- E. Private communications, including receiving and sending unopened correspondence, access to telephone and visiting with any person of his/her own choice;
- F. Freedom to participate in and benefit from community services and activities and to achieve the highest possible level of independence, autonomy and interaction within the community;
- G. Directly engage or contract with any licensed or certified healthcare providers to obtain necessary healthcare services in the resident's unit or in such other space in the Assisted Living Residence as may be available to residents to the same extent as is available to persons residing in their own homes and with other necessary care and service providers, including, but not limited to, the pharmacy of the resident's choice subject to reasonable requirements of the Residence. The resident may select a medication packaging system within reasonable limits set by the Assisted Living Residence. Any Assisted Living Residence policy statement that sets limits on medication packaging systems must first be approved by EOEa;
- H. Manage his/her own financial affairs, unless the resident has a legal guardian or other court-appointed representative with the authority to manage the resident's financial affairs;

- I. Exercise civil and religious liberties;
- J. Present grievances and recommend changes in policies, procedures and services to the Sponsor, Manager or Staff of the Assisted Living Residence, government officials or any other person without restraint, interference, coercion, discrimination, or reprisal. This right includes access to representatives of the Assisted Living Ombudsman program established under M.G.L. c. 19D, s. 7, the Elder Protective Services program established under M.G.L. c. 19A ss. 14 through 26 and the Disabled Persons Protection Commission (DPPC) established under M.G.L. c. 19C, et. Seq.;
- K. Upon request, obtain from the Assisted Living Residence the name of the Service Coordinator or any other persons responsible for his or her care or the coordination of his or her care;
- L. Confidentiality of all records and communications to the extent provided by law;
- M. Have all reasonable requests responded to promptly and adequately within the capacity of the Assisted Living Residence;
- N. Upon request, obtain an explanation as to the relationship, if any, of the Residence to any healthcare facility or educational institution to the extent the relationship relates to his or her care or treatment;
- O. Obtain from a person designated by the resident a copy of any rules or regulations of the resident which apply to his or her conduct as a resident;
- P. Privacy during medical treatment or other rendering of services within the capacity of the Assisted Living Residence;
- Q. Informed consent to the extent provided by law;
- R. Not to be evicted from the Assisted Living Residence except in accordance with the provisions of landlord/tenant law as established by M.G.L. c. 186 or M.G.L. c. 239 including, but not limited to, an eviction notice and utilization of such court proceedings as are required by law;
- S. Be free from restraints;

- T. Receive an itemized bill for the basic fee and for charges, expenses and other assessments for the provision of resident services, personal care services and optional services;
- U. Have a written notice of the Residents' Rights published in typeface no smaller than 14-point type posted in a prominent place or places in the Assisted Living Residence where it can easily be seen by all residents. This notice shall include the address and telephone number of the EOEA Assisted Living Ombudsman Program and the telephone number of the Elder Abuse Hotline and;
- V. Be informed in writing by the Sponsor of the Assisted Living Residence of the community resources available to assist the resident in the event of an eviction procedure against him/her. Such information shall include the name, address and telephone number of the Assisted Living Ombudsman Program.

APPENDIX B

The right to voice complaints, grievances and suggestions about Southwick Village operations

We, at Southwick Village, encourage all residents and family members to express their complaints about the community and to suggest remedies or improvements in its policies and services. We will strive to be responsive to reasonable concerns and suggestions. We also encourage residents and family members to let staff know when services and policies exceed your expectations.

Procedure

Southwick Village team members are expected to listen courteously and respectfully to complaints and make their best effort to explain the reason for the procedure or incident in question. If you are not satisfied with the provided explanation, team members will outline the community's procedure for filing a complaint. The steps are as follows:

- Discuss the concern or complaint with the Executive Director. He/she may be reached at 413-569-1945;
- For Assisted Living complaints, contact the Assisted Living Ombudsman. Your discussion with the Ombudsman will be strictly confidential, without restraint, interference, coercion, and discrimination or reprisal as outlined in M.G.L. c. 19D, s. 7. The Ombudsman can be contacted at:

Executive Office of Elder Affairs
617-727-7750
One Ashburton Place
Boston, MA 02108

OR

Elder Hotline
800-882-2003

Please note that at any time, the assisted living resident may be in contact with the Assisted Living Ombudsman without prior contact with any member of the Southwick Village team.

In addition to the above procedures, suggestions, concerns and comments may be voiced through the Resident Association Board members or at the quarterly Resident Association meeting. A list of the Resident Association Board members is posted on the bulletin board in Dublin House.

Family members are encouraged to voice suggestions, concerns and comments to the Resident Services Director and the Executive Director.

At no time will any Southwick Village team member take any improper action against a resident for making a complaint, whether or not the complaint is valid.

Whenever any team member observes what appears to be a violation of resident rights or of any of the laws and regulations under which the community must operate, whether or not a resident has actually voiced a complaint, the team member is immediately expected to correct the situation if possible. If the team member is unable to do so, he/she is to bring the problem to the attention of the Executive Director or the team member on call who will ensure corrective action and, when required, notification of authorities.

APPENDIX C

Reasonable Accommodation Policy

If you have a disability and as a result of your disability you need:

- A change in the rules or policies or how we operate that would give you an equal chance to live here and use the facilities or take part in programs onsite;
- A change or repair in your apartment or a special type apartment that would give you an equal chance to live here and use the facilities or take part in programs onsite;
- A change or repair to some other part of the housing site that would give you an equal chance for you to live here and use the facilities or take part in programs onsite;
- A change in the way we communicate with or give you information;
- You may ask for this kind of change, which is classified as a Reasonable Accommodation.

If you can demonstrate that you have a disability and if your request is reasonable (“does not pose an undue financial or administrative burden*”), we will strive to make the changes you request.

We will provide a response to your request within ten (10) days unless there is a delay in obtaining the necessary information needed or unless you agree to a longer timeframe. We will notify you if we need more information or verification from you or if we would like the opportunity to discuss other options with you.

If your request is denied, you will receive an explanation of that decision and have the opportunity to provide us with additional information at that time.

If you need assistance filling out a Reasonable Accommodation Request Form or if you wish to submit your request in a different manner, we will help you to do so.

You can obtain a Reasonable Accommodation Request Form from the Marketing Office or Reception Desk at Dublin House, Southwick Village, 1 Sawmill Park, Southwick, MA 01077.

NOTE: All information you provide will be kept strictly confidential and be used solely to ensure you have an equal opportunity to enjoy your housing and the common areas.

*In simple language, this legal phrase means if it is not too expensive and too difficult to arrange.