

NEWBRIDGE

ON THE CHARLES

 Hebrew SeniorLife

Dr. Miriam and Sheldon G. Adelson Campus

MEMBER HANDBOOK

Sixth Edition

May 2017

TABLE OF CONTENTS

Section 1. Introduction5

Section 2. For Your Reference: Phone Directories6
Services & Amenities.....6
NewBridge Management Team..... 8
Local Resources9

Section 3. For Your Comfort: Settling Into Your New Residence10
Absences from Our Community10
Alterations to Your Residence10
Energy Conservation.....11
Engineering Department Services11
Gardening / Landscaping Maintenance12
Gratuities / Staff Appreciation Fund13
Grievance Procedure13
Guests13
Housekeeping.....15
Internal Moves.....16
NewBridge Independent Living Members Association (NILMA).....16
Noise Level17
Parking17
Pets.....18
Private Help.....18
Publicly Viewed Areas.....18
Recycling19
Residence Entry.....19
Smoking.....19
Solicitation19
Storage Areas.....19
Television Service20
Trash Disposal.....20

Section 4. For Your Appetite: Dining at NewBridge21
Alcoholic Beverages.....22
Ambulatory Aids in our Restaurants.....22
Catering.....22
Dining Credit.....22
Dress Code23
Guests23
Holiday Meals23
Private Dining Rooms23
Reservations.....23
Take-Out Dining and Meal Delivery24

Section 5.	For Your Peace of Mind: Safety, Security, and Support.....	25
	+ Fire Pull Stations	25 +
	+ General Alarm / Evacuation.....	25 +
	+ Smoke and Carbon Monoxide Detectors.....	25 +
	+ Sprinkler System	26 +
	+ Personal Emergency Response System (PERS)	26 +
	Access Cards (Keys)	27
	Driving at NewBridge.....	27
	Emergency Lighting	27
	Entry to Your Residence	27
	Firearms.....	27
	Morning Check-In.....	28
	Security	28
	Advance Directives/File of Life	28
	Ambulatory Aids and Motorized Devices	29
	Supportive Services Team	29
	Vitalize 360.....	29
Section 6.	For Your Enjoyment: Programs at NewBridge.....	31
	Program Schedule.....	31
	Art Studio/Hobby Shop	31
	Billiards.....	31
	Card Room.....	31
	Committees and Clubs.....	31
	Cottage Club House	31
	Fun Room.....	32
	Great Meadow Hall.....	32
	Library	32
	Lifelong Learning.....	32
	Multigenerational Programs	32
	Music	32
	NewBridge Google Groups.....	32
	NewBridge Resident Website.....	33
	Reserving Public Space	33
	Trips and Local Theater	33
Section 7.	For Your Convenience: Amenities at NewBridge.....	34
	Banking.....	34
	Concierge Services	34
	Convenience Store	34
	Fiscal Services.....	34
	Mail	34
	Newspapers	34

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

Salon/Spa.....35
Transportation.....35
Voting36

Section 8. For Your Recreation: Meeting Your Fitness Needs37
The Aerobics Studio37
The Fitness Center37
The Pool.....37
The Tennis Court37
The Walking Path37

Section 9. For Your Soul: Spiritual Nourishment39
About our Rabbi.....39
Chaplaincy Support.....39
Religious Services – Jewish and Multi-Faith.....39

Section 10. For Your Guidance: NewBridge Policies.....40
Hired Personal Assistance Policy40
Delivery of Large Scale Items Policy.....43
Hebrew SeniorLife CCRC Driving Policy45
Grievance Policy47
Motorized Devices Policy48
Pet Policy.....53
Reasonable Accommodation Policy55
Residence Improvement Policy56

Appendix A - Health Care Services Handbook

The Community’s Health Care Services Handbook, as amended from time to time, is attached as Appendix [A] to the Member Handbook and incorporated by reference herein.

Appendix B - Additional Services and Fees

The list of additional services and fees, as amended from time to time, is attached as Appendix [B] to the Member Handbook and incorporated by reference herein.

Appendix C - NewBridge Independent Living Members Association (NILMA) By-laws and NewBridge Members’ Bill of Rights

NewBridge Independent Living Members Association (NILMA) By-laws, and the NewBridge Members’ Bill of Rights, as amended from time to time, are attached as Appendix [C] to the Member Handbook and incorporated by reference herein.

Appendix D - Committees and Clubs at NewBridge

The list of committees and clubs at NewBridge, as amended from time to time, are attached as Appendix [D] to the Member Handbook and incorporated by reference herein.

The NewBridge Community

Welcome to NewBridge on the Charles, Hebrew SeniorLife's vibrant, state-of-the-art senior living community located on a stunning multigenerational campus. NewBridge provides a broad array of educational, social and cultural opportunities to help build and maintain an active, healthy, and fulfilling lifestyle for seniors of all ages.

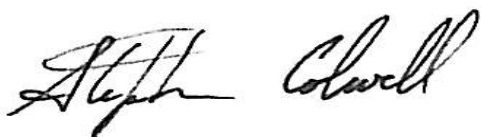
NewBridge is an innovative Continuing Care Retirement Community (CCRC) made up of three extraordinary living spaces within the Dr. Miriam and Sheldon G. Adelson Campus: Independent Living, Assisted Living, and the Hebrew Rehabilitation Center at NewBridge. There are a total of 256 Independent Living Residences comprised of 50 Cottages, 24 Villa Residences, and 182 Apartment Residences. As an Independent Living Member of NewBridge, the services and amenities of the beautiful Carl J. and Ruth Shapiro Community Center are available to you. Additionally on the campus are 91 Residences for Assisted Living and 268 beds for long- and short-term care.

The NewBridge campus is divided into several distinct sections, including the:

- Independent Living Cottages, Apartments and Villas, conveniently located near the
- Carl J. and Ruth Shapiro Community Center, which connects to the
- Satter Traditional & Slifka Memory Support Assisted Living Residences and the
- Gloria Adelson Field Health Center building, containing the
- Hebrew Rehabilitation Center at NewBridge, the
- NewBridge Recuperative Services Unit (RSU), the
- Hebrew SeniorLife (HSL) Medical Group at NewBridge and
- Outpatient Rehabilitation Services, all of which are close to the
- HSL Home Health Care headquarters,
- HSL Hospice Care headquarters
- Guest Residence complex and President's Home and
- The Rashi School and ball fields.

Hebrew SeniorLife has a distinguished history of caring for seniors. On the NewBridge campus, our aim is to provide you with the highest standard of excellence in both service and surroundings, thereby enabling you to pursue an independent and secure lifestyle. This is your community. Our staff is here to ensure a supportive, appealing and safe environment – this combination will surely make NewBridge a wonderful place to call home.

We look forward to getting to know you.



Executive Director

Services and Amenities

Security:

- **(Emergency)** x49911
- (Non-emergency) x49260

Main Reception Desks:

- Independent Living x49500
- Assisted Living x49400
- Hebrew Rehabilitation Center at NewBridge x49700

Community Life:

- Community Care Advisor x49214
- Concierge Desk x49240
- Director of Community Life x49212
- File of Life x49231
- Fitness Center x49311
- Guest House Reservations x49500
- Library x49328
- One Stop Shop x49500
- Programming x49215
- Rabbi/Chaplain x49213
- Reservation/Trip Hot Line x49218
- Vitalize 360 x49733

One Stop Shop:

x49500 Engineering / Information Technology /
Transportation / Housekeeping Service Requests

Fiscal Services:

- Billing Questions 781-234-9287

Services and Amenities (Continued)

Dining:

- *Catering Services* x49131
- *Centro* x49100 Monday- Saturday 11:30am-1:30pm & 4:45 pm-8:00pm
Sunday: 10:00am-1:00pm
- *Centro Dinner Delivery* x 49207 Monday-Saturdays: 4:45pm-7:30pm
- *Nosh* x49101 Monday-Saturday: 11:30am-7:30pm
Sunday: 11:30am-6:30pm
- *Treats* x49103 Monday-Friday: 9:00am-7:30pm
Saturday: 10:00am-7:30pm
Sunday: 10:00am-6:30pm

Health Care Services:

- HSL Home Health Care x49900
- HSL Hospice Care x49950
- HSL Medical Group at NewBridge Main Office x49600
- Outpatient Rehabilitation Services at NewBridge x49630
- Recuperative Services Unit (RSU) at NewBridge x49757
- RSU Admissions 617-363-8372

Information Technology (IT):

- Television Service x49500 Comcast Service Line 1-855-638-2855

Marketing & Sales:

x49020

Multigenerational:

x49217

Additional Services on Campus:

- Dedham Savings Bank 800-462-1190 Mondays & Wednesdays: 9am-12pm
Fridays: 12-3pm
- Salon & Spa (Bella Vita) x49300

NewBridge Management Team

Shirley Borel	x49042	Housekeeping Supervisor
Andrea Bergner	x49140	Restaurant Manager (Centro)
Lynda Bussgang	x49217	Multigenerational Program Manager
Stephen Colwell	x49011	Executive Director
Susan Courtney	x49137	Restaurant Manager (Centro)
Rabbi Judi Ehrlich	x49213	Rabbi/Chaplain
Tara Fleming-Caruso	x49404	Collaborative Care Advisor
Sal Filetti	x49121	Director of Food & Beverage
Christina Rice	x 49311	Director of Fitness
Victor Furtado	x49252	Security & Transportation Director
Tiffany Gosier	x49083	Member Services Manager
Janet Gottler	x49214	Community Care Advisor
Carole Johnson	x33175	Director of Finance
Joel Jones	x49128	Dining Manager (Nosh /Treats)
Lisa Lee	x49029	Sales Counselor
Larisa Levich	x49403	Director of Programs IL/ AL
Pam Markson	x49215	Program Specialist
Dania Melo	x49165	Housekeeping Manager
David Raider	x49212	Director of Community Life
Pauline Rungu	x 49101	Assistant Dining Manager (Nosh)
Scott Salvato	x49154	Facilities Supervisor
Sarah Sykora	x49021	Director of CCRC Marketing
Nancy Sullivan	x49231	Move-In/Welcoming Administrator
Sheila Waxman	x49031	Director of Sales
Tom West	x49152	Director of Environmental Services

Local Resources

For your convenience, please find below a list of local resources for your information and use.

Alzheimer's Association MA Chapter
311 Arsenal St
Watertown, MA 02472
617-868-6718
www.alz.org

American Parkinson's Disease Association (APDA) MA Chapter
72 East Concord Street, C3
Boston, MA 02118
617-638-8466
www.apdama.org

Dedham Council on Aging
735 Washington Street
Dedham, MA 02026
Laura Leventhal, Director
Phone: (781) 3261650
www.dedham-ma.gov

Dedham Pharmacies	781-326-7104	CVS Pharmacy
	781-251-0565	Walgreen's Pharmacy

Dedham Post Office	781-326-3462
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Massachusetts Attorney General's Elder Hot Line:
888-243-5337

Massachusetts Executive Office of Elder Affairs
One Ashburton Place, Fifth floor
Boston, Massachusetts 02108
617-727-7750
800-243-4636 (nationwide)
800-872-0166 (TTY)
617-727-9368 (FAX)
www.mass.gov/elders

For Your Comfort: Settling into Your New Residence

Absences from our Community:

For your safety and security, please fill out a Member Away Form any time you are going to be away from NewBridge overnight or longer. Member Away Forms may be found at the Front Reception Desk.

- **Short Term** (8- 30 consecutive days):

In the event that you leave your Residence temporarily due to vacation, illness or injury and your Residence is unoccupied for more than one week, the following policies apply:

- The Residence will be cleaned on the next regularly scheduled day, unless otherwise directed by you or your family.
- There will be no further regular housekeeping service to the Residence until you return.
- Morning Check-In will be suspended during your absence.
- Any projected work in progress will be done in the Residence, if applicable.
- Family members are *not* permitted to stay in your Residence during your absence unless pre-approved by the Executive Director.
- To help maintain a green campus, we encourage you to follow the guidelines we have in the Energy Conservation section.

- **Long Term** (greater than 30 consecutive days):

All the above short term policies apply. Also, in the event you are going to be away for 30 days or longer, we are available to perform a facilities review of your Residence prior to departure, which includes checking utilities, windows and appliances for compliance with the guidelines in the Handbook. Additionally, at your request, we will return your Residence to your desired settings for your return. With your permission, we will also regularly check on your Residence.

Alterations to Your Residence:

You are welcome to make alterations to your Residence such as painting, wallpapering, custom cabinetry, installing window treatments, installations of wall-mounted televisions or audio sound systems, etc. with the prior written approval of the Director of Environmental Services. Approved alterations will be made at your expense by either the NewBridge Engineering staff or a contractor approved by the Director of Environmental Services. Upon vacating the Residence, the cost associated with restoring it to its original condition, if required, is your responsibility, unless NewBridge provided a specific exemption in writing prior to the alteration. Scheduling of all alterations will be at the discretion of NewBridge in order to minimize disruption to the Community. There will be an administrative fee of 5% of the cost of the work for the review, coordination and scheduling of improvements at

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

NewBridge's discretion. Please refer to the Policy Section of your Handbook for a copy of the Residence Improvement Policy and the Delivery of Large Scale Items Policy.

Energy Conservation:

NewBridge is committed to energy conservation. Members can take part in this effort by helping reduce electrical usage in these ways:

- Use energy-efficient, compact, fluorescent light bulbs.
- When cooling your Residence with air-conditioning, close all windows and outside doors.
- When leaving your Residence for 15 minutes or more, turn off all unnecessary lights.
- When leaving your Residence for more than two hours during the day:
 - In summer/air-conditioning season, raise the thermostat 4-5 degrees or turn off the system.
 - In winter/heating season, allow the thermostat to remain set at a constant temperature; avoid changing it up and down.

When leaving your Residence for a few days or more:

- Turn off all lights, adjust your refrigerator/freezer to a warmer setting, and unplug unnecessary electric appliances and electronics.
- In summer, turn off the air conditioning.
- In winter, lower the thermostat to 60 degrees.
- Close shades, blinds and draperies.

When leaving an activity or meeting room, turn off lights.

Engineering Department Services:

Your NewBridge Membership provides two hours of the Engineering Department's assistance associated with your move-in to hang pictures, move furniture, etc. These hours must be reserved in 30-minute increments and must be used within 30 days of move-in. Following this period service costs will apply. An outside service is required to install wall-mounted televisions and audio sound systems; vendors must be approved by the Engineering Department prior to work being done. It is suggested that you take the time to live in your Residence a few days/weeks before making decisions.

All NewBridge supplied plumbing, electrical and light fixtures, appliances and systems are maintained by the Engineering Department. We are happy to change light bulbs purchased by you in fixtures that are unreachable. See Appendix B for services and fees.

Should you require additional engineering work done at your Residence, please contact the One Stop Shop at x49500 during normal working hours to request a quote. Staff availability is determined by their workload and your personal requirements. Should we be unable to accommodate your request, we will provide recommendations for an outside service. Any architectural or engineering consultant fees required to gain approval and permits will be the

responsibility of the Resident. The Director of Environmental Services must approve and direct these outside consultants to assure their work is compliant with codes and regulations. Requests for engineering services are made by dialing the One Stop Shop at x49500. Requests of an emergency nature, which could cause a hazard to any Member or employee, will be handled immediately. Please note that staff members are not permitted to volunteer to assist any Member on their personal time. See Appendix B for services and fees.

Gardening/Landscaping Maintenance:

NewBridge provides gardening, landscaping and maintenance services for the greater campus. We recognize the desire of Members with yards and patios to customize their Residence's exterior environment, while having to balance the reality of others sharing the Community, as well as the need to maintain grounds with minimal barriers.

Villa and Apartment Members are allowed to supplement the landscaping of their Residence in the following areas:

- Freestanding ground planters and urns are allowed on your private porch.
- All planter types must be approved by the Director of Environmental Services to ensure compatibility with our buildings and grounds.
- Lawn ornaments are not permitted.

Cottage Members are allowed to supplement the landscaping of their Residence in the following areas:

- Freestanding ground planters and urns are allowed on the slate foyer at your front door, the outside rear brick patio, and between your garage doors on the pavement.
- All planter types must be approved by the Director of Environmental Services to ensure compatibility with our buildings and grounds.
- Seasonal in-ground flower plantings are allowed in areas approved by the Director of Environmental Services. Please contact the Engineering Department to discuss so we can properly alert our contracted landscaping services of the intended plantings.
- Small, personal, outside garden plot plans require pre-approval by the Director of Environmental Services to assure they are in keeping with the overall grounds management program for NewBridge, and that these plantings will not inconvenience your neighbors. You are responsible for maintaining the health and appearance of your plot.
- Lawn ornaments are not permitted.

A Community Garden is available for the enjoyment of our Members. Please contact the Gardening Committee with any questions. See Appendix D for a list of Committees and Clubs at NewBridge.

Bird feeders are allowed only in Cottage yards and on ground level Apartment patios. Feeders must be freestanding and cannot impede landscaping or housekeeping activities. Please contact the Director of Environmental Services with any questions.

Gratuities / Staff Appreciation Fund:

While we encourage you to recognize our team members for their service, employees are not allowed to accept gratuities. Please do not put employees in an uncomfortable situation by offering or encouraging the acceptance of tips or gifts. We know that a little courtesy and kindness towards the staff goes a long way in terms of enhanced job satisfaction.

In response to your desire to show your appreciation for the hard work of our staff members, the NewBridge Independent Living Members Association (NILMA) has established a Staff Appreciation Fund. This is an optional, anonymous donor fund, which allows you to show extra appreciation to the NewBridge non-managerial staff twice annually. Near the end of each six-month period, you will have the opportunity to participate in this gift to the staff. This gift is distributed by NILMA, according to the hours worked during the previous six-month time period.

Grievance Procedure:

A commitment to listening to our Members is shared throughout NewBridge. All administrative office doors are open to Members, up to and including the Executive Director's. All management staff is willing to meet with you on a one-to-one basis with the goal of addressing any differences or grievances amicably. Any grievance presented will not result in retaliation or barriers to services. NewBridge hopes that you will be able to resolve informally any questions or problems you may have. Remember, you are our topmost priority and interest, and we are committed to working out a reasonable solution to any issue that matters to you.

NewBridge has established a procedure to enable you to comment upon your needs as a Member and to address any grievances or differences that you may experience while a Member at NewBridge. Please refer to the Policy Section of your Handbook for a copy of the NewBridge Grievance Policy.

Guests:

• **Guest House Use:**

NewBridge has a Guest House offering three separate guest rooms. These are available to the Community to accommodate overnight guests for a fee roughly equivalent to area hotels. Each room is available on a first-come, first-served basis and may be reserved up to 6 months in advance. Stays can be booked for up to seven nights; longer stays will be subject to the approval of the Executive Director. The fee can be charged to your account or paid by your guest via cash or check. In order to have these rooms available to the Community as much as possible, we ask that you let us know of any cancellations immediately. A cancellation fee equivalent to one night's stay will be assessed if not cancelled within one week of the arrival date.

If you were not planning on paying for the guest's stay and the guest does not pay the cancellation fee, the fee will be charged to your account. Guests wishing to park overnight may park in the Guest House parking lot only. Your guests will enjoy daily housekeeping services. Reservations may be made by calling x49500.

- **Overnight Guests in Your Residence:**

Overnight guests are welcome to visit and may stay in your Residence. It is required that you be present when guests are staying overnight unless you have made prior arrangements with the Executive Director. For a continuous stay of more than two weeks, prior approval by the Executive Director is required.

Hired personal assistants (as defined herein) are not guests; see the Hired Personal Assistance Policy in the Policy Section of the Handbook. Hired personal assistants are not permitted to use the amenities that Members enjoy, except for patronage of *Nosh*, *Treats*, *The Market* - Convenience Store, Bank, and Religious Services.

- **Guest Use of Campus Amenities:**

Guests of Members are welcome to use all of the amenities of the campus while accompanied by the Member, including, but not limited to, *Centro*, the Fitness Center and Pool.

Guests are welcome to use the following amenities unaccompanied:

- *Nosh* - A Kosher Café
- *Treats* - Ice Cream/Desserts/Coffee
- *Bella Vita* - Salon & Spa
- *The Market* - Convenience Store
- Dedham Savings Bank
- Religious Services

Payment for services may be by cash or credit card. Guests may not charge services to the Member's account without the Member present or without prior arrangement made by the Member. The food venues on the lower level of the Community Center are also open to our staff members and The Rashi School faculty.

- **Guest Meals:**

Guests are welcome to join you for any of your meals - you may charge their meal to your NewBridge account, or you may choose to pay by cash or credit card.

- **Guest Parking:**

Outdoor surface parking is designated for visitors. Visitor parking is intended for short-term use unless arrangements have been made with the Security Department. Overnight parking is prohibited in the designated visitor spots near the Villas by the Dedham Fire Department.

Housekeeping:

Included in your monthly service fee is general housekeeping once per week and deep cleaning of your Residence once a year. Those services are listed in this section.

The Housekeeping service that is provided is general in nature, as it is expected that you keep your Residence tidy and remove trash and recyclable items on a regular basis.

- Any special needs or requests should be communicated to the Director of Environmental Services to ensure that each housekeeper has the information about your Residence that you feel is important. We will make every effort to assign the same housekeeper on an ongoing basis.
- Housekeeping supervisors regularly inspect the work done in your Residence to ensure that NewBridge standards are being met.
- Special requests or concerns should be brought to the Director of Environmental Services directly, and not discussed with the individual housekeepers.
- In the event of emergencies caused by weather or natural disasters, your housecleaning could be delayed or canceled for that day. We will attempt to arrive at a mutually convenient day of the week to reschedule this service.

Please understand that work assignments are carefully determined taking into account Residence size and location within each building. The day assigned to you is subject to change throughout the year, typically in the fall when large numbers of Members leave for warmer climates and again in the spring when they return. The goal of the Housekeeping Department is to have the housekeepers working as efficiently as possible so that they have maximum cleaning time available during the day.

General Housekeeping services offered weekly are:

- Entry: The entry way will be mopped.
- Bed: If clean sheets are left out, the housekeepers will strip and re-make your bed with the linens provided. The removed sheets will be placed by your washing machine.
- Bathrooms: Over-mirror lights, sink, countertop, drawer fronts and top edges of drawers, mirror shower, tub, commode and floor will be cleaned. Wastebaskets will be emptied and cleaned. Please note that we do not supply facial or toilet tissue, or trashcan liners.
- Bedrooms / Living Room / Den: All floors will be vacuumed. All flat surfaces will be dusted, though items will not be moved on or from surfaces.
- Kitchen: All visible surfaces will be cleaned, trash cans emptied and cleaned, floor swept and mopped.
- Trash Removal: Trash within the Residence on the day of service will be removed. Members are encouraged to walk their trash to the waste removal room as needed to keep a sanitary and safe environment within the Residence.

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

To schedule your annual deep cleaning service call 4-9500.

For Members who have installed drapes and want them cleaned, our outside dry cleaner can arrange to pick up, clean and re-hang the drapes at your expense. Purchased housekeeping services are billed to your account, and are scheduled according to staff availability.

Holidays observed by HSL and impact weekly housekeeping services will be covered on a rotational schedule. The Housekeeping Holiday Coverage plan is published at the beginning of the calendar year and available from the Front Desk or Concierge.

To schedule your annual deep cleaning and/or additional housekeeping services call the One Stop Shop: x49500. The need for non-routine cleaning due to accident or illness may result in an additional charge to your monthly account. Please note that staff members are not permitted to volunteer to assist any Member on their personal time. See Appendix B for itemization and pricing.

Internal Moves:

Members who are eligible for a change in Residence must meet at least one of the following criteria:

- You are enrolled in our Wait at NewBridge program at the time of move-in.
- There has been a change in family structure (ex. downsizing apartment size after losing a spouse).
- Cottage member(s) who wish to move to an apartment in the villas, north/south, or community center to have easier access to community life.

Member (s) must be at an independent level of functioning to qualify for a change in Residence.

Those who meet at least one of the above eligibility requirements will be placed on an internal wait list, which has priority over the external wait list. You will be notified when a Residence specific to your request becomes available. You will then have seven (7) days to make a decision. If you decide to pass on the Residence offered, you will retain your place on the wait list. All wait list requests must be approved by the Executive Director. For more information on changing your Residence, contact the Director of Community Life.

NewBridge Independent Living Members Association (NILMA):

As an Independent Living Member, you are represented by a Member Council: The NewBridge Independent Living Members Association (NILMA). NILMA is an advisory body to NewBridge management. Council Representatives are elected by NewBridge Members. Broadly stated, the purpose of the Council is to enhance the quality of life of the Members. Please see Appendix C - NewBridge Independent Living Members Association By-laws & NewBridge Members' Bill of Rights - for more information.

Noise Level:

Members of the NewBridge Community are expected to maintain a respectful level of sound. This means that, between the hours of 8:00 p.m. and 8:00 a.m., noise levels must not extend beyond one's own Residence. The use of headphones is encouraged in the evening. Musical instruments may not be positioned on a shared wall and should be placed on a carpeted floor or rug to diffuse noise transmission. The Director of Community Life reserves the right to resolve any disputes.

Parking:

All Members are required to obtain a permit for vehicles registered to them from the Security Department to be able to park on NewBridge grounds. Residents of an Apartment or Villa who own a vehicle will have one designated underground parking space assigned to them for their vehicle's use only. Vehicles parked in the garage must be registered to NewBridge Members. *For your convenience, you may purchase a hands-free transponder to operate the garage door for an additional fee; see Appendix B.* There is reserved parking for Cottage Members when visiting the Community Center.

We have a limited number of unreserved, handicapped-designated parking spaces for Members' temporary use. These spaces are for short-term use only. Contact the Security Department at x49260 if you have any questions.

Outdoor surface parking is designated for visitors. Visitor parking is intended for short-term use unless arrangements have been made with the Security Department. All hired personal assistants must register with Security and if operating their own vehicle park in the employee lot and fill out a parking authorization form in security.

Overnight parking in designated visitor spots near the Villas is prohibited by the Dedham Fire Department.

Should you wish to entertain a group of people who will be parking more than five cars, we ask that you contact the Security Manager one week in advance to ensure that the parking needs can be met. Larger functions may require special valet services for a fee.

Recreational vehicles may not be parked in "public view" on the NewBridge campus. Please store your recreational vehicle off campus if it cannot be contained within your garage.

Carts are available in the garage elevator foyers for Member use. Please return them when you are finished using them.

Pets:

Well-behaved pets of Members and their guests are welcome in the Member's Residence and the exterior grounds of the campus. Pet owners are responsible for cleaning up after their pets. Local health requirements prohibit pets in food service or health areas. Outside your Residence, please keep your pet leashed and away from landscaped areas. We ask pet-

owning Members to provide us with the name of whom to contact to care for their pet in case of an emergency. Visiting pet owners are expected to follow the NewBridge Pet Policy guidelines. Please refer to the Policy Section for a copy of the NewBridge Pet Policy.

Private Help:

A Hired Personal Assistant is defined as anyone providing any assistance in your home on a regular basis. This includes, but is not exclusive to: visiting therapists, home health agency providers, homemakers, companions, housekeepers/ maids, and any other private duty helpers. NewBridge has established guidelines to assist you in hiring personal assistants in your Residence, while ensuring that your safety and the safety of our Community are not compromised. Please refer to the Policy Section of the Member Handbook for a copy of the NewBridge Hired Personal Assistance Policy.

Publicly Viewed Areas:

NewBridge is sensitive to the need for you to maintain your individuality as well as the reality that there are others sharing the Community. Specifically, we seek to keep a uniform appearance aesthetic throughout the public areas of the campus. Please call the Engineering Department to assist with any installations you may have.

In order to offer the greatest opportunity for everyone to feel comfortable:

- Please choose outdoor furniture that complements the tones of our natural setting and your Residence.
- Wind chimes are permitted only within your Residence's window or door.
- Bird feeders are not permitted on your balcony, but are permitted on ground level Cottage yards and ground level Apartment patios.
- Personal furniture or items of any kind should not be left on the public areas of the campus, unless approved by the Director of Environmental Services.
- Please refrain from hanging plants or other permitted decorative items without assistance from our Engineering staff. This will ensure a safe and proper installation.
- Fire regulations prohibit barbecue and gas grills at the Villas and Apartments.
- Exterior storage closets and boxes are not permitted on campus.
- Unless approved by the Executive Director, nothing is to be placed on the grounds outside of your patio.
- Please ensure that your choice of window dressing appears neutrally to the exterior of the building.

Recycling:

NewBridge encourages recycling as one of many "green" practices on our campus. We offer "single stream recycling," which means that recyclable materials do not have to be separated. Plastic, glass, paper and metal can all go into the same recycling bin. Please rinse out containers to reduce odor in the trash rooms. See also Trash Disposal Section below.

IMPORTANT NOTE: Medical wastes and “sharps” need to be disposed of in the proper manner so that staff is not put at risk when handling trash. “Sharps” include needles and any other material such as broken glass that could puncture a person’s skin. Please call the Housekeeping office for guidelines or assistance.

Residence Entry:

- Furniture and artwork are to be kept within the confines of your corridor entry alcove.
- Screws and nails are not to be used on any wood surfaces.

Smoking:

NewBridge is committed to health and wellness, and as such, is a smoke free campus. Smoking is permitted only within the walls of your Residence. If smoking odors become noticeable to Members in adjacent Residences or in the hallway, NewBridge reserves the right to require additional cleaning or air filtration in order to eliminate the problem. Deep cleaning charges for smokers’ Residences will be applied as deemed necessary to remove residual smell, stains and damage, as needed, and when the Residence is vacated.

Solicitation:

For the privacy of all NewBridge Members, solicitation other than that organized by any NewBridge Independent Living members is not permitted on campus.

Storage Areas:

Apartments and Villas have pre-assigned storage space outside their Residences; Cottage storage is within their garages. Please be sure to include this area’s contents in your insurance policy. Storage shelving is available for purchase and installation by the NewBridge Engineering Department; please call the One Stop Shop x49500. You must provide your own locking devices for your individual storage space.

Storing materials within the confines of NewBridge that may cause a safety hazard to Community or staff members is prohibited. These include, without limitation:

- Combustible material, such as propane, paint, thinners and spray cans.
- Hazardous wastes (see the Director of Environmental Services for more information).

Per order of the Dedham Fire Department, items must be at least 18 inches away from any sprinkler head or access to a mechanical closet and electrical panels. Aisles/hallways must be clear; items left in aisles/hallways are subject to disposal.

Television Service:

As part of our agreement with Comcast, NBOC provides our Independent Living (IL) with:

Comcast Bulk Digital Starter Service that includes:

- 200 Channels of the best news, sports, lifestyle, entertainment networks

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

- XFINITY on Demand
- One Cable Box with High Definition

The IL Residents are responsible contacting Comcast (1-855-638-2855) to schedule a Tech Appointment for:

- Activation of Service
- Installation of all Cable Box(es)
- Upgrading Service - Expanding Channel lineup
- Troubleshooting Service
- Disconnecting Service

Trash Disposal:

There is a trash room on each floor of our residential buildings. Trash chutes are separately marked as well as bins for recyclable items. Please leave cardboard boxes and large items inside the trash room. Trash is not allowed to be left in corridors or the trash room floor because it constitutes a fire hazard. See also Recycling Section above.

Cottages have weekly trash and recycling bin pick-up every Wednesday. The provided receptacles must be brought curbside by 7:00 a.m. on the morning of pick-up and returned that evening into the garage. Should you need assistance with trash disposal, additional services may be purchased from Housekeeping for a nominal fee.

For Your Appetite: Dining at NewBridge

There are several choices available to whet your appetite at NewBridge. You may choose to enjoy an ice cream cone or a cup of gourmet coffee or tea at *Treats*. Or, perhaps you would like to enjoy some kosher home-style foods at *Nosh*. For lunch and dinner, at *Centro* you'll be able to watch our chefs in the display kitchen prepare your meal to order.

Dining options:

Nosh:

The word nosh is a Yiddish expression that means "to nibble or snack." At *Nosh*, you'll enjoy homemade quick-to-go and mealtime favorites in our café style restaurant. Crisp salads, home-made soups and fresh, hot Panini's are made daily, in addition to slow-roasted chicken and other traditional meat favorites prepared in our own kosher kitchen.

Centro and The Copper Beech Room :

Designed to be the epicenter of communal dining and activity, you'll never know what to expect at *Centro* except great meals. From light lunch fare to hearty dinners, the menu changes often, offering a mix of favorites with new recipes from our culinary team. You'll find fresh salad blends, fresh fish, meat and poultry, and seasonal vegetables and vegetarian specialties. Seating is available in many configurations and with many beautiful views. Stop in anytime for a quick bite or to catch up with friends over a relaxed meal. For your convenience, we accept reservations for all party sizes. Reservations are recommended.

Hours:

Sunday Brunch: 10am-1:30pm.

Weekday Lunch Monday-Friday: 11:30am-1:30pm

Dinner Monday-Saturday: 4:45pm-8pm

As part of Independent Living, personal/private aides may not feed members while dining. Staff members and aides can assist with retrieving food from buffets, however members must be able to feed themselves and cannot be fed by these sources. Centro staff is also not allowed to cut food for residents at the table.

Treats:

Fresh locally made ice cream, favorite desserts, fountain specialties...*Treats* is the perfect place to treat family and friends to a special dessert. From brownies to ice cream, *Treats* can be enjoyed with a steaming cappuccino or latte made with fresh-ground gourmet coffee or an aromatic loose-leaf tea. *Treat* yourself!

Alcoholic Beverages:

At this time, NewBridge does not have a license to sell liquor. You are welcome, however, to bring your favorite alcoholic beverage at mealtime. For your convenience, we will provide storage and retrieval of your liquor.

Ambulatory Aids in our Restaurants:

The use of ambulatory aids is welcome throughout the NewBridge campus. Entryways and aisles must be kept clear at all times. Once you are comfortably seated in one of our restaurants, our food servers may remove these aids and place them in a designated area to ensure the safety of staff members and other diners. The staff will return your aid at the end of your meal and will assist you if asked. For safety reasons, motorized scooters cannot be used in any food service area.

Catering:

NewBridge on the Charles catering services provides a complete solution to your total event needs on campus. Our Community Center features six event spaces from very large to small and intimate, accommodating events ranging from large family reunions to small private dinners, Bat/Bar Mitzvahs, birthday and anniversary celebrations, Kosher events, Baby Namings, Shiva and Unveiling Receptions. Our Catering services offers consultation for event planning, menu development and a team of professional servers and managers to execute your event. Our passion for a healthy dining experience extends throughout all of our catered events, beginning with selecting the freshest ingredients from local growers and choosing all natural products. Our Culinary staff's creativity shines in the striking presentations and delicious flavors unique to each and every event we host.

Please dial x4-9131 or x4-9118 to reach our Catering Sales office to discuss your upcoming event details. To ensure superior service, we ask that you contact us well in advance of your upcoming event and we also execute quick response times for Shiva receptions.

Dining Credit:

Dining is available at NewBridge every day of the year for every meal period, although the venues may have offsetting hours depending on the needs of the Membership. NewBridge dining operates for Members as a "debit" system. Your monthly fees include a dining credit: for Members of Apartments and Villas, this credit is equal to five hundred dollars (\$500.00) per person, available at the first of each month. For Members of the Cottages, this credit is equal to three hundred dollars (\$300.00) per person, available at the first of each month.

Food purchases through catering and special events also may be charged against your credit, as well as any food items purchased in the Community Center convenience store, *The Market*. *Food credits are non-transferable, although you may purchase items for others.* Your access card is used as your debit card to make purchases, and you must be present to charge purchases to your account (it is also your Membership photo ID). For your own security, only you can use your Membership card. Should your dining expenses exceed your credit, your account will be charged for any overages. There will be no carryover credits with the exception of

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

absences from the Community of 8 or more consecutive days as outlined below.

With advance written notice using the Member Away Form available at the Front Reception Desk, absence dining credit can be issued equal to 50% (66% for Cottage Residents) of the daily dining credit for the number of days away. For “short” absences of 8-30 consecutive days, the credit must be used in the following calendar month. For “long” absences of more than 30 consecutive days, the absence dining credit issued may be carried and used by December 15th. Should a long-term absence end in November or December, additional time may be granted for use of the credit.

You will be able to check your balance at the register. When you’ve used up your credits, you can charge to your Residence and you will be billed at the end of the month.

Dress Code:

Based on Member feedback to date, specific dress codes in the dining rooms will not be defined at this time other than “appropriate” dress.

Guests:

Guests are welcome to join you for any of your meals. You may charge their meal to your NewBridge account or pay by cash or credit card. The food venues in NewBridge Common, on the Community Center lower level, are available to all NewBridge Members, staff, The Rashi School faculty, campus guests, and Hired Personal Assistants.

Holiday Meals:

On special occasions, the culinary team may expand our serving areas to include other public areas of the campus, such as *Great Meadow Hall* and the *Living Room*. To make sure that we are prepared to provide the best meal and service, we may require a deposit for your reservations to ensure appropriate staffing at each locale.

Private Dining Room:

The Private Dining Room in *Centro* is available for our Members to entertain family and friends in a private setting. Reservations are accepted on a first-come, first-served basis; minimum purchases or number of guests may apply. During popular periods, such as Thanksgiving or High Holidays, a non-refundable deposit will be necessary to confirm private dining. Should you wish to have a specific menu prepared, we ask that you contact us at least one week in advance.

Reservations/ Seating Policy

- Maximum reservations of 28 residents per 15 minutes.
- Total seating in Centro will be capped at 65 residents per 15 minutes.
- If you reserve a time that is overbooked, we may, contact you to adjust your arrival time.

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

- If a reservation runs more than 10 minutes late without notification, we may need to reschedule your reservation and perhaps give away your requested table. We will always do our best to honor the specifics of your reservation.
- To provide better service no server will be given more than 2 tables within a 10 minute period.
- In Centro & Copper Beech reservations are always recommended to reduce any wait time. For your convenience, we will accept reservations for a minimum of four people.
- In Nosh, dinner reservations are required.

Take-Out Dining and Meal Delivery:

With advance notice, our culinary team will gladly create a meal “to go.” When placing your order, instructions will be given on where and when you may pick your order up.

NewBridge can also deliver meals to your Residence for a nominal charge (see Appendix B).

For Your Peace of Mind: Safety, Security, and Support

Fire Pull Stations:

Fire pull stations are located throughout the buildings and in the corridors next to the stairwells. These pull stations can be activated for any emergency situation that requires immediate response from the Dedham Fire Department. Please take the time to familiarize yourself with these and other emergency systems.

General Alarm / Evacuation:

Our fire alarm system is connected directly to the Dedham Fire Department. During a General Alarm, the alarm will continue to sound until the Fire Department has responded, determined it is safe, and silenced it. Throughout the buildings and within the Residences there are sound and strobe devices that inform you the system has gone into General Alarm. We ask that you DO NOT call the Security Department, Concierge or Front Reception Desks during an alarm.

During a General Alarm, you will be instructed to evacuate the building. Proceed to the nearest exit immediately. Do not use the elevators.

If you receive a voice message warning that there has been a report of a fire emergency in an adjacent building, please remain vigilant until the Dedham Fire Department has responded and you receive notification that the emergency situation is under control.

Smoke and Carbon Monoxide Detectors:

Smoke and carbon monoxide detectors are located in every Residence and in all public areas. An intermittent blinking red light indicates proper working condition.

The smoke detectors located in your Residence are designed to detect the slightest amount of smoke. When either a smoke alarm or a carbon monoxide detector is activated in your Residence, the Security Department and the Dedham Fire Department are automatically alerted. Both a member of the Security staff and the Dedham Fire Department will respond to the source of the alarm. This audible alarm will sound only locally within your individual Residence; it will not initiate strobe light activation, nor will it cause a full building evacuation in the event of an incident such as burnt toast.

In the event that a smoke detector is activated in a common area like a building hallway, elevator, or lobby, a General Alarm will sound and all strobes will activate throughout the entire building, including strobe light and smoke detector sounder bases located within every individual Residence. The Security Department and the Dedham Fire Department will be automatically alerted and both will respond to the source of the alarm.

Sprinkler System:

All buildings are fully sprinklered, including each individual Residence. If a sprinkler head is activated anywhere in the building, a General Alarm will sound and strobes throughout the building will activate, including strobe lights located within each individual Residence. The Security Department and the Dedham Fire Department will be automatically alerted, and both will respond to the source of the alarm.

Personal Emergency Response System (PERS):

Throughout the building there are two types of emergency activation systems. In public areas, the activation system may be a button situated on a white box that is mounted on the wall, or it may be attached to a pull cord located on the wall. In all public restrooms and Residence master bathrooms, the activation system is a pull cord located in close proximity to the toilet tissue dispenser. When either emergency alert system is activated, a signal is immediately transmitted to the Security Department indicating the location of the emergency.

A PERS pendants can be purchased for a one-time fee of \$150 which includes damages, replacement wrist-straps, necklaces and batteries. Another will be issued if a pendant is replaced due to the loss of the device. See appendix B for fee pricing.

The Town of Dedham has designated NewBridge as first responder to emergencies, which means that the Town of Dedham expects Members and their visitors to contact NewBridge first in the event of an emergency. To provide you with the fastest most efficient emergency response, we urge you to use the NewBridge Staff Assist activation system. The NewBridge Security team will immediately be dispatched to your Residence and a call will be placed to you simultaneously to assess the situation. In addition, if you have a telephone that allows speed dial, we recommend that you program the NewBridge emergency number, **x49911**, from any internal phone.

To Activate the Staff Assist:

- Simply press the button or pull the cord.
- When the box style is activated the black button will illuminate and will go out once canceled by Security.
- When the pull cord style is activated the small black switch on the metal pull cord plate will move from the upper position to the lower position.

To Reset the Staff Assist:

- To reset the pull cord style, slide the small black switch on the metal pull cord plate upward from the lower position to the upper position.

Access Cards (Keys):

Each Member is issued an electronic ID card that acts as the entrance key to your Residence and the Parking garage. This card will also be accepted for payment at any of the campus restaurants, beauty/spa centers, and the campus convenience store.

One access card per Member is issued initially. One replacement will be issued free of charge in the event it is lost. A fee will be charged for additional cards to cover the cost of the card (See Appendix B).

For Members' protection, access cards are uniquely coded to protect our Members and offer the highest degree of security possible.

For the safety and security of all Members and to ensure emergency access, it is not permissible to change locks on doors or add any inside door locking devices (such as chain guards).

Driving at NewBridge:

Please use caution when driving within the NewBridge grounds. Drivers should always remember to:

- Observe the **15 mile per hour** speed limit.
- Be aware of others walking, pushing wheelchairs and driving motorized carts.
- Observe the street markings and signs.
- Drive slowly around curved portions of the road.

Please refer to the Policy Section of the Member Handbook for the HSL Continuing Care Retirement Community (CCRC) Driving Policy.

Emergency Lighting:

In the event of a power outage, **do not use candles or any open flame.** NewBridge has emergency generators that supply power to the Health Care Center, Assisted Living Community and some lighting in the common areas. The building elevators are fully operational, with limited lighting in the corridors. **Residences are not equipped with emergency lighting or power.** We strongly encourage you to purchase a battery-powered flashlight and plug-in emergency lights, both of which are available at the convenience store. If you have any further questions or concerns you may contact the Director of Environmental Services.

Entry To Your Residence:

Your access card is pre-programmed to allow entry to common vestibules and corridors in addition to your Residence, on a 24-hour basis. Additional access may be granted for special projects or during limited periods, such as the Art Studio, Fun Room, and Fitness Center.

In your absence, it may be necessary for NewBridge staff to enter your Residence without your prior permission. Such action may be needed due to management concerns, emergency,

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

security or life-threatening situations. We will attempt to contact you prior to entry. If you have a family member or friend to whom you wish to give access to your Residence in your absence, you must notify the Security Manager.

Firearms:

Possession or storage of firearms, weapons or ammunition is prohibited on NewBridge grounds. Members who own such property are asked to use offsite storage.

Morning Check-In:

The Morning Check-In system is a program developed to monitor your well-being. You may have heard of a “flipper” system; this is similar to it.

Members are asked to “check-in” each morning by 11:00 a.m. by pressing the check-in button on the pull cord station in the master bathroom, when the green light on the pull cord station is lit. This will notify us that you are awake and well. Once the button is pressed, the green LED light will turn off. Our Security Department will personally check on the welfare of Members who have not “checked-in” each day.

Security:

NewBridge maintains security personnel and electronic systems 24-hours a day to monitor the safety of the Community’s Members and staff, grounds and Residences. Systems monitored include smoke and carbon monoxide detectors in all Residences and common areas, closed-circuit surveillance, AED (automated external defibrillator) devices, and emergency generators for essential Community services in case of power failure. All Security staff members are trained in CPR, First Aid and AED (automated external defibrillator) devices.

To contact Security in the event of an emergency, please call the emergency number: x49911. See also Personal Emergency Response System (PERS) section above. For routine calls, please dial Security’s main number: x49260.

Advance Directives / File of Life:

The NewBridge Residency Agreement requires that you make all reasonable provisions for decision-making in the event you are unable to conduct your personal affairs and make financial and healthcare decisions. To best serve you in a time of need, NewBridge requests a copy of your executed Healthcare Proxy and Durable Power of Attorney. Please provide us with updates of these documents as well as any other directives you wish us to be aware of.

For your safety and security we also ask that a File of Life form be completed. This important document will help NewBridge and outside health care professionals ensure you receive appropriate support as needed. The information should be updated at least annually. Please be sure to give a copy of the form to a member of the Community Life team, and to request a new form promptly whenever information should be updated. NewBridge will provide a File of Life folder in which to contain copies of your advance directives and File of Life

information. The folder should be kept inside the front entrance coat closet. This location is uniform throughout the Community and it is where NewBridge Security Officers will know to look in the event the information is needed. Please contact the Move-In/Welcoming Administrator at x49231 with any questions you may have.

Ambulatory Aids and Motorized Devices:

The use of ambulatory aids is welcome throughout the NewBridge campus. Entryways and hallways must be kept clear at all times. Motorized devices, including motorized scooters, wheelchairs, and similar motor vehicles, may be operated on the premises with caution, and provided specific parameters and guidelines are met. Please refer to the Policy section of your Handbook for a copy of the Motorized Devices Policy.

Supportive Services Team:

The Supportive Services Team is a multi-disciplinary committee of NewBridge and other Hebrew SeniorLife (HSL) staff. Its goal is to help all Members of NewBridge Independent Living maintain maximum independence and achieve optimal functioning, while assisting those experiencing decreased capacities to adapt as needed. It functions to enable greater continuity of care and to enhance the quality of care.

We review situations of those facing special challenges by sharing concerns, providing advice and creating action plans. In doing so this committee looks at the whole person, with attention to physical, cognitive, emotional and spiritual aspects of being.

Additionally, this committee provides a forum for discussing common issues that affect Residents in the Community and for considering relevant policy issues. Please refer to the Policy section of your Handbook for a copy of the Reasonable Accommodation Policy.

All discussions are confidential.

Regular participants include the following Independent Living staff: Community Care Advisor (Team Coordinator), Chaplain, Director of Fitness, and Director of Community Life. Also attending are: representatives from the HSL Medical Group at NewBridge, Outpatient Rehabilitation Services, HSL Home Health Care and NewBridge administration. When helpful, others are invited to participate to share their concerns and/or expertise. For more information, contact our Community Care Advisor at x49214.

Vitalize 360:

Vitalize 360 is a wellness program that provides an opportunity for Members to reflect on what matters the most in their lives and how they can continue to live an active and meaningful life with a sense of purpose. Beginning with COLLAGE, a groundbreaking and scientifically based assessment tool developed by Hebrew SeniorLife's Institute for Aging Research, Vitalize 360 includes an extensive interview and reflection process regarding all areas of one's life: physical, emotional, intellectual, social and spiritual.

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

Following the interview, Members are invited to continue to work together with the Vitalize 360 coach to develop goals that inspire and encourage an active, healthy, and happy lifestyle. This supportive wellness program benefits each individual participant, and encourages each Member to continue to pursue the activities that bring happiness and purpose to their lives. For more information, please contact our Vitalize 360 Coach at x49733.

For Your Enjoyment: Programs at NewBridge

Program Schedule:

A monthly program newsletter is placed in Member mailboxes each month. Also, each week, our Programming team publishes a calendar of the up-coming week's activities.

Art Studio/Hobby Shop:

The NewBridge Art Studio is located on the lower level of the Community Center. This well-lit studio features an inspired view of the woods. In addition, a wide-ranging Hobby Shop is conveniently located nearby. Our Programming staff offers classes as well as free time for Members to pursue their creative muse. If you are interested in using these spaces please have your ID programmed by Security.

Billiards:

Through the generous donation of one our Members, we have a pool table available on the lower level of the Community Center. Guests are welcome, but must be accompanied by the Member.

Card Room:

While there are many public areas that are suitable for card playing, we also offer a congenial card room located on the lower level of the Community Center.

Committees and Clubs:

The Community Life Department assists Members in establishing and maintaining committees and special interest clubs on campus. Clubs work closely with the Community Life staff to deliver a robust array of offerings, focusing on the social aspects of living at NewBridge. Committees, whether established by Administration, Members or the NewBridge Independent Living Members Association (NILMA), are created specifically to recommend guidelines and promote the general harmony of the NewBridge Community. If you have a suggestion that you believe would be of interest to the Community, please let us know, and please see Appendix D for a list of Committees and Clubs at NewBridge.

Cottage Club House:

The Cottage Club House is where Cottage Members retrieve their mail and is a gathering spot reserved for their use. Guests are welcome when accompanied by a Cottage Member. Pets are not permitted in the Club House.

Fun Room:

The Fun Room, located next to Treats, is available for Residents to bring young family members and friends to play. The room is filled to the brim with toys and books. There's a large whiteboard for drawing and computers with Internet access. To gain access to the Fun Room, please fill out a Fun Room Agreement Form at the Front Reception Desk and see Security to have your ID coded appropriately.

Great Meadow Hall:

Our ballroom offers you many opportunities to enjoy a variety of planned social and cultural activities. This area can also be used for clubs and social events such as birthdays and anniversaries. Please contact Catering at x49131 for more information.

Library:

The Library is staffed and managed by members of the Library Committee. Stocked with donations made by Members, books and periodicals are available for your use 24-hours a day. Books of general interest may be donated to the Library Committee for review. If you wish to volunteer, “librarians” are asked to contact the Library Committee Co-Chairs. Please see Appendix D for a list of Committees and Clubs at NewBridge.

Lifelong Learning

Each season we offer a variety of courses, based on the common adult learning model of smaller class sizes and emphasizing discussion. The topics vary from cultural anthropology to literature to performing arts to music and art history. The courses are led by university level professors. There is a modest fee for participation.

Multigenerational Programs:

NewBridge has built a robust Multigenerational program to link Residents with youth in our Community. NewBridge Residents volunteer at The Rashi School located on campus, and students come to our campus for various programs throughout the year, including concerts, holiday programs, and special school projects. NewBridge also partners with the Dedham Public Schools, area synagogues, universities and youth organizations to provide many opportunities for multigenerational learning and celebration. For more information, please contact our Multigenerational Program Manager at x49217.

Music:

NewBridge encourages the formation of a variety of musical and other types of expressive arts groups. We regularly schedule performances in Great Meadow Hall that are a blend of professional talent, local talent and our own talented Membership.

NewBridge Google Groups

This is an email-based exchange established by NewBridge Residents for NewBridge

Residents to help other NewBridge Residents:

- Report lost and found items
- Request help or information
- Arrange car pools
- Offer items for free or for sale
- Alert members to scams and viruses
- Seek bridge or tennis partners

If you would like to become a member of the NBOC Residents Google Group please see Appendix D for a list of Committees and Clubs at NewBridge.

NewBridge Resident Website

The NewBridge Resident website (www.nbocres.org or www.NewbridgeResidents.org) is managed, operated and financed by NewBridge residents. It serves as a hub to resident community life at NewBridge by providing timely information on programs and menus, as well as informing residents of the wide range of ways to get involved. You can read through current and past issues of *The Bridge*, watch videos of resident programs, look up the origins of any of the original artwork on campus, and much more. The website evolves as the community does and is a reflection of the rich opportunities at NewBridge.

Reserving Public Space:

While the primary function of public area space is to serve the Membership, NewBridge management reserves the right to use any of the public spaces for special functions. Members are permitted to book public areas for catering or events. When reserving space, a minimum number of guests or food purchases may apply. Please contact Catering to inquire about banquets, receptions or meetings at x49131.

Trips and Local Theater

Each month our programming team plans a variety of outings to local museums, attractions and restaurants. To sign up for any of our trips we have a special Reservation/Trips Hotline which is x49218. In addition, we offer transportation and on occasion tickets for several local area theater series, including the Boston Symphony Orchestra, Lyric Stage, American Repertory Theater, and others. To inquire about any of our outings or theater excursions see our Concierge.

For Your Convenience: Amenities at NewBridge

Banking:

During posted hours of operation, the Dedham Savings Bank has an attended branch located in the lower level of the Community Center. The bank also provides a full service teller machine. Bank and notary services are available to all Members of NewBridge and the Rashi Community.

Concierge Services:

Concierge services are offered to help you better navigate throughout our Community. Please contact the Concierge Desk (x49240) or Front Reception Desk (x49500) to obtain general information, sign up for trips, purchase stamps, or arrange dry cleaning services for a nominal fee (see Appendix B).

Convenience Store:

Located on the lower level of the Community Center, *The Market* carries the basic grocery staples you need for your home...and then some!

Fiscal Services:

Monthly service fees are billed to Members of the Community one month in advance. Any additional billable services and credits to your bill will be added to your monthly statement.

Monthly statements are distributed during the first week of the month. NewBridge Fiscal Services requires that payment be made within 10 days of receipt of your statement. If there are any questions related to billable services on your statement, please contact the appropriate department prior to contacting the billing coordinator. Please call 781-821-3263 with questions or to schedule an appointment.

Should you plan to be away when payment of your monthly statement is due, Fiscal Services requires that your basic monthly service fee be paid in advance. Any additional charges incurred since your last statement may be paid upon your return.

The Director of Finance is available by appointment should you wish to discuss your account or other financial matters in confidence.

Mail:

Each Member has an individual mailing address. A notice will be left in your mailbox if an item arrives that is too large to fit inside your mailbox. Please have your mail held at the Post Office during extended absences from the Community.

Newspapers:

Doorway delivery is available for the New York Times, Boston Globe and The Wall Street Journal, as their delivery companies have bonded delivery persons.

Salon/Spa:

Manicures, pedicures and deep muscle massages are just some of the offerings at the NewBridge spa. Whether you seek a full makeover or simply a haircut, *Bella Vita* has the talented team to make your day. Call the spa directly at x49300 to make an appointment. A current list of the offerings and prices will be provided to you by the spa. For your convenience, you are welcome to place your spa charges on your monthly account.

The spa is the only place at NewBridge where tipping is permitted as the operators are not part of our staff.

Transportation:

• **Medical and Dental Appointments:**

Between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday, NewBridge will provide, based on availability, transportation to medical and dental appointments within a five-mile radius of campus. Additionally, we will provide complimentary transportation to the Newton-Wellesley Hospital campus on Route 16 in Newton. Space is limited and will be accommodated strictly when there is availability. We will assist you in evaluating other options if your need cannot be met. To accommodate the greatest number of Members, NewBridge may combine requests and ask that you depart from NewBridge up to 45 minutes early or be picked up from your destination up to 45 minutes later than requested.

Residents who cannot ambulate into the transportation vehicles without minimal assistance may be asked to contact an outside Chair Car or ambulance to conduct their appointments. This is for the safety and security of the residents and drivers.

To adequately accommodate the high demand of individual transportation requests, please submit your reservation request as soon as you are aware of your need by calling x49500. Trips beyond five miles may be accommodated for a fee when availability permits. See Appendix B for current mileage rates. To avoid being charged for a scheduled trip not taken, you must cancel your reservation 24-hours in advance.

• **Cottages:**

Transportation to and from the Cottages is provided free of charge to Cottage Residents. Please contact Security at x49260 to make arrangements.

• **Local:**

Scheduled group transportation to local shopping centers, grocery stores, and other destinations is provided weekly. Trip schedules are available at the Front Reception Desk. To reserve a seat for a scheduled trip, please call the Reservation/Trip Hot Line at x49218.

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

Voting:

Members may register to vote at the Dedham Town Hall. NewBridge on the Charles provides transportation to the polls on voting days.

For Your Recreation: Meeting Your Fitness Needs

NewBridge is pleased to offer a wide variety of recreational programs to meet your needs and interests. Whether it is a workout in our state-of-the-art exercise facility, laps in our luxurious pool, or a brisk walk on our beautifully pastoral walking path, you will find what you are looking for right here at home.

It is our goal to assist all our Members in remaining active, healthy and engaged. We are always open to suggestions or comments regarding all of our services, so please feel free to approach us. Below is a list of fitness options along with brief descriptions. If you have any questions, please let us know.

The Aerobics Studio:

Located within the Fitness Center is a large aerobics studio where numerous group exercise classes are held – from light hand weights and aerobic exercise to Yoga and Tai Chi. Please see the weekly calendar for specific class times. Most classes occur weekly, are free of charge, and are open only to NewBridge Members.

The Fitness Center:

A full complement of exercise equipment is available to Members 24-hours a day upon approval by the Fitness Director. Members must have a signed Physicians Release form and consult with the Fitness staff before beginning to use the fitness equipment. We offer morning and afternoon, small group, supervised exercise appointments, as well as one-on-one personal training sessions. Each Member receives a fitness consultation, evaluation, and an exercise program that is designed specifically to meet their individual needs and interests. For more details please contact the Director of Fitness at x49311.

The Pool:

The pool is located on the lower level of the Community center and is available from 5:00 am to 10:00 pm daily upon approval. Please be sure to read and follow all pool rules. Violations of any pool rules may result in revoked access.. Weekly aquatic exercise classes and open swim times are scheduled along with other Community activities. Be sure to check the posted schedule when planning to use the facility, and contact the Fitness Director with any questions.

The Tennis Court:

Located on Grey Stone Path, NewBridge has a tennis court available to all Members. Court time may be booked in 1-hour increments for singles play and 1 and ½-hours for doubles play. Court times may be booked up to three days in advance. In no event may a Member sign up for more than four days a week. During tennis season, sign-up sheets are posted at the tennis court.

The Walking Path:

NewBridge has a path that circumnavigates the campus. It is over a mile long and connects

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

to a series of trails in Dedham. The path is open only during daylight hours. Sturdy shoes, a cell phone, and a walking partner are recommended.

We recommend you consult your physician prior to using these facilities or participating in any exercise. Use of the pool, fitness equipment and the walking path is at your own risk. Independent personal trainers and therapists are not permitted to use and/or treat residents within any HSL exercise fitness facility. Facilities include all exercise rooms and equipment, aerobic or group exercise spaces and aquatic areas.

For Your Soul: Spiritual Nourishment

NewBridge on the Charles has a robust schedule of spiritual life opportunities, including Sabbath services, holiday services, and many educational and special events. The NewBridge campus has both a Synagogue and an Interfaith Chapel. Please see the weekly calendar for specific times and locations, as well as details on all Spiritual Life events. We invite you to speak with our Rabbi/Chaplain in person or by calling x49213.

About Our Rabbi/Chaplain:

Rabbi Judi Ehrlich, Rabbi and Chaplain, was ordained in the first class of the Hebrew College Rabbinical School. She is a skilled teacher and prayer leader, and has also completed her training in clinical pastoral care. She is available to support Jewish communal life, teach classes, lead services or support the prayer leadership of Community Members, and be a resource and support to individuals of all religious and cultural backgrounds in the Community.

Chaplaincy Support:

A chaplain can provide a listening ear, religious counsel, spiritual companionship, and support in a time of questioning, celebration or distress. Individuals wishing to speak with the Chaplain are encouraged to make a meeting time.

Religious Services - Jewish and Multi-Faith:

We encourage you to live and explore your spiritual self in community and also as an individual seeker. Rabbi Judi works with Members of the Community to create services, classes and programs based on their desires.

For Your Guidance: NewBridge Policies

Following are specific policies referred to in this document.

Hired Personal Assistance Policy

Residents may be provided assistance and care from outside sources. These hired personal assistants are not employed by NewBridge. Rather, they are bound by all applicable legal requirements of the Commonwealth of Massachusetts. Although hired personal assistants may have a deeply personal relationship with the resident they are not considered to be a NewBridge resident or family member and do not have the privileges that a resident or family member may have. They are expected to adhere to all policies at NewBridge. Failure to do so could result in restrictions or prohibition from working on the NewBridge campus.

General requirements:

All hired personal assistants will follow the policies established for all staff members by NewBridge Administration. These include, but are not limited to:

1. Respect and courtesy: Hired personal assistants must conduct themselves in a respectful and professional manner to all residents, staff and guests at all times.
2. Appropriate dress and identification at all times on the NewBridge campus. Name badges are provided by our security department and are expected to be worn at all times while on campus.
3. After a resident is escorted to Centro or Nosh for a meal, the hired personal assistant, unless dining with the resident, will return to the resident's apartment or the Employee Break Room on the Lower Level to wait for the resident's telephone call at the conclusion of the meal.
4. Orientation: All hired personal assistants are required to attend an orientation provided by the security department within their first 30 days of employment.
5. NewBridge parking policies: All hired personal assistants agree to park in the Employee Parking Lot (P1) and complete and sign a Parking Authorization Form found in the Security Department. Parking in a designated Resident/Visitor Only parking space or in a Premium Parking zone is prohibited and may result in an off-site tow at owner's expense. Private caregivers are to only use the Upper Employee lot (p1) during regular weekday business hours 8:00 am – 5:30 pm. They may only park in the lower campus for up to 30 minutes to assist residents (groceries, bringing resident back inside, etc.). Parking hangtags assigned by the Security Department must be visible at all times. Parking in the community center parking lot is allowed during non-business hours (5:30 pm – 8:00 am) and weekends.
6. NewBridge staff policies, including locations for break times.

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

7. Limited cell phone use: Cell phones may be used during breaks in designated areas. Cell phones may not be used while the hired personal assistant is working with the resident.
8. Former Hebrew SeniorLife employees may not be hired as hired personal assistants.
9. Hired personal assistants are not permitted to accept gifts or receive tips.
10. Smoking is not permitted on the NewBridge campus.
11. Solicitation of products or services is not permitted.
12. Where required, hired personal assistants must sign into their respective communities upon arrival and sign out when they leave.

I. Procedure

NewBridge prefers and recommends that hired personal assistants be hired through an approved home care agency that meets the following criteria:

1. Agency performs a CORI (Criminal Offender Record Information) check on all its employees.
2. Agency checks CNA registries in MA and other states.
3. Agency carries Workers Compensation Insurance.
4. Agency provides adequate supervision of their staff.
5. Agency agrees to ensure that all staff working at NewBridge will follow the protocols in place.

The hiring of all private care providers not affiliated with a home health agency must be approved by the Director of Community Life. If approved the care provider (s) must complete a Private Aide Application, which can be found in the Security office.

All hired personal assistants upon being hired *must* review the policy with a member of Security within their first 30 days. Arrangement may be made by calling the Security Office at (781) 234 - 9240. NewBridge on the Charles is a private facility and the administration protects the right to restrict access to non-compliant privately hired personal assistants.

Violations of the Hired Personal Assistants Policy

Since hired personal assistants are the responsibility of the resident, initial violations to this policy will be communicated to the hired personal assistant and the resident. As determined by the vote of the NewBridge Independent Living Residents Association, the following will be applied for violations of the Hired Personal Assistants policy:

1. Initial offense: The resident and hired personal assistant will be notified. The hired personal assistant will receive a warning and a review of the guidelines. If an agency

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

is involved, administration will contact the agency to explain the policy for all of their workers.

2. Second offense: The resident will be fined \$100.
3. Third offense: The resident will be fined \$200.
4. Fourth offense: The hired personal assistant will no longer be allowed on campus. If necessary, a "No Trespass" notice will be issued.

Delivery of Large Scale Items Policy

After your formal Closing process, and once you have taken possession of your Residence, you may arrange for deliveries and or removals of larger scale items and the like to and from your Residence. Each Member must obtain prior written approval from NewBridge to arrange for scheduling of these types of deliveries or removals. The following guidelines and all costs associated with these types of deliveries or removals will be the sole responsibility of the Member.

Guidelines:

1. Large scale deliveries of all types (i.e., furniture items, rugs, lamps) requiring an outside vendor, relative or friend to deliver item(s) directly to a Member's home must be scheduled through the Engineering Department, who will coordinate this request with NewBridge Security to arrange for specific scheduling dates as to not impact other scheduled activities on the campus.
2. Deliveries for large-scale items are allowed only on Fridays and Saturdays between the hours of 8:30 a.m. and 4:30 p.m., however, we will observe the National and Jewish Holiday schedule and no deliveries will be allowed on those dates.
3. The Engineering Department will remove and discard Members' furniture as requested by the Member. The Member agrees to pay a fee to cover the cost of removal and trash disposal, which will be determined by the number and size of the items. The Member agrees that any items removed by the Engineering Department will become the property of NewBridge to do with as they wish.
4. Approvals of such delivery or removal requests require a minimum of four (4) days advance notice.
5. Information required at the time of the Member's request should include all contact names, email addresses and telephone numbers for the following:
 - Key contact person responsible for coordinating delivery;
 - Vendor or service provider;
 - Description of item(s) with approximate size and weight; and,
 - Any special circumstances.
6. Protection of common areas of the Member's building such as elevator pads, carpet protection, wall guards, or any other protective system will be determined by the Engineering Department and costs, if any, associated with protection will be the responsibility of the Member.
7. After hour deliveries are prohibited.

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

8. All delivery vendors must provide a Certificate of Insurance to NewBridge in advance of their delivery schedule. Members can check with the NewBridge Engineering Department to determine if the vendor or service provider they will be using has a Certificate of Insurance on file.
9. The Member or their vendor/service provider agrees that they are responsible for damages to NewBridge buildings or property that their vendor or service provider creates. The Engineering Department will assess any damage and, along with the Members and their vendor/service provider, will agree to a cost, if any, and to the appropriate resolution.

Hebrew SeniorLife Continuing Care Retirement Community (CCRC) Driving Policy

Policy:

Hebrew SeniorLife provides a safe environment on its CCRC campuses for residents, staff, and visitors and promotes the safe driving habits of all residents who live on the campuses.

Purpose:

To promote resident independence and safe driving, this Policy defines Hebrew SeniorLife's Policy with regard to driving on campus by residents.

Overview:

Hebrew SeniorLife's two CCRCs provide a home for independent older people. HSL supports the greatest independence possible, while also providing service and support where needed. Independence in driving contributes to the quality of life of residents, and HSL supports this independence. Thus, we have provided parking spaces for all independent members of our campuses. The physical and cognitive skills that are necessary to drive may decline in old age. In order to ensure the safety of residents, staff, and visitors, we provide guidance and support to residents to help them make decisions to modify or cease driving when and if such skill limitations develop. In extreme cases, where a resident's driving threatens the safety of individuals on our property, we may revoke the right of a resident to drive on HSL property.

Identification of concern:

HSL staff members occasionally receive concerns about a resident's driving ability. These concerns may be raised by any person, including another resident, a staff member, a family member, or other visitors. A concern may be raised for a number of reasons, including a) a resident was involved in an accident, b) a resident was observed to be driving unsafely, or c) a resident has displayed physical or cognitive disabilities that could affect their driving, or any other reasons that raise a concern. In these cases, concerns are forwarded to the Executive Director or her/his designee. The Executive Director will confer with the on-site physician or HSL's physician-in-chief, as well as other staff members as necessary, to make a judgment of the seriousness of the risk to safety, and to take whatever steps are necessary to make a judgment about what steps need to be taken to enhance safety.

Non-immediate Risk:

In the event that the staff team determines that the resident's continued driving constitutes a concern, but not an immediate risk to safety, the Executive Director or physician will arrange a meeting with the resident to share the concern, and consider whether driving modifications or other support is recommended. Driving modifications might include only driving at certain times of the day, i.e. when traffic is sparse, or it is light out, or the weather conditions are good – or may include giving up driving entirely.

If a resident decides to give up driving, the staff member will help the resident to dispose of her/his car and will help her/him to identify alternate means of transportation.

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

If the resident indicates a desire to continue driving, the staff person will provide information on driver safety courses and will assist the resident with obtaining a medical referral to the program. Alternatively, the resident may choose to take a driving test at the Registry of Motor Vehicles, which the staff person will help facilitate.

If the resident takes a driver safety evaluation course, HSL will ask the resident to share the results of the test, and will expect that the resident will follow the recommendations of the program, either to continue driving as before (if they choose), to modify driving, or to cease driving.

If, after meeting with the resident and sharing the concern, the resident chooses to decline any safe driving course or evaluation, the Executive Director will convene a team of staff to determine next steps. Depending upon the potential level of risk posed by the resident's driving, as defined by the staff team, the next steps may involve any of the following: continued efforts to get the resident to attend a driver safety course, consultations with the resident's family (particularly if there is a concern about cognitive issues), a physician evaluation of cognitive and physical abilities, contacting the resident's primary care physician, or other interventions as may be determined to be of help. The on-site team will continue to monitor and make decisions about whether the situation constitutes an immediate risk to safety.

Each time there is a meeting between a resident and staff members regarding driving, the outcome of the meeting will be documented by the staff member. All formal agreements or communications regarding driving privileges will be documented, with copies to the resident and the Executive Director.

Immediate Risk:

In extreme cases, in which the staff team, headed by the Executive Director, determines that the resident's continued driving constitutes an immediate risk to safety, HSL may rescind the resident's right to operate a motor vehicle on campus. If this occurs, the staff will help the resident to dispose of her/his car and will help her/him to identify alternate means of transportation.

Transportation Support:

When a resident decides to modify or cease driving, HSL staff will assist that resident with identification of alternative means of public or private transportation, so that they may enjoy continued independence.

Grievance Policy

Policy:

A commitment to listening to our Members is shared throughout NewBridge. All administrative office doors are open to Members, up to and including the Executive Director's. All management staff is willing to meet with you on a one-to-one basis to settle any grievances amicably. Any grievance presented will not result in retaliation or barriers to services. NewBridge hopes that you will be able to resolve informally any questions or problems you may have. Remember, you are our topmost priority and interest, and we are committed to working out a reasonable solution to any issue that matters to you.

NewBridge has established a procedure to enable you to comment upon your needs as a Member and to settle any grievances or differences you may experience while a Member of NewBridge.

Procedure:

In the event you are not satisfied with the response you received from the management staff, a formal grievance may be filed in the following manner:

- If you have a grievance or dispute having general application to the other Members of NewBridge, you have the right to present your grievance in writing to the NewBridge Independent Living Members Association. The Association will determine if the matter should be discussed with management.
- If you have a grievance that is personal and does not have general application to other Members of NewBridge you may present it directly to management.

If the grievance is not resolved by management to the satisfaction of the NewBridge Independent Living Members Association or the Member, as applicable, the matter may be appealed to the HSL Continuing Care Retirement Community (CCRC) Committee.

The Executive Director is responsible for ensuring that Members' grievances are addressed in a satisfactory and timely manner. Once the Executive Director becomes aware of the grievance, she/he will investigate the issue and report back to you within fourteen (14) days of becoming aware of the issue. If the matter remains unresolved to your satisfaction or involves matters which are beyond the control of NewBridge, the Executive Director will refer you to an appropriate program or service available to you.

At no time does this Grievance Policy preclude you from availing yourself of any other rights.

Motorized Devices Policy

Motorized devices, including motorized scooters, wheelchairs, and similar motor vehicles, may be operated on the premises of NewBridge within specific parameters and providing the following guidelines are met.

The purpose of this Policy, which includes the rules, regulations, and responsibilities set forth below for the use of motorized devices, is to provide a safe environment at NewBridge and promote safety for all Members, yet reasonably accommodate transportation needs and cart users. Members who fail to comply with this Policy governing safe operation of motorized devices will be denied the use of such vehicles while on the grounds of NewBridge.

Members must obtain approval from the Director of Community Life prior to purchasing a motorized device. The Director of Community Life may authorize a motorized device for Members who are unable to independently ambulate if the following criteria are met:

The Member would be fully capable of independent living if the assistance with ambulation were provided.

The Member is physically and mentally capable of managing the motorized device in a safe and responsible manner.

The Member agrees to complete a Motorized Device Operation session conducted by NewBridge.

The Member must abide by this Policy.

NewBridge administration reserves the right to require an annual re-registration for each motorized device, which may include inspection by the Engineering staff to ensure the device is in safe operating condition.

NewBridge administration reserves the right to approve the make of the motorized device purchased to ensure safe access throughout the facility.

NewBridge administration reserves the right to deny any Member the right to operate a motorized device on campus.

NewBridge will maintain a list of motorized device owners, including names, manufacturers, and model numbers.

NewBridge reserves the right to conduct a minimum of a yearly re-evaluation of the Members' ability to use the motorized devices.

Rules and Regulations for use of Motorized Devices

Right of Way

Pedestrians always have the right of way indoors and out. Please use caution when entering or exiting all areas. Allow pedestrians to enter or exit before proceeding.

In congested locations such as the store, mailbox area, beauty shop, elevators and bank, wait until the area is clear. Seek assistance if you are unable to maneuver your motorized device without potentially endangering another Member or damaging any property.

When turning a corner, use caution and be alert for others who may be approaching the corner.

Travel the center of the corridors to avoid persons stepping out of their Residences.

Speed

Motorized device operators should always drive slowly, going no faster than a normal walking pace. In congested areas such as the ballroom and lobby the speed should be 1/2 of a normal walking pace. It is especially important to slow down or stop when approaching doorways and intersections.

Parking

Parking of all motorized devices is not permitted in or around any dining area. Motorized devices must be parked in the designated area selected by the Restaurant manager. If this distance is too far for you to walk, please notify the Restaurant Manager. Motorized device users should always park well out of the way of traffic.

Motorized devices are to be parked in the Member's Residence, not in the building corridors. The Dedham Fire Department does not permit motorized devices to be left in the hallways for any reason.

When parked or charging the battery in the Member's Residence, motorized devices should never block an area that might be needed for emergency response equipment.

Dining Room

Motorized devices may not be used in the Dining Rooms unless pre-approved by Director of Community Life. When making dinner reservations, the resident must inform host staff they are attending in their pre-approved motorized wheelchair. Motorized wheelchairs can be accommodated at designated tables in the Front Dining Room. Scooters cannot be accommodated in Dining Room. A list of residents with motorized vehicles will be maintained by Centro Management.

Great Meadow Hall

Members should park at the back of the room. Motorized devices must not be parked in the aisles. If it is necessary that you remain in your chair, you may sit at the end of the rows opposite the entry. Pedestrians have the right of way. Please allow all pedestrians to enter or exit the room first.

Elevators

After pushing the button to call the elevator, a Member in a motorized device should move away from the doors, permitting those exiting from the elevator to exit safely.

If the elevator is empty, the motorized device should be pulled in at an angle in order to reach the desired floor button. When ambulatory persons are present, motorized device operators should be careful when entering the elevator or wait for the next elevator. Pedestrians have the right of way, please allow them to enter or exit the elevator first. Should there be a crowd waiting for the elevator, it is suggested that the motorized device user wait for the next available elevator.

Out of Doors

When traveling sidewalks and walkways, motorized device users should yield to pedestrians.

Motorized device users should use the sidewalks where possible, and not operate in the auto traffic lanes.

Monitoring and Enforcement:

Management staff will monitor and enforce the rules and regulations of motorized devices on the NewBridge campus. Members and visitors should report any incidents or violations of the Policy to the Director of Member Services for appropriate follow-up action. Actions may include, but are not limited to, revocation of motorized device operation privilege as outlined in this Policy.

Responsibilities of Motorized Device Owners:

1. All motorized devices must be labeled with the Member's name and Residence number.
2. Owners should make arrangements for regular service and maintenance. An annual maintenance contract is recommended. NewBridge staff members are not responsible for performing regular maintenance.
3. Members will be charged for damages incurred by motorized devices. Be aware that lubricating fluids can leak and damage or stain carpeted surfaces. Motorized devices should be stored atop a floor mat.
4. All accidents involving motorized devices should be reported immediately to the Director of Member Services and/or Security in order to assure corrective actions. If an incident occurs, the driver agrees not to drive the motorized device until re-approved by NewBridge administration.
5. It is recommended that each user of a motorized device contact their insurance provider to ensure that there is adequate coverage in the event of an accident involving injury or damage.
6. The only acceptable battery for the motorized device is a gel cell or dry cell battery. The lead acid and the wet cell battery are unsafe and may not be used at NewBridge.
7. If for any reason you are unable to utilize your motorized device you must obtain your own transportation to the commons areas. The Community Care Advisor is available to advise you regarding finding private Care Providers.

NewBridge on the Charles
MOTORIZED DEVICE AUTHORIZATION FORM

Member name: _____

Residence number: _____

Physician recommending motorized device: _____

Motorized Device: Make: _____

Model: _____

Purchase approved by: _____

Orientation given by: _____

I agree to follow NewBridge's Motorized Devices Policy for use of motorized devices. I understand that administration has a responsibility to protect the Members of the Community and may deny my use of the motorized device on the NewBridge campus.

Member signature: _____

Date: ____/____/____

Yearly review:

Date: ____/____/____ Approved by: _____

Date: ____/____/____ Approved by: _____

Date: ____/____/____ Approved by: _____

Date: ____/____/____ Approved by: _____

Date: ____/____/____ Approved by: _____

Date: ____/____/____ Approved by: _____

Pet Policy

NewBridge recognizes the importance of the companionship that a pet provides. The following Policy has been designed with the interests of both pet owners and Members of the Community in mind. Pet owners will be required to sign the Pet Policy as part of their Residency Agreement. For all Members, a reminder of the Policy follows:

1. Aggressive breeds of dogs, such as Akita, Chow, Doberman Pinscher, German Shepherd, Mastiff, Pit Bull, Presa Canario, Rottweiler, Straffordshire Bull Terrier, or Wolf Hybrid, will not be allowed except under very limited circumstances and on a case-by-case basis.
2. No more than two pets shall be allowed in any Residence except under very limited circumstances and on a case-by-case basis.
3. A \$1,000 pet fee (dog or cat only) will be paid upon the signing of this Policy or in your Residency Agreement to defray expenses related to the cleaning services necessitated by the pet.
4. You agree to pay for all damage caused by the pet, including additional cleaning services necessitated by the pet (e.g., soiled or damaged carpeting).
5. Pets must be acclimated to group living and under the Member's control at all times. Residence doors must remain closed to ensure that pets do not wander out.
6. You acknowledge that if a pet threatens any Member, guest or staff of the Community (e.g. jumping, growling, barking), or if a pet creates an undue disturbance or nuisance, you will no longer be able to keep the pet in the Community.
7. Pets are not allowed in indoor public spaces of the Community except when taking the most direct route from the Residence to the outdoors, and except that pets that are certified assistants to the disabled are allowed in such areas.
8. Pets will be on a short leash or in a carrier at all times when outside of the Residence.
9. All pets shall be spayed/neutered and documentation provided to NewBridge.
10. You are responsible for providing recognized standards of care, including the following:
 - Immunizations must be up-to-date and proof submitted to NewBridge.
 - Pets must be on flea, tick and heartworm prevention medication.
 - Pets must be licensed by the Town of Dedham.
 - Pets must be fed, cleaned and groomed appropriately.
 - Residences should be vacuumed frequently and carpets shampooed two (2) times per year.

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

- Pet waste must be picked up and disposed properly.
 - Litter boxes should be kept clean and litter cannot be placed in the toilet or down the disposal.
11. We ask pet-owning Members to provide us with the name of whom to contact to care for their pet in case of an emergency or if the Member becomes ill or is unable to take care of the pet, either temporarily or permanently. It may be necessary to transfer the pet to boarding or kennel at the Member's expense.
 12. Owners of visiting pets are expected to follow the NewBridge pet guidelines.

In the event you do not adhere to the Pet Policy, you will be advised in writing and requested to take corrective action. If problems persist, NewBridge reserves the right to remove the pet from the Residence.

Reasonable Accommodation Policy

It is the policy of NewBridge on the Charles to make reasonable accommodations in its policies and procedures, rules and regulations, as necessary, to permit a Member or applicant with a disability to obtain equal access to NewBridge and its amenities. If it is determined that, as the result of a disability, an applicant or Member is not eligible for admission, continued residence, or access to Community amenities, the individual may request a reasonable accommodation pursuant to this policy.

To request a reasonable accommodation, an applicant or Member should submit the request in writing to the Executive Director. In determining whether a requested accommodation is workable and reasonable, NewBridge may consider, among other things, whether the request places undue burdens on NewBridge or its staff, fundamentally alters its program, or interferes with Members' health, safety, or quiet enjoyment of the premises.

Residence Improvement Policy

After taking possession of their Residence, a Member may arrange to make improvements to their Residence. Each Member must obtain prior written approval from NewBridge on the Charles for such changes. All changes must meet the guidelines described below, and any and all costs or fees associated with the changes, will be the sole responsibility of the Member.

Guidelines:

1. All requests for changes, improvements, furnishings (appliances) or any other substitution that may deviate from the original condition of the Residence must be submitted in writing to the Director of Environmental Services for approval prior to the commencement of any work.
2. NewBridge on the Charles will not allow any change that affects the exterior envelope of the Residence, is visible from outside the premises or has an impact on the structural, mechanical, electrical, plumbing or fire-protection system of the building or project. See Exceptions section below regarding patios.
3. Approval of requested changes will include an addendum to the Residency Agreement indicating if/which improvement could be subject to Member's removal and restoration expense upon vacation of Residence.
4. Unless otherwise agreed in writing, when the Member leaves the Residence, NewBridge on the Charles will make every effort to resell it with the incorporated changes. However, if we are unable to resell the Residence, the Member will be financially responsible to restore the Residence to its original condition at NewBridge's discretion.
5. All approved changes will become the property of NewBridge on the Charles.
6. All requests, if approved by NewBridge on the Charles, will require the submission, in a format acceptable to the Director of Environmental Services, of design plans, specifications, or cut sheets of all material or products to be used.
7. If the Member is requesting minor changes, such as painting, closet improvements, or shelving, the Member would be required only to provide basic information such as paint specification, and/or brand of product to be used. NewBridge on the Charles will still require project and contractor approval. Please refer to item #12 regarding scheduling any work. If the Director of Environmental Services approves the Member's contractor selection, a Certificate of Insurance will still be required.
8. All vendors, contractors, or suppliers must meet NewBridge insurance requirements, and be approved by NewBridge.

NewBridge-on-the-Charles ~ Member Handbook ~ May 2017

9. All work must meet or exceed Local and State requirements, as well as any applicable Local, State, or Federal Building Codes. In addition, the contractors must operate within the rules and regulations established by NewBridge. Said rules and regulations may change from time to time.
10. The Member agrees that their vendor or contractor is responsible for arranging to secure any and all types of permits, certificates of insurance, and pay for any permit fees required, and also that NewBridge (as owner) must sign as the Permittee. Such permits must be presented to NewBridge prior to commencement of work.
11. If any approved change impacts the operational costs to NewBridge on the Charles, (e.g., utilities), the Member may be asked to pay the additional cost.
12. All scheduling of work to be performed in the Residence must be pre-approved and scheduled by the Director of Environmental Services to ensure as little disruption as possible to other Members. Typical holidays will be observed.
13. All vendors, contractors or suppliers must remove construction debris and leave NewBridge premises and property in as-found condition. Failure to do so may result in a service charge to the Member in addition to NewBridge's cost of the work.
14. There will be an administrative fee of 5% of the cost of the work for the review, coordination and scheduling of improvements at NewBridge's discretion.

Exceptions to the Policy:

1. The only hardwood floors permitted at NewBridge on the Charles will be pre-engineered wood with appropriate sound insulation.
2. Cottage patios must conform in size to NewBridge's prescribed dimensions, and must be red paver bricks the same or equivalent to each Cottage front walkway. Engineering plans must be submitted to ensure grade and safety of improvement.
3. The addition of lofts in Cottages that were built structurally "loft-enabled" may be done only through NewBridge on the Charles. No individual contractors will be permitted.