

Welcome

On behalf of the staff at Evergreen, I would like to welcome you. Evergreen is a Life Plan Community for adults age 55 and over. Evergreen service and living options vary from community-based options to independent living, assisted living, short-term rehab and skilled nursing.

Evergreen was founded on Christian values which are demonstrated through our mission: "Guided by Christian ideals that nurture all people, we strive to provide exceptional living environments, services and experiences for those 55 and older". Evergreen is proud of the services it has provided to the community since 1967.

We pride ourselves on being in service and continually look for ways to improve experiences for residents, families, and guests. We hope you will take advantage of the many opportunities for you, as a resident, to be involved. This could include the expansive grounds and multiple opportunities for mind, body, and spirit

This Resident Handbook provides an overview of the different living options, services, programs, and opportunities that are offered at Evergreen. If you have questions about this handbook or about a topic not covered in it, please ask a staff member who will assist you.

We hope your experience at Evergreen is a positive one, and that you find that it truly is a community where possibilities await!

Sincerely,



Ken Arneson
President and CEO
Evergreen

Evergreen Resident Handbook

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Residency Handbook

Mission

Guided by Christian ideals that nurture all people, we strive to provide exceptional living environments, services, and experiences for those 55 and older."

Vision

A vibrant community that offers rich life experiences and choices in programs, services, and environments for those we serve.

Values



Evergreen Communities, Inc., the parent corporation, is guided by an elected 18-member volunteer Board of Directors and serves as the board for Evergreen Retirement Community, Inc. (d.b.a. Evergreen). The board is comprised of individuals consisting of community leaders, affiliations with the Wisconsin Conference of the United Methodist Church, Philanthropic Education Organization (P.E.O), and three (3) Evergreen residents.

Assisting the Board are three (3) standing committees made up of Board members, Evergreen residents, and other community volunteers: the Organization Performance Committee, the Board Management and Development Committee, and the Finance Committee. All three committees join together for Evergreen Communities, Inc. Board meetings at least once per calendar quarter.

Two corporations related to Evergreen are Evergreen Foundation, Inc. and Evergreen Village, Inc. Evergreen, provides staff for all three corporations. The related corporations pay fees for services to Evergreen. Under this arrangement, the President/CEO of Evergreen functions as the President of all three corporations and is assisted by an executive team of four, which provides guidance to the full- and part-time employees.

A. Evergreen Living Options

1. Independent Living

(a.) Evergreen Village

Evergreen Village offers independent residential living in 44 one- and two-bedroom condo-style homes connected by enclosed verandas.

(b.) Evergreen Homes

Evergreen Homes offers independent living in 11 individual two-bedroom ranch-style houses clustered in neighborhoods around the Evergreen campus.

(c.) Evergreen Apartments (Courtyard/Manor)

Evergreen Apartments offer independent living in 101 studio, one- and two-bedroom independent apartments.

2. Enhanced Independent Living

(a.) Garden Place/Garden Terrace Apartments

Garden Place/Garden Terrace apartments are a state-registered Residential Care Apartment Complex (RCAC) with 20 studio and one-bedroom apartments offering minimal scheduled daily assistance if needed.

3. Assisted Living

(a.) Garden Heights/Manor View

Garden Heights/Manor View is a licensed Community-Based Residential Facility (CBRF) staffed 24 hours per day with 40 private accommodations for those who require on-going assistance with activities of daily living.

(b.) ShareHaven

ShareHaven is a licensed Community-Based Residential Facility (CBRF) with 24-hour staffing in two ten-person households designed for those experiencing symptoms of Alzheimer's disease and other dementia.

4. Skilled Nursing

(a.) Creekview North/Creekview South

Creekview North/Creekview South provides licensed, long-term skilled nursing and is comprised of six households with private and semi-private accommodations for nine or 11 residents each.

(b.) Creekview Rehabilitation Center at Evergreen

Creekview Rehabilitation Center includes two households of private accommodations for 11 residents each offering short-term rehabilitative care.

B. Temporary or ongoing health services

1. Village, Homes, Apartments

Campus Health Services and Evergreen At Home (EAH) may provide services to residents. The Campus Health Services office is located in Garden Place, while EAH is located directly across the street from the Manor Building at 1125 North Westfield Street. These services may be either temporary or on-going, depending upon the living option and Resident's unique medical situation. Refer to the Fee Schedule for a list of services and charges.

C. Resident and Guest Services

1. Services Offered

For the following services please call Resident and Guest Services at (920) 234-2340.

- Transportation
- Dry Cleaning
- FedEx/USPS
- Guest Room Reservations
- Resident Funds
- Check Cashing
- Room Reservations
- Grocery Shopping
- Clerical Services (additional charge) – copies (color/black & white), laminating, sending faxes
- Storage Lockers
- Replacement and/or additional keys, locks, garage door openers, Carepoint/Lifeline pendant, TV remote, key fob

2. Transportation

Evergreen is proud to offer residents transportation services for errands, appointments, private visits and more. One-way, round-trip and transports outside the city limits are available to and/or from Evergreen seven days a week. Charges apply, see Transportation Services Information on the resident portal.

Transportation from Evergreen's campus is the responsibility of Resident, Resident's family, or Resident's Legal Representative.

We recommend a minimum of 72-hour notice for scheduling trips and all requests will be accommodated based on availability.

Requests for transport outside regular transportation hours requires advance notification.

Trips are scheduled on a first come, first serve basis. A 24-hour cancellation notice is required for all transports. If required notice is not given, the full trip fee will be billed.

Please call the Transportation Coordinator at (920) 237-2106 to schedule your trip.

Evergreen At Home clients, please call (920) 237-2155

Evergreen offers complimentary transportation for scheduled group outings, such as weekly grocery shopping and other special events.

D. Culinary Services

The Culinary Services Department provides meals and food services to Resident and guests. A Registered Dietitian is available to assist Resident with nutritional needs.

1. Dining Options

(a.) The GardenSide Restaurant

Residents and their guests are welcome to enjoy indoor/outdoor restaurant-style dining in The GardenSide Restaurant located in the Manor Building. The GardenSide Restaurant is open seven days per week.

The GardenSide Restaurant also offers a private dining space in The Trellis for resident parties and special gatherings. Reservations are required. For reservations, call (920) 237-6263.

(b.) Pub67

Casual dining with a pub style atmosphere, offering a variety of menu items and full bar.

(c.) Creekview Café

Creekview Café offers a casual menu for a breakfast and lunch. Open weekdays, enjoy indoor dining, outdoor dining in the courtyard, or take-out meals to go. Reservations are not required.

(d.) Dining Rooms

Garden Heights/Manor View, ShareHaven, Creekview North/Creekview South, Creekview Rehabilitation Center

Evergreen residents and their guests in these assisted living and skilled nursing areas are served meals in the individual living options.

2. Guests

Residents are encouraged to invite guests for meals. The cost of guest meals may be charged to Resident's account or paid for immediately following the meal.

3. Purchase of food items

Grocery items may be purchased at The GardenSide Restaurant. Resident may purchase or charge items to their account.

4. Meal delivery

Village, Homes, Apartments

Residents who request to have a meal delivered to their accommodation will be charged a delivery fee. This fee will be charged to Resident's account.

5. Catering services

Catering services are available at an additional cost. Contact the Culinary Services Office at (920) 237-2145 to make arrangements.

E. Building Services

The Building Services Department is responsible for Maintenance and Grounds Services. Maintenance and Grounds Staff are on the campus or on-call 24 hours per day, seven days per week for emergencies and snow removal.

1. Grounds services

The Evergreen campus includes approximately 35 acres of natural woodlands, lawns, and garden areas. The Grounds staff is responsible for the care and maintenance of all grounds year-round.

Residents who wish to plant trees, shrubs, or other personal plantings must first obtain approval from Grounds staff. This is necessary to maintain a unified campus appearance and to ensure that the species and size of the plants are appropriate for the intended location.

(a.) Village, Homes

Shrubs and perennials, excluding personal plantings, around Village buildings and Homes are maintained by Grounds staff as part of the Monthly Service Fee.

(b.) Apartments, Garden Place

Resident may request the grounds staff to prepare annual planting beds under Resident's accommodation's windows without additional charge. Resident may also request Grounds staff to purchase and plant annual flowers at an additional charge.

2. Maintenance and repairs

Village Renters, Homes, Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

Maintenance, repair, or replacement of heating and air conditioning systems, other building systems, and all appliances that are the property of Evergreen is included in the Daily/Monthly Service Fee.

3. Personal property repairs

Minor repair to resident's personal property is available at an additional charge. This includes installing, cleaning, checking, and repairing resident-owned appliances, fans, humidifiers, air conditioners, etc. These repairs will be charged based on the time and materials involved. Residents are encouraged to have electrical items inspected by maintenance staff for appropriate wiring.

4. Snow removal

All emergency exits and walkways are cleared first. The employee parking areas are cleared next to allow staff access to the main buildings. Campus driveways are cleared on a rotating schedule.

5. Waste disposal

(a.) *Village, Homes*

Maintenance staff picks up garbage and recyclables weekly. Separate containers are provided for recyclable items.

(b.) *Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center*

Garbage is removed daily from the utility rooms located in each of these areas. Resident should place garbage in the containers provided. Separate containers are provided for recyclable items.

6. Work Orders

Assistance from maintenance staff may be requested by resident or family member.

(a.) *Emergency services*

During business hours Resident and Guest Services staff will contact maintenance staff.

- Monday through Friday (except holidays) 8:00 a.m. to 4:30 p.m.,
- Saturdays/Sundays 9:00 a.m. to 4:00 p.m. call Resident and Guest Services at (920) 233-2340.

After Hours (Evenings, nights, and holidays)

- Call the Campus Charge Nurse at (920) 237-6260. The Charge Nurse will call maintenance and grounds staff.

(b.) *Non-emergency services*

- Submit via the resident portal located on the Evergreen website. Go to www.evergreenoshkosh.com
Click on the link "**Resident Portal**," "**Submit a Work Order**" and then "**Worx Hub**." This will take you to the Login Page. Your user ID and Password can be obtained from Resident and Guest Services.
- Contact Resident and Guest Services to submit your request at (920) 233-2340.

F. Housekeeping / Laundry services

(a.) *Village, Homes*

Cleaning of the verandas, entries and utility rooms in the Village is included in the monthly service fee. Village and Homes residents may purchase housekeeping & laundry services through Evergreen At Home.

(b.) *Apartments, Garden Place/Garden Terrace*

Weekly housekeeping and laundry services including dusting, vacuuming and mopping are provided as part of the monthly service fee. Bed linens are changed on a regularly scheduled cleaning day. Special cleaning requests will be scheduled according to the availability of Housekeeping staff and may result in an additional cost as indicated on the

Fee Schedule. Contact the R&G with any requests, questions, or concerns at (920) 233-2340.

(c.) Garden Heights/Manor View

Housekeeping staff clean Resident rooms weekly and bathrooms three (3) times a week.

(d.) Health Center, ShareHaven

Housekeeping staff clean resident rooms weekly and bathrooms daily. Personal laundry services are provided as part of the monthly service fee.

G. Health and Wellness Services

Health and wellness services are available in all living options to meet Resident's needs and desires. In each living option, the person responsible for coordinating the delivery of individualized health services and wellness to each resident is the Living Option Manager or Housing Coordinator. The specific services available in each living option are identified on the Fee Schedule for each respective living option.

1. Advance Directives Information

An Advance Directive is a written instruction that states Resident's desired health decisions. The Advance Directive will guide Resident's health care professionals and family. If Resident has questions, Resident should see the Social Service Specialist or the Living Option Manager or Housing Coordinator.

2. Do Not Resuscitate Information

Do-not-resuscitate orders are written orders issued by physicians under chapter 154 of the Wisconsin statutes to direct emergency medical technicians, first responders, and emergency health care facilities personnel not attempt cardiopulmonary resuscitation (CPR) on a person for whom the order is issued if that person suffers cardiac or respiratory arrest. Standardized DNR bracelets identify a person with a valid DNR order. Specifications for DNR bracelets and the procedures for emergency medical technicians, first responders and emergency health care facilities personnel to use in following the DNR order are described in Administrative Code DHS 125 and Wisconsin Statutes Chapter 154, Subchapter III.

Residents wanting to have their Do Not Resuscitate directives followed by emergency medical technicians and health facility personnel must obtain and wear a Do Not Resuscitate bracelet. Contact the Social Service Specialist, Living Option Manager or Housing Coordinator for more information.

3. Durable medical equipment

(a.) Village, Homes, Apartments

Resident may rent standard wheelchairs, walkers, and canes from Evergreen for an additional charge. Rental fees are listed on the Fee Schedule.

(b.) *Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center*

Resident may obtain standard wheelchairs, walkers, and canes at no additional charge. Specialty medical equipment must be rented or purchased by Resident.

4. Emergency and non-emergency health services

(a.) *Village, Homes, Apartments*

In case of an emergency, Resident should call 911, if possible. Otherwise, Resident should activate Resident's CarePoint necklace or wristband.

For non-emergency medical assistance, Resident should call Campus Health Services at (920) 237-6260.

Residents utilizing Evergreen At Home (Home Health) services should contact the Home Health nurse for non-emergency services at (920) 237-6242.

(b.) *Garden Place/Garden Terrace, Manor View/Garden Heights*

Resident has direct access to staff through activating Resident's CarePoint necklace or wristband. In case of emergency, assistance will be called as needed, which may include local medical emergency personnel (911).

(c.) *ShareHaven*

Staff will call for the appropriate assistance, which may include Campus Health Services or local medical emergency personnel (911).

(d.) *Health Center*

Each resident room and bathroom has a call light that allows residents to place a call to the unit staff. In case of an emergency, staff will call for the appropriate assistance, which may include local medical emergency personnel (911).

5. Fitness opportunities

Various resources and opportunities are offered to fit the different living options and resident's capabilities. Participation is voluntary and at resident's own risk.

Corridors of the Apartments, verandas of the Village buildings, the campus and neighborhood sidewalks, and paths through the adjacent woodland all provide a variety of walking opportunities.

Evergreen Fitness Centers offer a variety of fitness equipment, which are open continuously for use by resident after completing instructions on how to use the equipment. For safety, rooms are equipped with a staff call system.

The Aquatic Center offers two pools for exercise, therapy, and open swim. See the Aquatic Center for hours. A staff member is present for safety purposes.

The Aerobics Studio offers a variety of classes to improve cardiovascular health, balance, and strength. Staff members offer regular group exercise programs geared toward several levels of physical capability and needs.

Personal trainer services are available to all residents. Contact the Fitness Center Manager for more information at (920) 237-2160.

6. Life enrichment services

The Evergreen staff has developed a wide variety of on- and off-campus programs designed to enrich Resident's life. These programs encourage Resident to live out the seven dimensions of Wellness: Emotional, Environmental, Intellectual, Physical, Social, Spiritual, and Vocational. Examples of Wellness programs include: special dinners, entertainment, swimming and exercise classes, planned outings, worship services, volunteer activities, choirs, technology classes, the Ageless Art Center, the Lester Bettin Woodshop, a lapidary, pontoon and trishaw rides as well as intergenerational activities.

Resident may obtain information on programs and opportunities through written publications, EVTv (the internal television channel), and through the Resident Portal on the Evergreen Website.

7. Life Long Learning Opportunities

The University of Wisconsin-Oshkosh Learning in Retirement and Fox Valley Technical College, each located within one mile of Evergreen, provide a variety of classes and programs that may be of interest to Resident.

8. Medications

Resident pays for their own prescription and over the counter medications and supplements unless provided through a third-party payer. Resident may purchase medications from a pharmacy of his or her choice. Packaging and administration of medications will follow state and federal regulations and Evergreen policies appropriate to each living option. If Resident's pharmacy is unable to meet the criteria, Resident will use Evergreen's contract pharmacy, which will directly bill Resident for medications.

(a.) Village, Homes, Apartments

Medications are purchased and administered by Resident. For an additional charge, staff may assist Resident in ordering and administering medications prescribed by physicians.

(b.) Garden Place/Garden Terrace

Medications must be prescribed by a physician and may be ordered and administered by staff or Resident in accord with the Resident Service Agreement.

(c.) Garden Heights/Manor View, ShareHaven, Health Center

Medications must be prescribed by a physician and are ordered and administered by staff. Resident may self-administer medications with staff recommendation and with a physician's order.

9. Physician and health services

Resident must have a personal physician.

Garden Heights, Manor View, ShareHaven, and the Health Center.

Federal and state regulations specify the frequency of required physician visits for residents.

For Resident convenience, the following services are contracted on campus dental, mental health services, podiatry, optometry, audiology, and X-ray. These services are billed by the provider and not by Evergreen.

10. Residents' Council

The Evergreen Residents' Council is a communications link between residents and staff.

The Residents' Council has committees that focus on different aspects of life at Evergreen. It meets the second Monday of every month to receive committee reports, discuss plans and opportunities, and conduct other business. Residents are encouraged to attend Residents' Council meetings. A list of the Residents' Council officers and a copy of the Residents' Council by-laws are available in the library.

11. Social services

Adaptation to a new living situation, decline in health status, change in relationships, end of life, and other challenges of a social and emotional nature are a part of life. Social Services Specialists, the Housing Coordinator, and Living Option Managers assist Resident and Resident's family with making decisions, solving problems, making transitions, and other social and emotional challenges.

12. Spiritual

To continue and further develop the spiritual dimension of life, many volunteers from a variety of denominations and churches assist Evergreen's Chaplain to provide a variety of spiritual opportunities.

13. Volunteer opportunities

Benefits of volunteering include the sharing of talents and skills, developing new interests, having new experiences, helping others, and contributing to the quality of life at Evergreen.

Volunteers assist with activities, participate in community service projects, visit other residents, help transport residents to and from in-house activities, clerk in Manor Mart, read or write letters, give tours to visitors, do personal mending for residents, etc. Contact the Volunteer Resources Coordinator if interested in volunteering or to request assistance from a volunteer.

H. General Services

1. Cable & Wi-Fi

Evergreen offers free Wi-Fi & Basic Cable to all residents. Evergreen will not be held liable for any misuse of Wi-Fi and cannot guarantee the safety or security of the network nor be held responsible for any damages resulting to Resident's computer or any information thereon while using the network. It is recommended that Resident install and update as necessary antivirus and malware software to prevent any unforeseen damages inherent in accessing the internet. Resident shall not use the Wi-Fi network for any illegal purpose.

2. Guests in Resident's Accommodation

A guest of Resident may reside in Resident's accommodation for up to 30 days per calendar year. Any guest who wishes to reside in Resident's accommodation for more than 30 days within a calendar year must obtain advance written permission from Evergreen. All requests to have a guest stay more than 30 days within a calendar year must be submitted to Evergreen in writing, on the required form (provided to Resident upon request), and signed by Resident. At all times the guest is on the premises, Resident assumes all responsibility therefore, and guests are not allowed to use any amenities, such as the pool, fitness center, programs, or emergency response. In the event any guest requires emergency services from Evergreen, Evergreen reserves the right to assess Resident a reasonable fee therefore. Resident agrees to indemnify, defend, and hold Evergreen harmless from and against any and all claims and damages of any nature whatsoever (including, but not limited to, all court costs and attorneys' fees) arising against Evergreen resulting from the use of the Evergreen premises by guests or invitees of Resident and any damages thereto caused by Resident's guests.

3. Library services

Library resources include a permanent collection of books in the Thomas E. Neta Library. In addition, the Oshkosh Public Library delivers books each month to the Fireside Lounge. The Oshkosh Public Library also, upon request, delivers books directly to Resident's accommodation. An Oshkosh Public Library book drop is located at the Thomas E. Neta Library and at the exit of the Westfield Street parking lot.

4. Mail Delivery

(a.) Village, Homes

Mail is delivered directly by the U.S. Postal Service to the Accommodation. It is the Resident's responsibility to contact the Post Office to have mail held or forwarded, if desired. Evergreen is not responsible for mail delivered by the Post Office.

(b.) Apartments (Courtyard/Manor)

A locked mailbox is provided for Resident near Resident and Guest Services. Mail is placed in the box by staff Monday through Saturday. If Resident will be absent for a period of time and would like mail held or have someone else pick-up Resident's mail, call Resident and Guest Services at (920) 233-2340.

(c.) Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

Mail is distributed to the Resident by staff.

(d.) Mail Forwarding

Resident's mailing address is the same as Evergreen's business address, the Post Office cannot forward mail from Evergreen to elsewhere. In the event Resident no longer resides at Evergreen or business mail has been designated to be forwarded to Resident's Legal Representative, Resident and Guest Services staff will forward mail to the address on file or hold it for a maximum of three months for someone to pick up. At the expiration of the three months, the mail will be returned to the sender. Further, only First-Class mail can be forwarded. It is the responsibility of the Resident or Resident's Legal Representative to contact family, friends, businesses, etc. to permanently change Resident's U.S. Mail address.

5. Manor Mart

Manor Mart is a resale shop operated by the Evergreen Residents Council. Staffed by community and resident volunteers, it is open every Wednesday, except holidays. Donations of clothing, shoes, furniture, household items, and miscellaneous items are encouraged. A donation receipt will be provided upon request. All proceeds are used for Residents Council projects and activities.

6. Newspaper delivery

Newspaper subscriptions must be arranged and paid for by Resident. Newspapers are delivered to Resident & Guest Services, where residents can pick up their newspaper.

7. Notary Services

Notary services are available through Evergreen. Resident should contact Resident and Guest Services at (920) 233-2340.

8. Organization Information

State survey results are available on Garden Heights, Manor View, the Health Center, and ShareHaven. Residents may also request audited financial statements and a 5-year summary of changes in Evergreen's Accommodation Fee and other charges.

9. Paid and Unpaid Caregivers of Residents

Residents may hire outside, independent caregivers or service providers ("Outside Providers"); however, Resident shall comply with all Evergreen policies and procedures governing Outside Providers as contained in the Residency and Services Agreement and as may be amended from time to time in Evergreen's sole discretion. The 30-day per calendar year limitation on guest overnight stays also applies to Outside Providers.

10. Storage

Manor Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, Health Center
Storage lockers (for a rental fee, and based on availability) are located on the Lower Level of South Manor. As a safety precaution, paint, flammable liquids, chemicals, aerosols, firearms, medication, or food cannot be stored in a storage locker. To make arrangements for a storage locker, contact Resident and Guest Services at (920) 233-2340.

11. Technology Services

Residents needing help with technology setup or troubleshooting should submit a Tech@Home request for such help by contacting Resident and Guest Services at (920) 233-2340. The charges for such services are based on an hourly fee, and the costs of any materials (Wi-Fi cards, cables, programs, etc.) will also be charged to the Resident.

12. Telephone service

Villages, Homes, Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center

If a landline is desired, the Resident or Resident's Legal Representative must make arrangements to have a telephone installed in the Resident's accommodation. Evergreen phones are available for Resident use without charge for local calls only. Resident and Guest Services does not accept telephone calls for Residents. However, private telephones and telephone service are provided for residents in Creekview Rehabilitation Center.

13. Uniquely You Beauty and Barber Services

Beauty, barber, massage, pedicure, and manicure services are available at an additional cost. Contact Uniquely You to schedule an appointment at (920) 237-2170.

14. Voting

Assistance with registering to vote or obtaining an absentee ballot can be obtained from the Social Service Specialist, the Assisted Living Manager, Housing Coordinator or the Oshkosh City Clerk. Additional information can be found on the City of Oshkosh Website at <http://www.ci.oshkosh.wi.us/index.asp>.

I. Security

1. Building Access

Apartments, Garden Place/Garden Terrace, Garden Heights/Manor View, Health Center

Visitation is available 7 days per week, 24 hours per day, to all living options. The building entrances for Creekview Center, Manor Building, Courtyard Apartments, and Garden Building are open 6:00 a.m. to 9:00 p.m. Resident may be issued a key fob that will allow access to these doors after 9:00 p.m. Guests can contact staff via phones located at each entrance.

2. Disaster alert system

Winnebago County has a system to alert citizens in the event of a tornado, severe storm, or natural or man-made disaster. The system includes outdoor sirens and special radio receivers.

(a.) Village, Homes

Resident receives a weather alert radio and lantern for emergency use. In the case of severe weather, Resident should go to an inner space such as a bathroom or crawl space.

(b.) *Garden Place/Garden Terrace, Garden Heights/Manor View, ShareHaven, Health Center*

Evergreen staff will monitor radio receivers and notify residents of changing weather conditions.

3. Video monitoring

(a.) *Apartments and Health Center*

For security and safety purposes, 24-hour video monitoring is installed in hallways, common areas, underground garages, entrances/exits and external areas.

J. Parking

Parking is available in the parking lots located on Westfield and Eagle Streets.

(a) *Village, Homes, Courtyard Apartments*

One parking space is included in the Service Fee.

(c.) *Manor Apartments, Garden Place/Garden Terrace*

A parking space may be reserved based on availability for an additional monthly fee. They are located in the garage of the Manor Building.—Contact the Building Services Manager regarding the availability of heated garage parking at 920-237-2147.

K. Miscellaneous

1. Benevolent Need Program

Evergreen understands that residents may potentially exhaust their assets available to pay for their care at no fault of their own. As long as Evergreen determines that a resident requesting such assistance has not intentionally transferred assets in an effort to avoid paying for their housing, care and treatment (as outlined in the Residency Agreement), Evergreen's policy is to allow such a resident to remain at Evergreen. Evergreen's Benevolent Need program is supplementary to and does not replace Resident's other government or private insurance programs and benefit plans.

2. General Firearm/ Gun Guidance

Our top priority at Evergreen is the safety and well-being of all residents and visitors. To maintain a secure and peaceful living environment, Evergreen has established the following guidance regarding a resident's possession of firearms. While Evergreen allows the possession of firearms in accordance with applicable local, state, and federal laws, we strongly emphasize the importance of safety, responsibility, and respect for your fellow residents. If you choose to keep firearms in your apartment, please ensure that you are well-informed about and compliant with all relevant regulations, including proper storage, transportation, and usage. Residents should always exercise extreme caution when handling firearms.

3. Firearm Storage and Transportation: Residents who possess legally owned firearms must adhere to the following guidelines:

1. Firearms must be stored securely in a locked container, such as a gun safe, lockbox or trigger lock used.
2. Ammunition must be stored separately from firearms and in accordance with local laws.
3. When transporting firearms within the complex, they must be unloaded and enclosed in a locked case.

Evergreen reserves the right to amend or update this guidance as needed to address emerging concerns, changes in local laws, or safety considerations. Residents will be notified of any changes to the guidance in a timely manner.

By adhering to this guidance, we can collectively maintain a safe and harmonious community for all residents and visitors of Evergreen. Your cooperation is greatly appreciated.

4. Motorized wheelchairs, scooters, and other mobility aids

It is the policy of Evergreen to offer all residents a safe and accessible living environment. Evergreen residents who use mobility aids due to disability will be free from discrimination or harassment.

- (a.) Resident must use and maintain Resident's "Mobility Aids" (*i.e.*, a device used for assistance with walking, including canes, crutches, walkers, non-motorized wheelchairs, motorized wheelchairs, and motorized scooters) in a safe manner that does not harm the property of Evergreen or others, and does not threaten the health, safety, or welfare of others.
- (b.) Resident is not required to prove Resident's need to use a Mobility Aid. However, Resident shall promptly inform Evergreen of Resident's use of a Mobility Aid and, if Resident is receiving health care services from Evergreen, coordinate such use of a Mobility Aid with Evergreen's assessment and care planning process.
- (c.) Resident may use a "Motorized Mobility Aid" (*i.e.*, a single chair or seat mounted on a motorized apparatus with three or more wheels designed for use by persons with mobility disabilities) in Evergreen if Resident's ability to walk is substantially limited due to disability.
- (d.) If Evergreen determines, in its sole discretion, that Resident's use of the Motorized Mobility Aid threatens the health, safety, or welfare of Resident or others or could cause substantial damage to property, Resident shall cooperate with Evergreen in establishing and implementing individualized safety interventions including, but not limited to, participating in a professional assessment
- (e.) Resident must promptly notify Evergreen of any circumstance that could impair Resident's ability to comply with this policy, including Resident's ability to safely operate a Motorized Mobility Aid.

(f.) Evergreen may develop reasonable traffic and parking rules from time to time to help ensure the safe operation of Motorized Mobility Aids. Resident must follow such traffic and parking rules at all times. Current traffic and parking rules include the following:

- Resident must maintain and use Motorized Mobility Aids in accordance with the manufacturer's guidelines at all times.
- Only one (1) person may operate a Motorized Mobility Aid at one time. Resident may not tow, push or pull other objects with their Motorized Mobility Aid.
- Resident must maintain control of Resident's own Motorized Mobility Aid at all times.
- When operating a Motorized Mobility Aid, Resident must maintain a safe speed, which means going no faster than the walking speed of Evergreen residents.
- Resident must appropriately yield to pedestrians and other conveyances when operating and parking a Motorized Mobility Aid.
- Resident must avoid direct contact with fixed and movable objects at all times.
- Resident may not maintain the Motorized Mobility Aid in a manner that obstructs a means of ingress or egress to any area.

(g.) Resident shall reimburse Evergreen for any loss of or damage to Evergreen property caused by Resident's use of a Mobility Aid, excluding normal wear and tear. Resident shall indemnify and hold Evergreen harmless from all claims, damages, liabilities, and expenses resulting from injury to any person(s) or damage to any property caused by or in any way connected with Resident's use of a Mobility Aid.

(h.) Evergreen employees will not discriminate against or harass any resident because he or she uses a Mobility Aid. Evergreen employees will treat all residents who use Mobility Aids, or that have, or are perceived to have, a mobility disability, with the same respect and courtesy as residents who do not use Mobility Aids or do not have, or are not perceived to have, a mobility disability. Further, the terms or conditions or privileges related to the use of a living unit or related to the provision of services or Maintenance in connection with the use of a living unit will not be altered in any way because of a resident's mobility disability or perceived mobility disability.

5. Nondiscrimination

Residency at Evergreen is limited to people 55 years of age or older who otherwise qualify for their level of care. Evergreen does not discriminate on the basis of age, race, religion, color, national origin, sex, disability, marital status, sexual preference, source of payment, or on any other unlawful basis.

6. No tipping policy

Evergreen employees are compensated for the services they provide to Residents. As a personnel policy, employees are not permitted to accept any money or items of more than nominal value from Resident or Resident's family. However, gratitude for employee efforts may be shown in other ways.

- Donations may be made to the Employee Appreciation Fund administered by the Residents Council through the Evergreen Foundation. The Residents Council uses the funds to provide gifts for all employees at Christmas.

- Donations may be made directly to the Evergreen Foundation for employee appreciation; these funds are administered by Evergreen.
- Thank you cards are provided in various locations around the campus for use by Resident and Resident's family in recognizing an employee's extraordinary efforts. Call Resident & Guest Services for specific locations at (920) 233-2340. Donations to the Evergreen Foundation, Inc. may be made in honor of an employee.

7. Pets

Resident may maintain one pet in his or her living accommodation (the "Accommodation") with the prior approval of Evergreen and in accordance with Evergreen's complete pet policy. Resident must pay a pet deposit and maintain any pet in accordance with this policy, the terms of this agreement, and the terms of the Residency and Services Agreement between Resident and Evergreen. Evergreen is required to consider the concerns of other residents. Resident must promptly remove all pets from his or her Accommodation and from Evergreen's property, if Evergreen determines, in its sole discretion, that the concerns of other residents regarding the pet cannot be managed or that Resident has violated this policy or the terms of the Residency and Services Agreement.

- (a.) Maintenance. Resident shall maintain all pets in a clean and sanitary manner and immediately and thoroughly clean up after the pet both inside and outside the Accommodation. If Resident does not properly clean up after his/her pet(s), Evergreen reserves the right to require that the pet(s) be removed from Evergreen.
- (b.) Liability. Resident shall accept full responsibility for any damage, injury or action arising from or caused by his or her pet(s), and shall immediately pay Evergreen for any such damages, injuries, or actions.
- (c.) Disturbance. Resident shall ensure that his or her pet does not disturb other residents. Resident will be required to promptly remove a pet from his or her Accommodation and from Evergreen's property, if Evergreen determines, in its sole discretion, that the concerns of other residents regarding the pet cannot be managed while Resident's pet(s) is/are on Evergreen property. Examples of disturbances include, but are not limited to, barking, jumping, nipping, and biting.
- (d.) Handling and Common Areas. Resident shall handle his or her pet(s) in a manner that protects the well-being of both the pet(s) and other residents. When taking any pet outside of the Accommodation, Resident must transport the pet(s) in a cage, in another type of secure container, or on a leash. Resident may not allow the pet(s) to run free on any part of Evergreen's property, including, without limitation, the parking areas and sidewalks.
- (e.) Current Vaccinations and Illnesses. Prior to any pet's arrival at Evergreen, Resident shall have his or her pet(s) vaccinated against all diseases for which there are vaccinations available. Resident shall provide Evergreen with proof of such vaccinations.

- (f.) Treatment of Illnesses. If any pet is suspected of being ill or infested, a Resident shall remove the pet from the Accommodation and Evergreen property and seek immediate treatment for the pet.
- (g.) Pet Information. Resident shall fully and accurately complete a Pet Information Sheet with the Housing Coordinator.
- (h.) Indemnification. Resident agrees to indemnify, hold harmless, and defend Evergreen and all of Evergreen's, directors, officers, agents and employees against all damages, suits, demands, losses, fines, liabilities, judgments, expenses (including attorneys' fees and other costs and expenses incidental thereto), and claims by third parties for any injury to any person or damage to property of any kind whatsoever caused by Resident's pet(s).
- (i.) Pet Deposit. Prior to bringing a pet approved by Evergreen into the Accommodation, Resident shall pay to Evergreen a deposit. A greater fee may be assessed based upon additional maintenance required.
- (j.) Alternative Care. Prior to bringing the pet to Evergreen, Resident shall ensure that alternative care arrangements have been made for the pet if Resident is unable to care for the pet in the discretion of Evergreen or if Evergreen requires that Resident remove the pet from the Evergreen. Any person designated to care for the pet under this section, shall be able to remove the pet from Evergreen within four to six hours of being contacted by Evergreen. If Evergreen is unable to contact the designated individual(s), or if such individuals are unavailable to collect and care for the pet, Evergreen will make arrangements for the care of any pet at Resident's sole expense.

8. Tobacco Use

As Evergreen is a tobacco-free campus, use of tobacco or e-cigarettes is not allowed anywhere on Evergreen grounds or in common areas.

L. Communications

1. Eye On Evergreen

A bi-monthly resident directed and written newsletter.

2. Evergreen Giving Chronical

Annual publication from our Evergreen Foundation of giving and work that has been done for the year.

3. Evergreen Resident Portal

Electronic portal located on our website that houses many resources for residents and their families; including the online events & activities calendar, menus, important documents, information and news.

4. EVTV

EVTV, an internal television channel, announces activities, shares information, and presents programs of interest.

- Access EVTV from any TV on our campus.
- In-house programming can be found on digital channel 126.955 or Spectrum channel 955.

5. Media Coverage

As part of Resident's participation in Evergreen activities and through normal use of common areas, Resident's image may be included in photographs or videotaped events that may be used for Evergreen video and/or slide presentations, pictorial displays, programming on EVTV, and other in-house events. Evergreen may reproduce and distribute these photos upon request.

Evergreen cannot and does not assume control for the use of Resident's name, photograph, or videotaped image if such is secured by the media, outside organizations, and/or individuals on the Evergreen campus or at Evergreen events.

6. Social Media

Social media defines various activities that integrate technology and social interaction. Examples of social media include, but are not limited to, Twitter, Facebook, LinkedIn, as well as blogs, forums and other social networking sites. Resident, Resident's family, or Resident's guests are not to take pictures or videos of other residents without informing Evergreen and obtaining consent from any residents to be photographed. Any comments and/or pictures shown on the above-cited websites are the responsibility of the commenter, not Evergreen. Evergreen cannot and does not assume control for the use of Resident's name, photograph, videotaped image, or personal information if such is posted to social networking sites by the media, outside organizations, and/or individuals on the Evergreen campus or at Evergreen events. Comments are strictly those of the commenter and in no way represent Evergreen.