

BROOKS-HOWELL HOME



INDEPENDENT LIVING RESIDENT HANDBOOK

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SECTION ONE: INTRODUCTION

PURPOSE OF INDEPENDENT LIVING RESIDENT HANDBOOK

The purpose of the Independent Living Resident Handbook is to communicate helpful information to the residents about day-to-day living at Brooks-Howell Home.

MANAGEMENT

Brooks-Howell Home is a Continuing Care Retirement Community (CCRC) owned and supported by United Women in Faith, which is located at 475 Riverside Drive, 15th Floor, New York, NY 10115. It opened in 1957 and currently includes 1 independent living cottage, 43 independent living apartments, 21 independent living suites, and 54 skilled nursing home beds.

MISSION STATEMENT

Brooks-Howell Home is a not-for-profit, charitable, Continuing Care Retirement Community (CCRC) which is owned and supported by United Women in Faith dba “United Women in Faith”.

As a ministry to retired missionaries and deaconesses, United Women in Faith dba “United Women in Faith” staff, and others, the Mission of Brooks-Howell Home is:

To affirm each resident's dignity, independence and value;

To provide an atmosphere for an enriching life style in a secure, stimulating Christian community;

To encourage and assist residents in reaching and maintaining their full potential in the area of physical, social, and spiritual well-being;

To implement new programs and ministries which address current and future needs;

To operate on a fiscally sound basis.

SECTION TWO: DIRECTORY

LEADERSHIP

Executive Director – Has responsibility and final authority for the operation of the home under policies of United Women in Faith and is guided by a local advisory board of directors.

Administrator – Responsible for the operation of the Skilled Nursing Unit.

Marketing Director - Responsible for attracting prospective residents through developing referrals, print and media communication, social media, Brooks-Howell website, marketing events and more. Also responsible for guiding individuals through the application and admissions process to the Skilled Nursing Unit and Independent Living Community.

Bookkeeper – Responsible for accounting, payroll, resident statements, etc.

Director of Activities - Responsible for providing meaningful and enjoyable activities which meet the physical, mental, spiritual and emotional needs of the residents. The department is also responsible for resident transportation. Serves as the liaison for IL Residents and is responsible for guest accommodation management.

Director of Facility Services – Responsible for the maintenance of buildings and grounds, environmental services, safety and security.

Assistant Director of Facility Services – Assist with the maintenance of buildings and grounds, environmental services, safety and security.

Director of Food Service – Responsible for providing nutritious meals to be served in the main Dining Room and the Skilled Nursing Unit.

Director of Human Resources – Responsible for all employee relations, onboarding, orientation, recruiting, benefit administration, etc.

Director of Nursing – Responsible for the oversight and management of the Skilled Nursing Units of the facility.

SECTION THREE: ADMINISTRATIVE AND GENERAL INFORMATION

ADMINISTRATIVE OFFICES

The Brooks-Howell Home Administrative Offices are located on the first level of the Bethea Building, except for the Accountant's Office.

The Administrator or designee is available at all times for emergencies. In the event residents need to contact a staff person, please notify the Front Desk at (828) 253-6712 or, if after hours, (828)785-9861.

BEAUTY/BARBER SHOP

As a service to our residents, our Beauty/Barber Shop is staffed by licensed independent operators. Payment for services will be charged to the monthly bill. Check with the Front Desk for hours of operation and to make appointments.

BILLING SERVICES

Residents or their designated party will receive an itemized statement the first of each month that details charges for the past month and an accommodation fee for the current month. Payment is due upon receipt and may be deposited in the drop box at the mail room.

COMMUNICATION

Our community encourages open communication. We provide many ways for residents to communicate with both Administration and other residents so that events and services meet expectations.

The following methods of communication are just some of the means we make available.

- **SERENDIPITOR:** Newsletter is published periodically. It focuses on people and current happenings here, features past and upcoming events, and is used to help prospective new residents to become familiar to the Brooks-Howell community. The publication may also be read on the Brooks-Howell website at www.brooks-howell.org.
- **INDEPENDENT LIVING RESIDENTS' COUNCIL SUGGESTION BOX:** Located in the main lobby. All suggestions must be signed and dated. Suggestions will be reviewed

by the President of the Independent Living Residents' Council and, where appropriate, submitted in writing to Administration.

- **INTERCOM SYSTEM:** An intercom system is used to make important announcements or emergency situations and can only be used by authorized personnel.
- **PUBLIC TELEPHONE:** For convenience of residents and visitors, a public telephone is located on the ground floor of the Bethea Building near the therapy gym. The telephone is for local use only.
- **RESIDENT ABSENCE:** Residents planning to leave the grounds overnight should inform the Activities Director in the event there is an emergency.
- **GRIEVANCES/CONCERNS:** Residents having concerns should contact the department head who oversees the area of concern. If the department head does not respond, the resident may write to the Administrator. If no response, the resident may write to the President of the Advisory Board. If no response, the resident may then write to United Women in Faith.
- **SOCIAL MEDIA:** Brooks-Howell Home maintains a presence on social media such as Facebook and Instagram which is managed by the Marketing Director.
- Other Communication is available on Channel 57, campus letters, updates, and emails.

COMPUTER CENTER

A computer center is located in the Library on the main level of the Bethea Building. The center offers residents and guests use of computer with internet access. Prior to use, please contact the Librarian.

COPY MACHINE/FAX/SHREDDER BOX

Copies may be made and faxes may be sent from the Administrative office for a nominal fee.

A Shred-It box is located in the vestibule of the main lobby. Please do not put catalogs or magazines in this box.

DECORATING GUIDELINES

BALCONIES, PATIOS, and COMMUNITY EXTERIOR

Our balconies and patios are highly visible areas to guests, as well as present and prospective residents. To maintain the exterior appearance of our community, the following rules apply to all balconies, patios, and lawn areas:

- Any additions or changes to balconies, patios, lawn areas or to a building must be submitted in writing and will be reviewed at a Leadership Meeting. The resident will then be advised if the request was approved or denied.
- All public walkways and exits/entrances must be kept clear of personal items.
- Towels, bathing apparel, clothing, rugs, etc. may not be placed on balconies, patios, or in passages or windows in view from the outside of the building or from any other apartment.
- Bird feeders must be approved by the Facilities Director or Assistant Facilities Director and may be placed in approved areas only (limit of 2). Bird feeders may be removed or relocated based on the bear population on the property, due to safety concerns.
- Flag poles or banners on balconies/patios or in yards must be approved in writing by leadership prior to being erected. Any other hangings/yard art or decoration must be approved by the leadership.
- Political signs and/or literature may not be exhibited in any public area of the community.
- Gardening is allowed in designated areas only and must be approved by the Facilities Director or Assistant Facilities Director. Gardening is allowed for personal use only for residents. Space is limited and can be reviewed on an annual basis.
- Requests for grills must be approved by the Facilities Director or Assistant Facilities Director.

PUBLIC AREAS, COMMUNITY AREAS, and HALLWAYS

- Brooks-Howell Home is committed to providing a safe and healthy campus that promotes the health and well-being of all employees, residents and visitors. As such, the use of all tobacco products and vaping are prohibited on the premises. The premises are defined to include all buildings and grounds owned by Brooks-Howell Home.
- Requests regarding the placement of items in the common areas must be submitted in writing for approval by leadership. Items for review include, but are not limited to, furniture, wall hangings, pictures, seasonal decorations, grills and plants.
- For safety and convenience, wagons are to be parked on the ground floor near the emergency entrance. Wagons are for use of the whole community and should not be kept in residents' apartments or storage area.

- Trunk Room - nothing is to be left or stored outside designated storage areas due to safety and fire regulations. Hazardous materials may not be stored in the Trunk Room.
- Motorized carts, electric wheelchairs or walker bikes may not be kept or left in hallways/walkways. When these assistive devices are left outside the Dining Room, they may be parked in approved areas only. If residents are unsure about designated areas, please check with the Front Desk.
- Brooks-Howell Home has a “no solicitation” policy. Pamphlets, brochures, cards, or signs regarding products, services, candidates for office, etc. may not be placed in any of the common areas.

LAUNDRY ROOMS

- Locations
 - Bethea Building – 2nd Floor
 - Terrace Apartments
 - Chandler-Burris Building – 2nd Floor (access by key only)
 - Jones-Cadwallader Apartment Building – 1st Floor (access by key only)
- The doors to the laundry rooms should be kept closed for safety, acoustical, and aesthetic reasons.
- No postings of any kind are permitted in the laundry rooms.
- Filters in the dryers are to be cleaned after each individual use.
- Any spillage of detergent should be cleaned up immediately. It is strongly recommended that the resident not use bleach. If bleach is used it must be in a closed container when being taken to and from the laundry room.
- Malfunctions of the machines should be reported immediately to the Front Desk.

DINING ROOM DRESS and PUBLIC ATTIRE

Appropriate attire must be worn in all Brooks Howell Home buildings and on grounds when outside of the resident’s living quarters. Appropriate attire is defined as clothing that would be selected to be worn when leaving the home.

Swimsuits must be worn with an appropriate cover-up while in public areas.

RESIDENT/EMPLOYEE RELATIONS

To achieve an equitable arrangement with all community staff, employees are not allowed to receive monetary or non-monetary gifts, including tips, from residents. Residents may contribute to a Christmas fund which is distributed fairly to hourly staff members by the IL Residents’ Council.

Current and former employees are not allowed to be employed by residents. In addition, former employees who were terminated for cause are not allowed on Brooks-Howell property.

GIFT SHOP

The Gift Shop is located on the main floor of the Bethea Building and the hours of operation are posted on the entrance.

GUEST ACCOMMODATIONS

Guest accommodations are available by reservation for guests of residents of Brooks-Howell Home. Rollaway beds may also be rented. Reservations are made through the Marketing Director. Payment may be a charge to the resident's account, or a payment by check, cash, or credit card. An additional fee may apply for credit card payments. Normal check-in time is 3:00 PM. Check-out time is 11:00 AM. Please instruct guests to comply with these times as housekeeping staff is scheduled accordingly. **Guests may stay with residents for a maximum of two weeks for no charge, unless a rollaway bed is needed. All guests must register with the Front Desk.**

Only basic toiletries and linens are provided by Brooks-Howell Home. All other items will be the responsibility of the resident or guest.

Children are welcome but must be supervised at all times. They must not run in hallways or walkways, especially in front of apartment doorways.

Well behaved pets are permitted to visit in guest accommodations with the following guidelines.

- Pet must weigh less than 20 lbs.
- Guests or residents are responsible for any damage done by pets.
- Guests or residents are responsible for cleaning up the pets waste.
- Certification of current rabies vaccination is required at registration.

INSURANCE

Brooks-Howell Home is protected with liability and property insurance, including disaster coverage. However, our insurance program does not provide for residents' personal property or personal liability coverage. Brooks-Howell Home is not responsible for the loss or damage of any personal property belonging to residents due to theft, fire, or any cause. Brooks-Howell Home is not responsible for personal injury to other residents, family members, paid visitors, or guests within a resident's home. Residents are responsible, at their own expense, for providing and maintaining a standard property and liability insurance policy.

LIBRARY

The Brooks-Howell Home Library is operated by the Library Committee of the Independent Living Residents' Council and is open daily. The library offers books, periodicals, newspapers, etc. for residents' use. Speak with a librarian about guidelines.

LOST AND FOUND

Lost items should be reported and found items taken to the Front Desk immediately. Items will be kept for approximately one month and then donated or discarded.

MAIL AND PACKAGES

Brooks-Howell Home has a mail room located in the middle of the main floor of the Bethea Building. When mail has been distributed into mailboxes each day, an announcement will be made over the intercom. Slots for in-house mail and for office mail are located at the mail room. Out-going mail should be taken to the Front Desk. The Front Desk also has stamps for sale. Stamps may be charged to residents' bills. The Transportation Coordinator may assist with mailing packages through the US Post Office or UPS. A nominal charge will be made for the service. Delivery of large packages to the resident's home is available at a nominal charge and can be requested by contacting the Front Desk.

MOTORIZED CARTS AND MOTORIZED WHEELCHAIRS

Residents wishing to use motorized carts or motorized wheelchairs must adhere and agree to the Policies and Procedures for: Motorized Carts, Wheelchairs. (Appendix A).

NEWSPAPERS

Delivery of the local newspaper to individual apartments may be arranged at residents' expense by calling the Asheville Citizen-Times at 1-800-672-2472.

Newspapers for residents of the Bethea Building will be delivered to the Front Desk.

Single copies of the *Asheville Citizen-Times* and *The New York Times* are located in the Library for the community.

NOTARY

A Notary Public is available by appointment during business hours in the Administrative Offices. There is no charge to residents for this service.

PUBLIC ROOMS

The International Room, Activities Building, Chapel and some Lounge areas are available for use by residents and other groups. All requests for reservations must be submitted and approved by the Activities Director or designee.

Groups requesting space are responsible for setting up the room and must return the room to its original set up after use. If help is needed in set-up, the Front Desk should be contacted, and a work order placed at least 24 hours prior to the event. (3 days required for weekend event). A charge for setup or breakdown will be assessed at \$15 to \$30, depending on the size of the group and amount of work involved.

FRONT DESK

The Front Desk is located at the front entrance. The Front Desk is responsible for greeting and signing guests in and out, directing guests, taking reservations for meals, taking requests for maintenance/housekeeping, and providing information for services. The Front Desk is open daily from 7:00 AM to 7:00 PM and may be reached by calling (828) 253-6712.

SATELLITE TELEVISION

Basic satellite television is provided by Brooks-Howell Home. If assistance is needed connecting or programming a television, please contact the Front Desk to request a work order.

STORAGE, TRUNK ROOM and LOCK BOXES

A very limited amount of space is available in a trunk room located on the ground floor of the Bethea Building.

Each independent resident/dwelling unit is entitled to one shelf space from floor to 18" below sprinkler height with one trunk on the floor. Each resident is allowed up to 24" hanging space for out of season clothing. All items must be clearly labeled.

No shelves or cabinets may be added. Independent residents may not store personal belongings in any storage space throughout the buildings or grounds except in the unit storage or the trunk room.

A small lock box is available in a locked secure area in the basement of the Bethea Building for papers or small valuables. See Administrative Offices for help or questions. Other than the resident, only the executor of the estate will have access to lock boxes.

For access to storage space, residents must schedule a time with the Front Desk, at least 24 hours in advance. For security and safety reasons, residents will be escorted to the storage/trunk room by a facility services employee and time will be limited.

POOL

A pool is located on the ground floor of the Bethea Building.

1. Hours of Operation: 7:00 AM to 7:00 PM daily. During hours of operation, the pool is open for use except when classes and cleanings are scheduled.
2. The pool will be closed during the following days and times for weekly maintenance: Tuesday and Thursday, 10:00 AM to 12:30 PM.
3. Pool Use:
 - a. All persons using the pool are required to sign the WAIVER OF LIABILITY form prior to initial use of the pool. Liabilities can be signed at the Front Desk.
 - b. There will be no charge for residents' general use of the pool. Fees may be charged for special programs that may be developed.
 - c. Immediate family members and guests of residents may use the pool after signing a waiver.
 - d. NO ONE IS TO SWIM ALONE. Everyone using the pool must be accompanied by a swim partner. The swim partner does not need to be in the water, but must be able-bodied, remain within the pool enclosures and be alert to take appropriate action in case of emergencies.
 - e. THERE IS NO LIFEGUARD ON DUTY. In the event of an emergency, activate the emergency pull station in the pool area and dial **911** giving the 911 operator the location and nature of the incident, staying on the phone until the operator indicates to hang up.
 - f. Shower before and after using the pool.
 - g. Freshly laundered and appropriate swimsuits must be worn. If worn outside the pool area, a cover-up and shoes or sandals are to be worn.
 - h. Food and beverage (other than water) are not allowed in the pool area. Water cannot be in glass containers.
 - i. DO NOT USE THE POOL IF ANY OF THE FOLLOWING APPLY:
 1. A fever
 2. Uncontrolled seizure disorder
 3. Suffer from bowel or bladder incontinence
 4. Open skin lesion
 5. An absent or weakened cough reflex
 6. If your doctor has restricted you from this type of activity
 7. An eye, ear, or skin infection

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- j. Be courteous at all times
 - k. Pool exercise equipment is to remain in the pool area and be returned to its designated location after use.
 - l. The pool will be closed during lightning storms or other potentially threatening weather conditions.
 - m. No jumping, running, or diving allowed
 - n. Chair lift may be operated only by trained persons
4. The pool will be heated to the standards set by the National Arthritis Foundation.

SECTION FOUR: ACTIVITIES

The Director of Activities is responsible for providing meaningful and enjoyable activities which meet the physical, mental, social, spiritual and emotional needs of the residents. The department is also responsible for resident transportation.

BULLETIN BOARDS and CALENDARS

Activities, General Administrative Information, and Independent Residents' Council bulletin boards are conveniently located near the mail room in the Bethea Building.

The Community Events/Social Concerns bulletin board is located by the Emergency Entrance of the Bethea Building. Items placed on this bulletin board must include date and the resident's initials and must be removed in a timely manner.

Residents are encouraged to refer to these boards on a regular basis for current community information.

A large monthly calendar of events is posted on the Activities bulletin board as well as on both skilled nursing units.

CHAPLAIN

A Chaplain is available and on staff at Brooks-Howell to provide spiritual and emotional support to residents. The Chaplain is available for visitation, crisis and bereavement support. In addition, the Chaplain coordinates religious services, events and end of life arrangements.

IN-HOUSE TV CHANNEL

Channel 57, the Brooks-Howell Home Information Channel, provides listings of activities and special bulletins. Channel 57 can be viewed on residents' personal television or on a monitor near the mail room. Generally, music is played on Channel 57 at all times except when movies and special programs are streaming.

RESIDENT VOLUNTEERS

Many residents enjoy working in a variety of areas to contribute to the well-being of the community. By volunteering, residents are able to assist with the day-to-day activities of Brooks-Howell Home. To volunteer, please contact the Director of Activities.

PET GUIDELINES

Brooks-Howell is a pet friendly community. Residents living in the Quad, Village, Apartments, and Cottage are permitted to own pets under certain conditions. Please see the full Pet Policy (Appendix B).

TRANSPORTATION

Residents who need transportation please contact the Activities Director.

Grocery Shopping: 2nd and 4th Wednesdays 1pm-3pm.

Residents will be notified of schedule changes as necessary.

SPECIAL NEEDS

Residents who use a wheelchair, walker, or cane, must use the devices during the outing.

TRANSPORTATION COSTS

Please see current "Cost Sheet", (Appendix C) for current transportation costs.

SECTION FIVE: FOOD SERVICES

MEALS

Meals in the main dining room are scheduled as follows: Lunch 11:30 AM. Meals are served cafeteria style. Persons needing assistance may fill out a meal ticket and a server will deliver the plate to the table. Residents and guests may request arranged seating with the food service staff to accommodate parties of two or more, subject to availability.

Menus are published weekly and are available on the General Administrative Information bulletin board, located near the mail room, Front Desk and it will begin to be on Channel 57.

Several meal programs are available to residents. Residents living in suites may choose a 2-meal or 3-meal program. All other residents may purchase monthly plans or pay per meal, which will be added to the resident's monthly invoice. See cost sheet (Appendix C).

Residents not on a meal plan, who wish to dine in the main dining room should contact the Front Desk at least two hours before a meal for reservations.

Residents who wish to have guests for meals should contact the Front Desk at least 24 hours before a meal for reservations.

Temporary tray service is available to ill residents who live independently. A nominal charge will be made.

Fresh fruit is sold every Friday in the lobby unless otherwise noted. Fruit is based on season and availability.

Items served in the Dining Room are to be consumed in the Dining Room with the following exceptions:

- a. If a resident is not able to attend the Dining Room during the meal time for whatever reason, arrangements for a takeout tray may be made by calling the Front Desk. If someone besides the resident is picking up the meal for the resident, the Front Desk should be notified at the time the request for a takeout tray is made.
- b. Dessert not eaten during the meal time may be taken out of the Dining Room.

CATERING

Limited catering service is available through the Food Service department at an additional fee, and as time allows. All requests must be made in writing and must be approved by the Director of Food Service. The primary function of the Food Service Department is three meals a day and will take precedence over catering private functions.

SECTION SIX: ENVIRONMENTAL SERVICES

HOUSEKEEPING

Every IL resident unit will receive one hour of routine housekeeping service weekly and will have detail cleaning on a rotating schedule. The detail cleaning schedule will be posted on channel 57. Ovens, windows, carpet shampooing and deep scrub of kitchen floors will be done by an additional EVS staff member at the time of the normal scheduled weekly cleaning. Residents are responsible for maintaining their living units in a clean, sanitary and orderly fashion. **BHH reserves the right to inspect the residence periodically for cleanliness and safety.** If **Resident** fails to maintain the residence in a clean, sanitary, and orderly condition as determined by **BHH**, then **BHH** reserves the right to clean the residence and **Resident** shall pay the additional charges assessed for that cleaning. If this continues, **BHH** has the right to discharge **Resident** due to Health Safety and State Health regulations.

There will be no detail cleaning during Thanksgiving week and during December. Cancellations due to inclement weather may not be rescheduled. If residents decline the services of scheduled cleanings the service for that week will be forfeited.

WEEKLY CLEANING – RESIDENT RESPONSIBILITIES

1. Light housekeeping as needed
2. In preparation for weekly cleaning
 - a. Remove items from sink and countertops.
 - b. Pick up other items from the floor that would impede vacuuming or mopping of the floors.
3. In preparation of Detail Cleaning per cleaning schedule
 - a. Clean off windowsills and countertops completely, and pack away all breakables.
 - b. Strip beds of linens.
 - c. Put away anything that would impede cleaning and shampooing of carpet

ENVIRONMENTAL SERVICES RESPONSIBILITIES – SCHEDULED DETAILED CLEANING

1. Bathrooms: Wash walls, clean vents and windows, clean light fixtures, remove and launder shower curtains, clean bathroom cabinets on the outside only, clean heating units.
2. Kitchen: Clean outside of all cabinets, wash walls, blinds/curtains (if possible), countertops, stove, oven, and refrigerator. Wash floors, furniture, and ceiling fans. (THE INSIDE OF REFRIGERATOR AND CABINETS WILL NOT BE CLEANED BY EVS STAFF.)
3. Living room: Shampoo carpets, wash walls, clean bookcases (if emptied by the resident). Clean blinds (if possible), windowsills, ceiling fans and vacuum curtains.
4. Bedrooms: Clean and wash beds, shampoo carpets, clean walls, closet doors, door frames, and blinds/curtains (if possible). (INSIDE OF CLOSETS WILL NOT BE CLEANED BY EVS STAFF.)
5. Additional cleaning must be scheduled and will include a fee.

CARPET SPILLS

Potentially damaging stains on carpets need to be reported immediately by placing a work order through the Front Desk.

SPECIAL REQUESTS

Please place a work order at the Front Desk for any special requests.

LAUNDRY SERVICE

Linen service is provided for a fee. Names must be clearly written on all articles of clothing. Self-service Laundry Rooms are located in the Jones-Cadwallader/Chandler-Burris Building, on 2nd floor of the Bethea Building and at the Terrace Apartments.

Brooks-Howell Home is not responsible for items lost or damaged incurred while using the laundry rooms.

TRASH/RECYCLING

Village and Quad residents should put trash and recyclables on the sidewalk in front of their apartment on Monday and Thursday mornings by 7:00 am. Recyclables should be placed in blue bags. Loose recyclables may be placed in blue containers.

In addition, trash and recyclables may be deposited at the locations shown on the Campus Map (Appendix D). Please ensure that bags are tied and secure. Please do not place loose items in the trash receptacles.

Due to Health Department Regulations, only employees have access to the dumpsters.

SECTION SEVEN: MAINTENANCE SERVICES

All Maintenance requests must go through the Front Desk Receptionist and must have a 24-hour notice, unless it's an emergency. Please do not give verbal requests to staff. They are only approved to respond to written requests.

After a work order is completed, maintenance personnel will be sent to the resident's apartment as soon as possible to complete the request. Work orders will be assigned on a priority basis, depending on the urgency of current requests in relation to safety and comfort of residents.

For "Emergency Only" requests after business hours, please call the Maintenance On-Call number at 828-707-4528 or Security Services at 828-273-7814.

A minimal hourly fee will be billed to residents for repairs and/or assembly of personal items, which may include, but are not limited to, furniture. A charge will be made for the cost and replacement of certain items including but not limited to light bulbs, batteries, picture hangers, rods, and cable hook-up, etc. Personal property repairs will be made at the Maintenance Staff's discretion. (See Appendix C for costs)

Any changes or alterations of Brooks-Howell Home property require written approval by the Executive Director or Designee.

SECTION EIGHT: MEDICAL SERVICES

Supervised by a registered nurse, the Brooks-Howell Home Skilled Nursing Unit is staffed with both licensed nurses and certified nursing assistants. Following orders from the home's medical director, their primary responsibility is to health unit residents. Limited medical services are available to independent residents as follows.

EMERGENCY SERVICES

A licensed nurse is on duty 24 hours a day. Residents should pull their call bell if they feel a licensed nurse is required for illness or injury. If illness or injury is potentially

life-threatening or the resident is unable to get to the call bell, dial 911. Limited First Aid intervention only can be provided for a resident not residing in the Skilled Nursing Unit.

THERAPIES

Physical therapy, occupational therapy, aqua therapy and speech therapy are available with a doctor's order. Any therapy services not covered by Medicare or insurance will be billed directly to the resident.

ADMISSION TO SKILLED NURSING UNIT

Admission to Brooks-Howell Home Skilled Nursing Unit requires the order of an attending physician and an assessment by nursing services. By law, the health units are not emergency care facilities and admission must be medically indicated.

TRANSITION TO SKILLED NURSING UNIT

Transition to the Skilled Nursing Unit for either short-term or long-term care can be stressful, but to minimize this stress, residents are encouraged to contact the Marketing Director to assist. The Marketing Director will schedule a time to meet with the resident to review what is needed to transition to the Skilled Nursing Unit and answer any questions that may arise. It usually takes 48 to 72 hours to coordinate a smooth transition to the Skilled Nursing Unit. This coordination is needed to ensure we have all the medical information and necessary orders from the resident's physician to provide care in the Skilled Nursing Unit.

Medications used in the Skilled Nursing Unit must be packaged according to state regulations. This packaging is handled by our contracted pharmacy.

VIAL OF LIFE

The vial of life is a sheet protector with a form inside which can be used to record vital medical information including emergency contact names, medications, allergies, and other information needed in an emergency. The form is usually kept on the resident's refrigerator.

ADVANCE DIRECTIVES

Each resident is required to appoint someone as durable power of attorney and health care power of attorney. Although staff cannot witness powers of attorney and Advance Directives documents, staff Notaries can notarize the documents. The Admission's Coordinator can help obtain Advance Directive forms.

SECTION NINE: SAFETY & SECURITY

GENERAL RULES FOR FIRE EMERGENCIES

1. When fire alarm sounds in your area, evacuate to a Safe Area.
 - A. Evacuation to a Safe Area means:
 - A room with operable windows and door that can be closed to block yourself from fire and still have an escape.
 - Another building on premises
 - Outdoors/ Outside of building
2. If fire is in your area, immediately leave the danger area.
3. Close all doors, windows and turn off air conditioners and fans.
4. If possible, avoid going through fire doors (Those that close automatically when fire alarm sounds). These are in place to compartmentalize smoke from the fire.
5. Do not use elevators.
6. Remain calm.
7. Do not re-enter the main building or skilled nursing unit unless directed by staff. The nursing staff will assist skilled nursing unit to safety.

OTHER EMERGENCIES

1. All Independent Resident units are equipped with emergency nurse call bells located in each bathroom. In case of an emergency, first call **911** and then pull the call bell if able to reach.
2. The apartment elevator between the Chandler-Burriss Apartments and the Jones-Cadwallader Apartments is equipped with an emergency call button that will call the Nurse's Station in case of emergency.

VEHICLE OPERATIONS

1. Posted speed limit on Brooks-Howell property is 10 MPH.
2. It's imperative to drive with extreme care, especially in areas with poor visibility.
3. Follow directional signage.

EMERGENCY RELOCATION

It is recommended that each residence have the following items on hand in the event of an emergency:

1. Medications and oxygen – minimum three-day supply
2. Three gallons of water per person – minimum
3. Battery-operated radio

4. Extra batteries for lighting, hearing aids or other items
5. Flashlight or battery-operated lantern
6. Manual can opener and non-perishable foods
7. Paper products such as toilet paper, cups, plates and napkins or towels
8. Hand sanitizers or baby wipes to use to clean hands or other surfaces
9. Pet food and cat litter as needed
10. Disposable disinfectant wipes for indoor surfaces

INCLEMENT WEATHER

If media sources indicate that conditions are slippery, all residents should stay indoors until advised.

Meal and mail deliveries can be requested through the Front Desk.

Brooks-Howell staff will make every effort to clear sidewalks and parking lots for resident safety.

SECURITY

Maintenance and other staff serve as security during business hours.

In case of an emergency, dial 911.

BYLAWS OF BROOKS-HOWELL HOME INDEPENDENT LIVING RESIDENTS' COUNCIL

ARTICLE I: *Name*

This organization shall be called the **Brooks-Howell Home Residents' Council**, hereafter referred to as the Council.

ARTICLE II: *Relationship*

All members of the Council are residents of Brooks-Howell Home, Asheville, North Carolina, a not-for-profit retirement center owned and operated under the policies of United Women in Faith (United Methodist Women of the United Methodist Church.)

ARTICLE III: *Purpose*

The Council shall act as a forum for the concerns, welfare, and needs of residents in order to work together with the Administration and staff for the common good of the community.

ARTICLE IV: *Members*

Section 1. Members of the Council shall include all residents who reside in the cottages, suites, apartments, Bancroft Taylor Unit and Cummings Health Unit.

Section 2. The Executive Director, the Nursing Home Administrator and the Director of Resident Services shall be members *ex officio* without vote.

ARTICLE V: *Officers and Chairpersons of Committees*

Section 1. There will be an Executive Committee that includes president, vice-president, secretary, treasurer, chairperson of the committee on nominations, the chairs of standing committees and members elected to the Advisory Board.

Additional officers may be elected as needed.

Section 2. Duties of officers

a. The president

- 1) Shall convene and preside over regular, called, and special meetings of the Council and the Executive Committee.

- 2) Shall represent the Council where needed, when requested, and where appropriate.
 - 3) May serve as *ex officio* on Council standing committees.
 - 4) Shall serve as a member of the Brooks-Howell Home Advisory Board, *ex officio* with vote, as specified in the bylaws of the Brooks-Howell Home Advisory Board.
 - 5) Shall be a co-signer with the treasurer on the bank account.
- b. The vice-president
 - 1) Shall serve in the absence of the president.
 - 2) Shall serve as requested by the president.
 - c. The secretary
 - 1) Shall record and maintain minutes of all meetings of the Council and the Executive Committee.
 - 2) Shall notify members of the meetings of the Council and the Executive Committee.
 - 3) Shall handle Council correspondence.
 - d. The treasurer
 - 1) Shall receive designated donations and disperse them as required.
 - a. Employee Christmas Fund: A fund to provide annual Christmas gifts to hourly employees.
 - b. Special Funds: Funds for special projects as approved by the Executive Committee and Council, for example, Change 4 Change (an annual community project).
 - 2) Shall receive from the administration funds to be used by each standing committee. The treasurer shall distribute funds to the chairs upon written request of the committee chair.
 - 3) Shall prepare a written report to be distributed at each of the Executive Committee and Council Meetings.

Section 3. Election and terms of office

- a. The officers and chairpersons of standing committees
 - 1) Shall be elected in the fall at a regular or called meeting of the Council.
 - 2) Serve for a term of two years and may be elected for a second term. Depending on the activity and interest of the members of standing committees, and needs of the Residents' Council, the chair may serve more than two terms.
- b. All new terms of office start on January 1 following regularly scheduled election.

- c. In the case of someone filling a vacancy:
- 1) If the vacancy occurs during the first year of a term, the new officer is completing a full term.
 - 2) If the vacancy occurs in the 2nd year of a term, the time served does not count as a term of office.
 - 3) The term of office shall be clearly stated in the minutes.

ARTICLE VI *Residents' Council Representatives on the Brooks-Howell Home Advisory Board*

Section 1. The Council shall be represented on the Brooks-Howell Home Advisory Board by two (2) residents with vote and elected by the Council. One representative shall be elected in odd-numbered years, and the other shall be elected in even-numbered years, to serve staggered 2-year terms.

Section 2. As specified in the bylaws of the Brooks-Howell Home Advisory Board, the president of the Council shall be a member of the Advisory Board *ex officio*, with vote.

ARTICLE VII *Meetings*

Section 1. Regular meetings of the Council and Executive Committee shall be held quarterly or more often as needed. Notice of the meeting shall be given at least ten (10) days prior to the meeting date.

Section 2. A special meeting may be held upon call of the president, or by the vice-president in the absence of the president. The purpose of the meeting shall be stated in the notice.

Section 3. A quorum shall be the number of members present and voting.

ARTICLE VIII *Executive Committee*

Section 1. The Executive Committee shall function on behalf of the Council between meetings in accordance with the bylaws. It shall make recommendations to the Council and shall act as directed by the Council.

Section 2. The Executive Committee shall include:

- a. A president, vice-president, secretary, treasurer, the chairpersons of the standing committees, the chairperson of the committee on nominations, and others as may be named, the Council representatives to the Brooks-Howell Home Advisory Board.
- b. The Executive Director, the Nursing Home Administrator and the Director of Resident Services *ex officio* without vote.

Section 3. Any member wishing to address the whole community to raise money for a special cause should present the request to the Executive Committee for authorization. The request should specify the means by which the money donated will be distributed and reported.

ARTICLE IX *Committee on Nominations*

Section 1. The committee on nominations shall be composed of the chairperson and four (4) elected members.

Section 2. The committee on nominations shall

- a. Prepare a slate of officers for the Council, including the chairperson of each standing committee and the chair and members of the committee on nominations.
- b. Nominate other officers and chairpersons as authorized.

Section 3. The committee on nominations shall

- a. Send its report to the Executive Committee (for information) at the meeting before the fall Council meeting.
- b. Make the information available to the members no later than ten (10) days before the fall Council meeting.

ARTICLE X *Standing Committees*

Section 1. Chairpersons of standing committees are elected members of the Executive Committee.

- a. Each chairperson, except for the committee on nominations, may choose the members of the committee, based on expressed interest, and determine the number of members needed to carry out the committee functions.

- b. Each chairperson of a standing committee shall submit to the treasurer at the May Executive Committee meeting a copy of the budget for the next year, giving the total amount of money each is requesting from Brooks-Howell Home Administration. The treasurer will disperse the funds to the chairperson on written request.
- c. Each chairperson shall submit a written report of its activities and a summary of quarterly expenditures, to be included with the minutes of each Council meeting.

Section 2. Standing Committees

a. Hospitality Committee

- 1) Purpose: to cooperate with the Admissions Coordinator and the Director of Resident Services to assure that visitors, residents, and family members feel welcome in Brooks-Howell Home and are encouraged to participate in all activities available to them.
- 2) Composition: In addition to the members of the committee the Director of Resident Services and the Admissions Coordinator are *ex officio* members of the committee without vote.
- 3) General Functions of the Hospitality Committee:
 - a) To work with the Director of Resident Services in welcoming and providing information to visitors and tour groups who are visiting Brooks-Howell Home.
 - b) To work with the Admissions Coordinator in welcoming new residents.
 - c) To work with the Director of Resident Services in providing activities which will strengthen the sense of community among the residents.

b. Library Committee

- 1) Purpose: to maintain the resources in the library, so they are accessible to all residents.
- 2) Composition: In addition to the members of the committee the Director of Resident Services is an *ex officio* member without vote.
- 3) General Functions of the Library Committee:
 - a) To make available United Women in Faith reading program books.
 - b) To receive donated books and periodicals, placing them appropriately.
 - c) To purchase new books as requested by residents when funds are available.
 - d) To plan and manage periodic book sales.

c. Creation Care and Social Issues Committee

- 1) Purpose: to bring awareness of creation care and social justice issues to the community and to provide opportunities for acts of mercy and of advocacy.
- 2) Composition: In addition to the members of the committee the Director (or Assistant) of Facility Services and the Director of Resident Services are *ex officio* members without vote and will be consulted for any activities that impact Brooks-Howell Home facilities.
- 3) General Functions of the Social Concerns and Social Issues Committee:
 - a) To work toward a more just and sustainable world.
 - b) To provide information and education on social issues such as creation care, human wellbeing, justice, and peace.
 - c) To provide opportunities for members to respond to issues through service.
 - d) To recommend ways for the community to take action on environmental and social justice issues

d. Spiritual Life Committee

- 1) Purpose: to encourage and enhance the spiritual welfare of the Brooks-Howell Home community and support the work of the Brooks-Howell Home Chaplain.
- 2) Composition: In addition to the members of the committee the Chaplain and Director of Resident Services are *ex officio* members without vote.
- 3) General Functions of the Spiritual Life Committee are:
 - a) To work with the Chaplain to strengthen the spiritual life of the community.
 - b) To encourage participation in the weekly chapel services and when possible, the noon time prayers in the dining room.
 - c) To obtain supplies for carrying out the various chapel needs.
 - d) To sponsor an annual spiritual growth retreat or a similar experience with leadership from the community or other sources.

ARTICLE XI *Special Committees/task forces*

Section 1. Special committees/task forces and groups may be named by the Executive Committee, or by action of the Council.

Section 2. The task force on Bylaws shall

- a) Review the bylaws every two years, or as needed.
- b) Be composed of three (3) members including: The president, secretary and one other member chosen by the president who is not already on the executive committee.
- c) Submit all proposed revisions to the Residents' Council Executive Committee for approval by a majority vote.
- d) Post the approved revisions 10 days prior to the Council meeting.
- e) Submit the revisions to the Council for a majority vote.

Article XII Amendments

- 1. Amendments to these bylaws may be made by a majority vote at a regular meeting of the Council.
- 2. If any individual member of the Council wishes to suggest an amendment, this must be submitted in writing to the Executive Committee 30 days prior to a scheduled meeting of the Executive Committee. The proposed amendment must be approved by a majority vote and be posted 10 days prior to the Council meeting. The amendment must be approved by a majority vote.

These edited bylaws were adopted on November 17, 2025, and shall take effect immediately.

President _____ Signature	Nancy Morgan
Secretary _____ Signature	Glenda Hill
Member of the committee _____ Carey Signature	Nancy Lou

APPENDIX A: POLICIES & PROCEDURES FOR MOTORIZED CARTS & WHEELCHAIRS

POLICY

To provide supportive independence for those who have a medically diagnosed condition that requires a motorized wheelchair or cart to maintain usual mobility.

PROCEDURE

1. Resident will notify the Activities Director with a written request for a motorized cart or wheelchair.
2. The resident obtains physician's order for evaluation by the Occupational Therapy Department that must include a medical diagnosis for the possible need of such a device.
3. The Occupational Therapy Department evaluates for rehabilitation potential, possible therapy, physical abilities, functional limitations and the resident's cognitive ability to safely operate the device.
4. Once approved, the resident must go through training on their motorized wheelchair or cart with the Occupational Therapy Department.
5. All residents approved for motorized wheelchair or cart will be reviewed periodically for continued use. Health care residents will be reviewed every 90 days, and independent residents will be reviewed semi-annually, or more often if deemed necessary.
6. Any resident using a motorized wheelchair or cart assumes full responsibility for damages to Brooks-Howell Home, and/or any person in Brooks-Howell Home that could occur from the use and/or malfunction of the device.
7. A resident who causes injury related to the device to another resident, visitor or staff may be held liable.
8. The resident is responsible for his/her motorized wheelchair or cart at all times. This includes the proper storage in the room, apartment, and common areas. They cannot block exits or be parked out in the hallways. Residents cannot loan their motorized cart or wheelchair to other residents.
9. The resident is to observe at all times, the speed of the motorized wheelchair or cart, which is that of a slow pace comparable to a walking pace.

10. A resident who does not practice safe operation will be reviewed for possible discontinuance of operating these assistive devices as well as receive a written notice from the Health Care Administrator.
11. It is the responsibility of the Independent resident to maintain his/her device in a mechanically safe condition at all times.
12. Residents using canes, walkers, or other assistive devices, cannot become wheelchair assistants by pushing, pulling, or assisting residents in wheelchairs to another location. This is for the safety of all residents.

APPENDIX B: PET POLICY

POLICY

Brooks-Howell is a pet friendly community. Residents living in the Quad, Village, Apartments, and Cottage will be permitted to own pets under the following guidelines.

PROCEDURE

1. Current or prospective residents wishing to have pets must complete an application. The application must be approved before the pet moves into the resident's home.
2. Upon approval, owner will pay a deposit of \$500 per pet and an additional \$25.00 per month per pet.
3. The allowed pets are dogs, cats, and birds.
4. Dogs and cats must be housebroken before coming to Brooks-Howell.
5. Must be a minimum of one year old.
6. Must be spayed or neutered.
7. Must be on year-round flea and tick protection medicine.
8. Must be free of disease, infestation and have current inoculations (especially rabies). Resident will then provide annual documentation of current inoculations to Activities Director.
9. Weight shall not exceed 20 lbs.
10. Must live indoors and are allowed outside only when on a non-retractable leash or leash/harness at all times.
11. Pet owners assume all responsibility for any damage to property, both inside and outside, including, but not limited to, costs for infestations of pests, or injury to another person by the pet, or damage to any Brooks-Howell furniture.
12. Owners will use extreme care when the pet is near other people being mindful others may have allergies and/or dislike of pets.
13. Pets are not allowed in public areas where food is being prepared or is being served.
14. Pets are not allowed in the pool area.

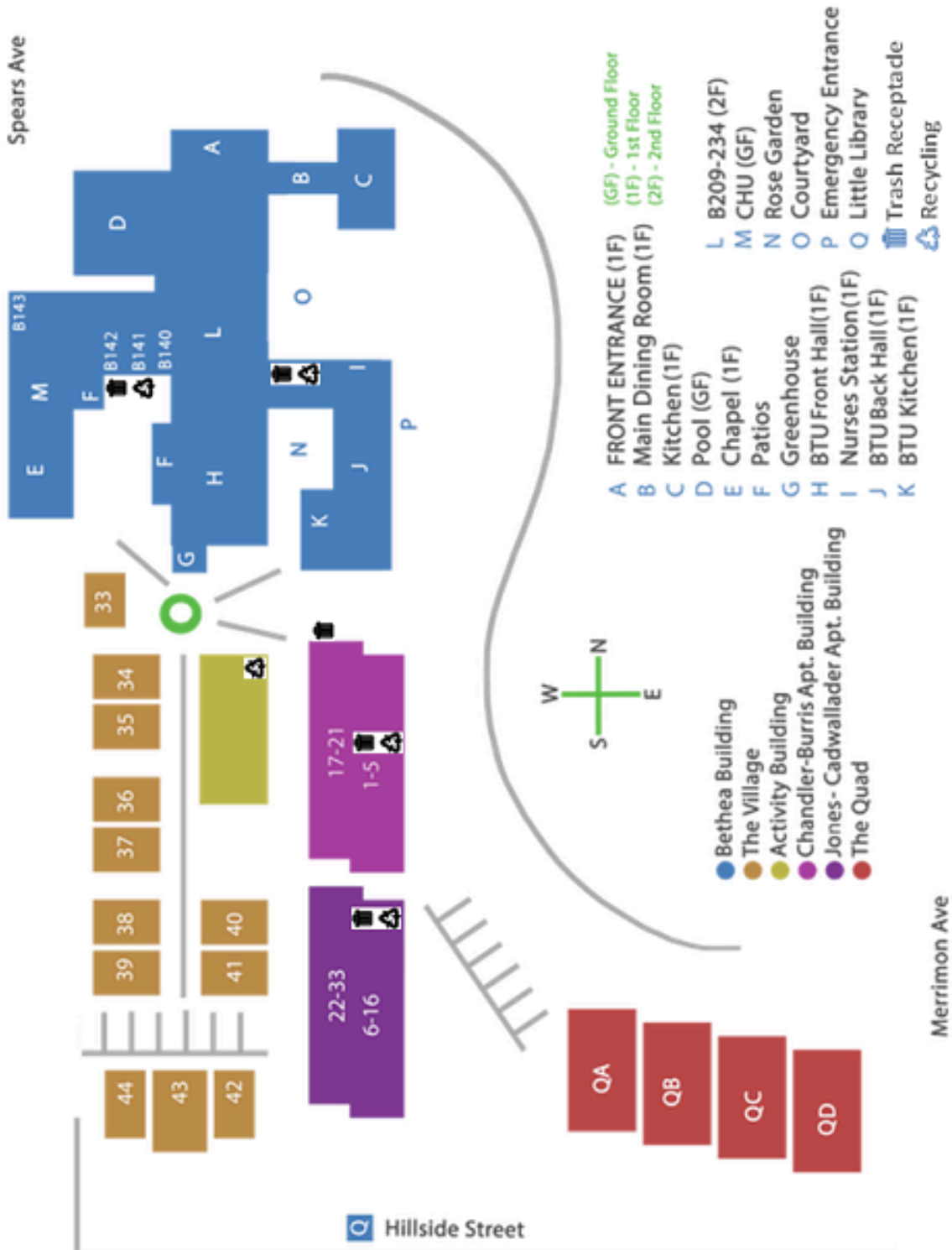
15. All pets shall be of a quiet, gentle and calm nature.
16. Local sanitation laws and city animal control ordinances must be followed. (Dogs in the city are required to be licensed).
17. The owner must clean up any waste.
18. Problems with noise, destruction, biting, or non-compliance with this policy will be grounds for removal of pet.
19. Should a resident become unable to care for their pet for any reason they will be responsible for arranging alternative care for the pet.

APPENDIX C: COST SHEET as of January 1, 2025

RESIDENT MEAL PLANS		
	Monthly Rate	Per Meal Rate
Breakfast	N/A	
Lunch (“Dinner”)	\$300.00	\$10.00
Dinner (“Supper”)	N/A	
Special Meals (Holidays, etc)	N/A	\$20.00
GUEST MEALS		
Lunch (“Dinner”)		\$15.00
Children ages 7 to 12		Half Price
Children 6 and under		Free
ADDITIONAL FEES		
Transportation		
Medical Appointments		\$25.00 per trip
Pet Fees		\$500.00 deposit, \$25.00/month per pet
Personal Laundry		\$45.00 per month
Wi-Fi Service		\$30.00 per month
Guest Rooms		\$100.00-180.00 per night
Maintenance/EVS Requests		\$25.00 per hr, minimum of \$10.00
Additional housekeeping services		Varies by service requested.

Fees and rates are reviewed annually and are subject to change.

APPENDIX D: CAMPUS MAP





We are so delighted you are here!

New Resident Q&A

Receptionist's Desk: 828-253-6712

Brooks-Howell wants you to have a good start to joining our community. All Independent Living residents and staff are here to help you! We hope these questions and answers will be of assistance to you. Please see the letter from the Independent Living Council welcome folder.

What is Brooks-Howell's Mission Statement? (In the Independent Living brochure)

- To affirm each resident's dignity, independence and value.
- To provide an atmosphere for an enriching lifestyle in a secure, stimulating Christian community.
- To encourage and assist residents in reaching and maintaining their full potential in the area of physical, social, and spiritual well-being.
- To implement new programs and ministries which address current future needs.
- To operate on a fiscally sound basis.

How do I know what is happening?

- Tracey Owens, Director of Resident Services, produces an Activities Calendar for each month. This is distributed by email to Independent Residents. In addition, information about activities are on Channel 57, Brooks-Howell's internal TV channel. Also, activities will be announced through the speaker system. As the Independent Living liaison, Tracey also sends out information updates by email. Please check your email on a daily basis as there may be issues of an urgent nature, i.e. storm preparations, COVID-19 status, etc. Residents who do not have emails will be given a printed email.
- Debbie Pittman, an Independent Living Resident, serves our community by not only managing Channel 57, but also sends out emails about programs on Channel 57.

Is there a mandatory quiet time? There is no mandatory quiet time for Independent Residents. In the Health Center, quiet time is between 1:00 pm – 3:00 pm.

What religious/spiritual activities are available? Chapel services are every Thursday in the Chapel at 3:00 pm. "Sunday School" is on Saturday at 10:00 am on Channel 57. Look for information about when Bible Study takes place. In addition, we live-stream a

service from a United Methodist Church on Channel 57 on Sunday mornings at 10:55 am.

What do I do when the fire alarm sounds? Residents who live in a suite should go to the living room area on the second floor and apartment building, Quad and Village residents should gather in the parking lot closest to their units.

How do I send and receive postal mail? Incoming mail is placed in your mailbox (accessed by a key) which are located in the alcove near the doors to the Chapel wing. For outgoing mail, there is a box near the receptionist's desk in the main lobby.

How do I receive my meals? At this time, lunch is the meal which is served in the dining room which is off of the lobby. Other meals are only offered to residents in the suites as part of their accommodation fees (delivery only).

How do I know what the menus are? A weekly menu is sent out each week through emails from Debbie Pittman.

Can I make special dietary requests? Requests for specific dietary modifications is not available for Independent Living residents. If you have questions regarding dining services, please contact Chelsea Brennan, Director of Food Services.

Who handles the billing? The Accountant will send you an invoice at the beginning of each month for your monthly accommodation fee and any ancillary services and is payable upon receipt. You may pay by leaving your check in an envelope at the front desk or in the mailbox outside the Accountant's office door on the second floor.

How is your personal data used? Your personal data is **ONLY** used for Brooks-Howell's administrative purposes and is not shared with any external party. We value your safety!

Is there a Notary Public on site? **Renee Deaton**, our new front desk receptionist, is a notary public. You can get documents notarized by her. The cost is \$10, which should be directly paid to Renee. She cannot notarize any documents that Brooks-Howell requests or requires or those that are a conflict of interest. You will have to set an appointment with Renee when she is working.

NOTE: For documents Renee cannot notarize, you can use a traveling notary. Go to the North Carolina Secretary of State website and click the link for traveling notaries.

Where do I park my car? Parking for Independent Residents living in the suites is located in front of the apartments which have handicapped parking spaces. The parking spaces from the Emergency Entrance up to the front parking lot is reserved for staff. Parking for residents living in the Village is located on the Hillside Drive entrance. Parking for the Quad is in front of the Quad apartments. Note the parking spaces in front of the Bethea building entrance are reserved for guests.

Is there reserved seating in the dining room? There is no reserved seating.

How do I make arrangements for guests to stay in Brooks-Howell's accommodations? Contact Angela Toomey, Marketing Director. This service is dependent on availability.

What on-site medical/therapy services are available to me?

- In an emergency, pull the emergency call bell located in each Independent Living accommodation bathroom and/or call 911. A nurse will respond and triage only. Under our licensing regulations, we are NOT allowed to treat Independent Residents.

- Select Rehab is our on-site therapy company which provides physical, speech and occupational therapy. This is a separate company from Brooks-Howell. Select Rehab accepts Medicare and some forms of insurance (contact them for details). They may be reached at 828-238-1034. Periodically, they may provide health educational programs for the Independent Residents.
- Brooks-Howell's Health Center (skilled nursing care) provides short-term rehab, long-term rehab, and long-term care. Contact Angela Toomey, Marketing Director, for details. 828-348-7270.
- Brooks-Howell does not provide any advice on your Medicare or insurance questions.

What is included in the cleaning of my unit? Routine cleaning includes cleaning the sink, kitchen counters, top of the stove, front of the refrigerator, bathroom sink and shower/tub, sweep and mop all floors and light dusting. Deep cleaning is done on a periodic basis. Questions? Contact Caretha Young, Asst. Director of Facilities at cyoung@brookshowell.org or by calling the front desk at 253-6712, extension 1235. Caretha will contact you upon move-in to schedule your housekeeping services.

May I give tips or gifts to employees? All employees are not allowed to accept tips or gifts; however, if you care to, the Independent Living community has an employee fund to be used at Christmas. Information about this service will be sent to you by an IL resident.

Where do I dispose of garbage and recycling material? Please see page 21 of the Independent Living Handbook for all details. Questions? Contact Patti Wilson, Director of Facilities, at pwilson@brookshowell.org or by calling the Front Desk to reach her.

What security measures are located at Brooks-Howell? The main building has secure access except for the front door during specified times. Independent Residents will be given a fob to enter the back door of the main building. Put the fob in front of the keypad to the right of the back door. The front door is open 7:00 am – 7:00 pm, and there is a receptionist in the main lobby during these hours. There are security cameras located in strategic locations, including the main building.

How do I request maintenance services? Please call the front desk at 253-6712 and place a "work order" for the matter to be addressed. Issues such as a stopped-up sink, appliance not working, hanging pictures, etc. A Facilities Services staffer will then contact you. Note: emergent situations in the community are addressed first.

What do I need to know about having a pet? Please see the Brooks-Howell Pet Policy (contact Angela Toomey for this policy). This policy includes residents should clean up pet waste, and dogs must be on a leash at all times. A pet may NOT go into the Health Center unless previously approved. Also, please be considerate of your neighbors and be aware that barking is disruptive to your neighbors.

Can I have visitors stay with me? Yes, and we have guest accommodations at a very reasonable price. Contact Tracey Owens to make reservations or for questions about this. If you have overnight guests in your apartment, please let Tracey know for safety reasons.

How do I get into the trunk room? You may check a key out from the front desk to access the trunk room.

