

2025 Avery Point Resident Handbook



Front Desk: 804-542-4000


Avery Point
BY ERICKSON SENIOR LIVING®

FOREWORD

Dear Avery Point Resident,

On behalf of Avery Point staff, welcome to your new home.

The following handbook has been put together as a reference guide for you now and in the future. The handbook will be updated on a regular basis with new copies available for you. We have attempted to include all key information for your use, including rules and regulations of the Community. We welcome any ideas or suggestions you may have for future editions. The handbook is not a contract and Avery Point reserves the right to make changes to the handbook from time to time, including the rules and regulations contained herein.

If you have any questions, never hesitate to contact any of the department directors or managers using the phone list enclosed.

With Warm Regards,

Bryan Bee
Executive Director

Table of Contents

THE ERICKSON SENIOR LIVING EXPERIENCE 7

COMMUNITY LIVING 8

RESPECT FOR RESIDENTS AND EMPLOYEES..... 8

REPORTING COMPLIANCE CONCERNS..... 9

YOUR COMMUNITY..... 9

FRONT DESK 9

ADMINISTRATIVE OFFICES 10

VEHICLE REGISTRATION, PARKING, AND ENFORCEMENT 10

MAIL- USPS..... 11

GENERAL SERVICES- SERVICE REQUESTS..... 12

PETS 12

SPEED LIMIT..... 13

WHEELCHAIRS IN INDEPENDENT LIVING 13

ABSENCES FROM THE COMMUNITY & NON-OCCUPANCY CREDIT:..... 14

VISITORS 15

GUEST ACCOMMODATIONS 15

REGISTRATION OF YOUR EMPLOYEES AND CONTRACTORS 15

ADDING FRIENDS TO OUR MAILING LIST..... 16

ATTIRE 16

SMOKING 16

SOLICITATIONS/FUNDRAISING MATERIALS 17

GIFTS, TIPS, AND GRATUITIES FOR EMPLOYEES 17

AVERY POINT EMPLOYEES WORKING FOR RESIDENTS	17
ELECTRIC MOBILITY VEHICLES (EMV)	17
YOUR HOME	18
CUSTOMIZING YOUR RESIDENCE	18
MAINTAINING YOUR HOME	18
APPLIANCES AND FIXTURES	19
WASHER/DRYER	19
COOLING/HEATING SYSTEM AND SPACE HEATERS	19
TRASH REMOVAL	20
SAFE NEEDLES (SHARPS) DISPOSAL	20
MAINTENANCE REQUESTS	21
UTILITY BILLS	21
BALCONIES/PATIOS	21
STORAGE BINS	22
RENTER’S INSURANCE	22
INSTALLATION OF VIDEO CAMERAS IN INDEPENDENT LIVING	23
FIREARMS, WEAPONS, AND EXPLOSIVES	23
TRANSFERRING TO A DIFFERENT RESIDENCE	23
OPERATING A BUSINESS OUT OF YOUR RESIDENCE:	24
SAFETY	24
SAFETY AND SECURITY	24
EMERGENCIES	25
DAILY ACTIVITY CHECKS	26

FIRE ALARM SYSTEM	27
SEVERE WEATHER	28
POWER OUTAGE INFORMATION	28
COMMUNITY AMENITIES	29
RESIDENT COMMON AREAS	29
FITNESS CENTER	29
POOL AND AQUATICS CENTER	29
COMPUTERS IN THE COMMON AREA/USE OF WIRELESS SERVICES	30
HOUSEKEEPING	30
TRANSPORTATION	30
ELECTRONIC INFORMATION BOARD	30
BEAUTY/BARBER SALON	31
GARDEN BEDS	31
PHARMACY	31
BANK	31
DINING SERVICES	31
CHOICE DINING ACCOUNT	31
DINING VENUES	32
MEALS-TO-GO PROGRAM	33
MEAL DELIVERY SERVICE	33
SEATING	33
VALET PARKING OF ASSISTIVE DEVICES DURING MEALS	33
COMMUNITY ENGAGEMENT	33

THE ROLE OF THE RESIDENT ADVISORY COUNCIL (RAC):	33
RESIDENT LIFE OVERVIEW	34
PHILANTHROPY AND LEGACY GIVING	34
HEALTHCARE	35
MEDICAL CENTER	35
ENROLLING IN THE MEDICAL CENTER	36
FEES AND BILLING	37
THERAPY SERVICES	37
ERICKSON ADVANTAGE	37
CONTINUING CARE	38
FINANCES	39
BILLING INFORMATION	39
APPENDIX A	40
APPENDIX B	42
APPENDIX C	44
APPENDIX D	46
RECEIPT FORM FOR AN EMV	46
APPENDIX E	47
PET OWNER REGISTRATION FORM	47
& PET OWNER'S GUIDELINES	47
Pet Owner's Guidelines	49

THE ERICKSON SENIOR LIVING EXPERIENCE

At Avery Point, the Erickson Mission, Vision, and Values are the backbone of how we conduct ourselves and our business.

Our Mission: We help people live better lives.

Our Vision: To be the most trusted and respected leader in senior living.

Our Values:

We value meaningful relationships.

We seek out and celebrate diversity.

We are friendly and enthusiastic.

We act with integrity.

We strive for excellence.

We are accountable.

We are one team.

COMMUNITY LIVING

We're glad that you've chosen to make Avery Point your new home. As you know, you will be living "in community" when you live at Avery Point. Living in community creates an opportunity to develop deep and meaningful relationships with your neighbors as you share meals, take classes, and participate in activities together.

Community living offers many benefits, but it may also be a new experience for some. You may have neighbors above, below, and on each side of you. No two lifestyles are exactly alike, and your daily activities may be much different than your neighbor's.

Please be aware of any activities (such as excessive noise) that could be unintentionally disturbing your neighbors.

If you have a concern about your neighbor's activities, communicating with your neighbor in a positive fashion is the surest way toward understanding each other's needs and resolving the daily issues that varying lifestyles bring. There is a good chance that your neighbors do not realize the impact they are having on you. If you have made attempts to resolve an issue with your neighbors and feel that the problem continues, please contact Resident Life, who can assist you to problem solve and facilitate dialogue with your neighbor.

RESPECT FOR RESIDENTS AND EMPLOYEES

Avery Point promotes and upholds an employee code of conduct founded upon respect for residents, their families and other employees. It obligates each employee to treat individuals with dignity, to recognize and value diversity and to refrain from any treatment which violates inherent personal rights. Any employee who breaches this code of respectful conduct will receive corrective action appropriate to the offense, up to and including termination of employment.

Residents are asked to reciprocate this behavior in their relations with employees and other residents. Avery Point does not condone any action, verbal or non-verbal, toward an employee or resident which breaches normative standards of respectful behavior. Actions, comments, and/or innuendo which deviates from accepted social codes of conduct or which could be construed and/or interpreted as being derogatory, discriminatory or harassing will not be tolerated. In addition, residents should respect privacy of other residents and employees both in person and on-line in social media. Residents should not take photos, video or audio recordings or post any such photos or recordings without consent. Failure to observe this code of conduct is a serious offense and will be investigated by the Community.

REPORTING COMPLIANCE CONCERNS

If you believe you observed unethical, illegal, or suspicious behavior in the community, we ask that you report the concerns to us.

There are a variety of ways to report your concerns, including contacting the leader of the department from which your concern arises, the Executive Director's office, or the Associate Executive Director who serves as the liaison to our Corporate Compliance department.

Another option is the Erickson Values Line, available 24/7 at 844-569-1392 or visit ericksoncompliance.ethicspoint.com. If you prefer, you can remain anonymous on the call or web submission.

Any action that potentially violates state or federal laws or our policies should be reported, such as violations of the privacy of sensitive information of residents or employees, mistreatment of a resident, concerns about workplace treatment, clinical documentation or billing concerns, or other compliance concerns.

Our non-retaliation commitment: We prohibit any form of retaliation against a resident or resident family member who uses the reporting system in good faith.

YOUR COMMUNITY

FRONT DESK

The Front Desk, located on the first floor of the Emerson Square Clubhouse, is a central point of activity at Avery Point. The front desk is staffed from 8am-8pm, seven days per week. We are always happy to assist you.

Residents may telephone the Front Desk to be connected with all staff members and departments. The following are some of the many transactions and services available at the Front Desk:

- Visitor Check-In
- Package Delivery and pick-up (for safety reasons, we cannot accept or hold pharmacy deliveries)
- Inter-office mail
- Notification of absence from Avery Point
- Complimentary Faxes
- Complimentary copying (copy limits may apply)
- Wheelchair usage (same day use and return required)

ADMINISTRATIVE OFFICES

The Administrative Office, including the offices of the Executive Director, Associate Executive Director, Finance Director, and Resident Life Director, is located near the front desk in the Emerson Square Clubhouse. Office hours are Monday through Friday from 8:30am-5pm. We welcome every opportunity to assist you.

VEHICLE REGISTRATION, PARKING, AND ENFORCEMENT

Avery Point is a community of residents, employees, and visitors. All should be mindful of the needs of everyone who lives, works and visits here. All residents, employees and visitors are expected to follow this policy.

Vehicle Registration

Registration takes place during the move-in process but residents may contact General Services anytime to register a vehicle, update vehicle information, or to cancel a registration. Upon disposal of a vehicle, residents must inform General Services and remove the registration sticker from the vehicle.

Parking Designations

Avery Point welcomes residents with personal automobiles on campus. Each household with a car will receive one reserved, assigned parking spot. Residents who wish to have their assigned spot in a carport can do so for a fee by making arrangements prior to move-in. Households with more than one occupant may bring one car per household member. Second cars may or may not have an assigned spot, based on availability. Staff will inform residents in which lot to park their second car; a second spot in the parking lot assigned to the building in which the resident resides is not guaranteed. Additional unreserved spots are available for the parking of staff, visitors and contractor vehicles.

When residents give up their vehicle, they should notify General Services within 14 days.

Unfortunately, we do not have space for RVs, boats and campers. Residents are not allowed to keep these types of vehicles on campus. Personal golf carts are not allowed on campus.

Parking Enforcement

Please observe the following guidelines relating to resident vehicles:

- Vehicles must display current Avery Point registration stickers
- Vehicles must have a valid state registration and license plates
- Vehicles must be kept in working order

- Vehicles which are disabled and/or unregistered may be towed at the owner’s expense
- Family members and other visitors may not park in “Resident Reserved” parking areas
- Vehicles that violate the Avery Point parking policy will be subject to corrective action by Management including citations issued by Security with monetary fines. Residents will be financially responsible for fines incurred by their visitors or private contractors

MAIL- USPS

U.S. Mailboxes are located at the terrace level or 1st floor of your building. Your mailbox is numbered to correspond with your residence number. You are issued two keys for the mailbox at move-in. Additional or replacement keys may be obtained for a fee by contacting General Services (refer to the ancillary fee schedule).

The U.S. Postal Service will place all mail that is properly addressed in the mailboxes. Delivered items that are too large for the mailbox will be held for you as an accommodation at the Front Desk, and the hospitality associate will notify you.

When submitting your change of address, please remember to include your residence number. Mail that is not properly addressed with your residence number may end up delayed or undeliverable.

Your New Address will appear as does the example below:

Mr. and Mrs. _____
 _____ (Street Name), Apt. # _____
 Richmond, VA 23233

Building Name	Street Address
Emerson Square	1000 Avery Point Way
Fulton Landing	3000 Avery Point Way
Stafford Glen	9000 Avery Point Way
Langham Terrace	7000 Avery Point Way
Boynton Place	5000 Avery Point Way
Wilton Crossing	11000 Tustin Ridge Lane
Preston Woods	6000 Avery Point Way

Please contact the Front Desk if you have any questions regarding your new mailing address.

GENERAL SERVICES- SERVICE REQUESTS

The General Services Team is here to assist you with your needs! Here are some examples of services we can assist you with:

- Maintenance Requests
- Reserved Parking Requests
- Storage Bin Requests
- Pest Control Requests
- Replacement Keys
- Residential Housekeeping Services
- Personal Assistance (picture hanging, furniture moving, etc.)

To submit a service request during normal business hours Monday-Friday 8 a.m. to 4:30 p.m. please call your General Services team at 804-542-4030.

Requests can be submitted anytime using the GS Service Request form on MyErickson app.

If your request is an emergency/safety issue and outside of normal business hours, please call the Front Desk at 804-542-4000.

There is no charge for scheduled, preventative maintenance of community-provided fixtures and appliances within your residence. Requests for personal assistance with hanging pictures or mirrors, moving furniture, etc. may be provided for a fee (refer to ancillary fee schedule).

PETS

Residents are welcome to bring their pet when moving into Avery Point. Before bringing pets, residents should consider that the community is a large, active space with many residents, employees and visitors, and not all pets are well-adapted to the environment. Residents should be mindful of space reasonably needed for larger pets, and also should be aware of any local regulations that require a special kennel or breeder's license for a larger number of pets which Avery Point cannot fulfill. Receptacles and bags for dog waste may be provided. Please respect your residence and the community when walking your pet outside. Please be aware of the following guidelines:

- **Pets must be on a leash or in a cage at all times once you leave your residence.**
- When receiving visitors in the residence (ex: nurses, housekeepers, etc.), consider caging or leashing your animal for the visitor's comfort.
- Indoor walking of pets is not allowed in the hallways or Clubhouse; however, pets are allowed in the hallway so long as the owner is taking the most direct route to the nearest exit.

- Please bring a pooper-scooper and/or plastic bag for immediate cleanup of pet waste. If available, please use the Pet Pal Stations around campus with bags and a receptacle for waste. (Please dispose of properly.)
- Please avoid high traffic areas.
- Pets are not permitted to sit on the community furniture.
- Pets are not allowed in the Fitness Center, Restaurants, Hair Salon, or offices.
- There are exceptions to the above guidelines for Service Animals and exceptions may be considered, on a case by case basis, for assistance animals.
- All pets must be registered with the Resident Life Department. Upon registration, pet owners will receive a more detailed pet policy.
- For Communities with a dog park, those who use the park should follow the Dog Park Rules (i.e., “Dogs must be leashed while entering and exiting the park; Never leave your dog unattended; Owners must clean up after their dogs; All dogs should be up-to-date with vaccinations; Owners are responsible for the behavior of their dogs at all times”).

For more information regarding Avery Point’s pet policy, please see Appendix E of the Resident Handbook or contact Resident Life.

SPEED LIMIT

Avery Point enforces a maximum speed of 15 mph on campus. Pedestrians always have the right of way and are asked to use the sidewalks whenever possible.

Please notify your guests of this important policy.

WHEELCHAIRS IN INDEPENDENT LIVING

A wheelchair is a manually-operated or power-driven device designed primarily for use by an individual with a mobility disability for the main purpose of indoor, or of both indoor and outdoor, locomotion.

For those who have a manually-operated wheelchair, but are unable to self-propel it, there are a few options for attendant assistance:

(a) Residents may hire an outside homecare agency or individual contractor to provide the transport; or,

(b) Residents may recruit family or friends to provide the transport.

Please note that the Security team is unable to provide wheelchair transport for normal daily activities (ex: to the restaurants, hair salons, convenience stores, or other discretionary activities, etc.). Residents are encouraged to utilize one of the other options above for wheelchair transport as needed.

For additional guidance, please see the paragraph on Electric Mobility Vehicles (“EMV”).

ABSENCES FROM THE COMMUNITY & NON-OCCUPANCY CREDIT:

Please remember to sign out any time you are going to be away from the community longer than 24 hours. Accurate records of residents are critical should an unanticipated emergency arise. We ask that you do so at least 48 hours in advance.

You may sign out by completing and submitting a Leave of Absence Form one of two ways:

- A paper Leave of Absence Form may be completed and submitted in-person at the Front Desk; or,
- An electronic Leave of Absence Form may be completed and submitted using the My Erickson app.

For your safety and security, we cannot accept Leave of Absences by phone or email. We also cannot accept forms that are incomplete including not having a return date or missing an authorized signature. Forms may be completed and submitted by your Authorized Representative if they have the legal authority to act on your behalf.

Disclaimer: Security and Emergency Services conducts daily latch checks for your safety and security. Your unit will not be checked while you are away from the community.

Please remember the following:

It is your responsibility to arrange for pet care or other needs while you are away including providing your trusted agent with access to your residence. Security and Emergency Services will not provide access in your absence.

Friends and family members may not stay in your residence while you are on leave from the community.

Your leave of absence will end automatically on the return date and daily latch checks will resume. If you need to extend your leave, you will need to submit a new form. For safety reasons, we cannot accept leave extensions by phone.

If you return earlier than expected, you must contact Security & Emergency Services to notify them of your early return for daily latch checks to resume.

Notifying the Front Desk of any extended absences will ensure that you receive your non-occupancy credit on your monthly statement.

When you are away from your residence for an extended period of time, you may receive a non-occupancy credit per day. The non-occupancy credit, if appropriate, will automatically

calculate from the census information and reflect on your monthly statement. Under our current policy, the non-occupancy credit begins on the 31st consecutive day that you are away from your residence. This includes hospital leaves, personal leaves and days spent in Continuing Care. The date of return is not credited since the resident has returned to the residence. The amount of the non-occupancy credit is included in the ancillary fee schedule each year. The Community reserves the right to revise the amount of credit and has discretion with the policy.

VISITORS

A visitor registration book is located at the Front Desk. Please ask all visitors to sign in upon their arrival. Accurate records of visitors are critical should an unanticipated emergency situation develop.

GUEST ACCOMMODATIONS

Avery Point welcomes overnight guests in a residence within reasonable parameters—typically 30 overnights maximum per guest per residence (unless permission is sought and received in writing from the Executive Director for exceptional circumstances). Please note that if the resident is traveling out of the area, friends and family shall not be staying overnight at the residence in the resident's absence. Overnight guests shall follow all community guidelines related to parking and the use of resident amenities such as the Fitness Center, library computers, the pool, etc.

REGISTRATION OF YOUR EMPLOYEES AND CONTRACTORS

Although Avery Point provides most of the services you may need, residents have the right to hire their own employees and contractors to provide services in their residence.

For the Avery Point Security Department to track entrance to the community, all regularly scheduled and non-regularly scheduled resident employees, contractors, or vendors must register with Avery Point and must obtain approval before conducting any work within a residence. Registration must be completed at least seven days prior to the start of work. Failure to complete the registration process may result in delays or denial of access to the community. The process begins with a call to the General Services Department.

Avery Point has the right, but not the obligation, to require the resident's employee or contractor to provide or submit a criminal background check, proof of adequate liability insurance and/or request references. A contractor or employee may be denied access to the community upon failure to abide by Avery Point policy and procedures for the safety of the community or if a criminal background has been determined. Please contact Human Resources for more information on criminal background checks.

- a. If you hire an employee/contractor, you may be responsible for paying social security taxes, unemployment insurance, over-time pay, and for withholding state and federal taxes from the employee's paycheck in accordance with the law.
- b. If you hire an employee/contractor you may be responsible for obtaining workers compensation insurance. If your employee/contractor is injured on the job or in your residence, you may be liable. Avery Point is not responsible for such injuries to your employee/contractor.
- c. If you hire an employee/contractor, you may be responsible for providing an I-9 form per requirements of the U.S. Department of Homeland Security, documenting your employee's employment authorization.
- d. Avery Point is not responsible for providing substitute staff due to the absence of your employee/contractor.
- e. If you hire an employee/contractor, you are liable for the actions of that contractor including but not limited to any damages to the Avery Point property or the property of other residents or employees caused by your employee/contractor while at Avery Point.

ADDING FRIENDS TO OUR MAILING LIST

If you have friends who would like to learn more about Avery Point, please call the Sales Office. If you would like, we can send an information kit or we can add names to our list to receive future issues of our publications and invitations to special events.

ATTIRE

Appropriate attire is requested in the Clubhouse for all residents, employees, visitors and guests. Please be sure that you and your guests wear shoes and a shirt while in the public areas on campus. If you are returning from a swim, please wear shoes or sandals and an appropriate cover-up as you pass through the public areas of the buildings. A dress code may be established by residents for specific dining venues or events.

The dress code does not apply to children under age eleven, nor on special days such as Memorial Day, Fourth of July, and Labor Day, and during family-friendly events.

SMOKING

Avery Point supports a smoke-free environment and has a non-smoking policy for the community. Residents may not smoke in common areas nor in their residence. This policy also applies to resident guests, visitors, and contractors while in the community.

SOLICITATIONS/FUNDRAISING MATERIALS

Avery Point is extremely selective about solicitations from residents and few are allowed unless related directly to Community business.

To place solicitations or fundraising materials of any sort (flyers, sign-up sheets, collection boxes and any publications) within the community, you must obtain approval from the Resident Life staff who can provide you a copy of the Solicitation policy. Otherwise, residents should not distribute solicitations to others by leaving on package shelves, at or under resident doors, or other non-approved methods.

GIFTS, TIPS, AND GRATUITIES FOR EMPLOYEES

Avery Point has a very firm policy prohibiting staff members from receiving gifts, tips or gratuities from any resident or guest. This policy provides protection in a number of ways:

- For employees who are equally deserving but not as visible as those to whom tips might become a subsidy
- Residents from being taken advantage of
- Residents who cannot afford to tip

Employees who accept tips from residents do so at the risk of their job, so your cooperation in this area is very important. If you wish to recognize the dedicated work of our excellent staff, you are encouraged to do so by contributing to the annual Staff Appreciation Fund which is distributed during the holidays to all hourly employees. For more information on the Staff Appreciation Fund, please contact Resident Life.

AVERY POINT EMPLOYEES WORKING FOR RESIDENTS

Avery Point spends significant time recruiting and training its employees. Residents are not permitted to hire Community employees and Community employees are not permitted to work privately for residents, either directly or indirectly through another agency.

ELECTRIC MOBILITY VEHICLES (EMV)

Residents may find electric mobility vehicles (power wheel chairs and electric scooters/carts, collectively "EMV") to be useful tools for maintaining mobility and independence in the face of increasing physical challenge. Experience has taught us that education and training in the safe operation of such vehicles is necessary to protect everyone who utilizes community space. Please note that not every EMV can be transported in community shuttles.

As a result, we have developed a specific policy designed to balance reasonable accommodations (for residents operating EMVs) with the safety of the general community. This policy covers Acquiring an EMV (Appendix A), Rules of the Road (Appendix B), Safety & Enforcement (Appendix C), and Receipt Form for an EMV (Appendix D) to acknowledge that the policy has been received and reviewed. All the Appendices can be found at the back of this document.

YOUR HOME

CUSTOMIZING YOUR RESIDENCE

Feel free to decorate your residence to your own taste by hanging draperies or blinds, painting, wallpapering, or putting up pictures. Be aware, however, that restoring your residence to its original condition upon re-sale will incur additional expenses to you or your estate.

If you wish to make changes yourself or hire an outside contractor, Avery Point must approve changes to your residence in writing. Even small changes can present long-term problems. Please contact General Services to begin the approval process. Avery Point reserves the right to inspect your residence before, during and after such improvements, to enforce its regulations concerning alterations to your residence.

All work performed in your residence must be completed by licensed contractors. Residents must register their contractors with the community prior to beginning work. We request that all documents be provided to General Services two weeks prior to any scheduled work. For further explanation and a copy of the Request Form, please call General Services and review the "Registration of your Employees and Contractors" section of the handbook.

Please note, if you hire an outside contractor, that contractor is responsible for repair of the item(s) they have provided for you. If you call General Services to repair any items completed by an outside contractor, you will incur a charge for maintenance or contracted service. Please refer to the Ancillary Fee Schedule for the current maintenance charge.

MAINTAINING YOUR HOME

You are responsible to maintain your residence in reasonably clean and sanitary condition. Please dispose of trash and recycling in proper receptacles for routine disposal. You should also clean up after any pets that you may have and be responsible for appropriate disposal of their waste by cleaning litterboxes, cages, etc. Please try to store your possessions appropriately in the residence and maintain open lanes of travel. If you need assistance with tasks such as housekeeping or downsizing of clutter, please contact General Services who may provide such assistance for a fee (Refer to the ancillary fee schedule). If you observe a pest control concern in your residence, please report this to General Services as soon as possible.

APPLIANCES AND FIXTURES

Every residence is equipped with a climate control system and thermostat. If you have trouble regulating the temperature within your residence, please contact the General Services office for assistance.

The General Services Engineering staff will change the filter in your residence's system at a frequency consistent with the manufacturer's recommendation. To have the filter changed more frequently, please contact the General Services office. Additional fees may apply for this service (refer to the ancillary fee schedule).

WASHER/DRYER

Be careful not to overload the washer. When you overload your washing machine, you put extra strain on your appliance. Because everything is overloaded into the drum, clothes will not be free to move around and get evenly clean. In addition, an excessively heavy load will put stress on the bearings of your machine, which in turn could cause premature appliance failure.

It is important to clean the lint filter in your dryer before or after each use. Keeping the lint filter clean reduces the risk of fire, dries your clothes faster and helps the appliance last longer. Be sure to reinsert the lint filter before operating the dryer.

If you have questions about how to operate any of your appliances or fixtures, contact General Services. A staff member will advise you by phone or will come to your residence for a demonstration. Many of these appliances and fixtures may be new to you, so please do not hesitate to ask for assistance.

COOLING/HEATING SYSTEM AND SPACE HEATERS

Every residence is equipped with a climate control system and thermostat. If you have problems regulating the temperature within your residence, please contact the General Services office for assistance.

The General Services staff will change the filter in your residence's system at a frequency consistent with the manufacturer's recommendation. To have the filter changed more frequently, please contact the General Services office. Additional fees may apply for this service (refer to the ancillary fee schedule).

Due to safety-related concerns, **space heaters are not permitted.**

TRASH REMOVAL

Residents of Avery Point must take their trash/recycling to the resident trash room on their floor. Plastic bags are required for trash. Please flatten any boxes. Housekeeping will pick up the trash/recycling bins daily Monday through Friday at minimum. Heavy or bulk trash (furniture, TV's, etc.) will be picked up from your residence for a fee (refer to the ancillary fee schedule). Call General Services to schedule pick up.

SAFE NEEDLES (SHARPS) DISPOSAL

If you use needles, syringes or lancets (aka "sharps"), please dispose of them properly.

Step 1 — Put used sharps in a strong, plastic container

The U.S. Food and Drug Administration (FDA) recommends that used needles and other sharps be immediately placed in FDA-cleared sharps disposal containers. These are red plastic sharps containers generally available from pharmacies, medical supply companies, and online.

You may also choose to purchase a mail-back sharps kit from CVS (onsite at most Erickson Senior Living Communities) or Stericycle by calling 1-866-783-3155 or via online ordering: <https://store.stericycle.com/store/medical-waste-mailback/sharps-disposal/>

If an FDA-cleared container is not available, place used sharps in a strong, plastic container, like a laundry detergent or bleach bottle. The container should be leak-resistant, remain upright during use, and have a tight-fitting, puncture-resistant lid.

Step 2 — Container disposal options

Drop box or collection points for FDA-cleared sharps disposal containers

Sharps users may be able to take their filled sharp container to appropriate collections sites, which may include hospitals, health clinics, pharmacies, health departments, community organizations, police and fire stations, and medical waste facilities. Services may be free or have a nominal fee. **Never discard these red sharps containers with the household trash!**

You can find local regulations and disposal options by visiting <https://safeneedledisposal.org/>

Mail-back Programs

It is important to follow the manufacturer's instructions included with the disposal container, as these programs may have specific requirements for mail-back.

Household disposal for plastic laundry detergent or bleach containers

Once used sharps have been placed in a strong, plastic container, like a laundry detergent or bleach bottle, seal the container and then place it in your household trash.

Sharps should NEVER be thrown loosely into the trash or toilet;

Sharps should NEVER be recycled;

Sharps that retract after use, or are very small, should be disposed of like all other sharps.

You may also contact the Medical Center with questions on the proper disposal of needles, syringes and lancets (aka “sharps”).

MAINTENANCE REQUESTS

You can request maintenance for your residence in one of the following ways:

- MyErickson app (preferred)
- Call or visit the General Services Offices
- Call or visit the front desk (for emergencies or after hours)

There is no additional charge involved with general maintenance of community-provided fixtures and appliances within your residence. However, should you request personal assistance in hanging pictures or mirrors, moving furniture, etc., a labor cost will be incurred. Contact the General Services Department for a copy of the Ancillary Fee Schedule for maintenance rates. All charges are billed to your monthly statement.

UTILITY BILLS

All charges for your use of utilities are included in your monthly fee, with the exception premium cable service. If you should accidentally receive a bill from a utility company, please bring it to the Finance Department for assistance.

BALCONIES/PATIOS

In order to preserve the aesthetic integrity of the community, we ask that you maintain a neat and tidy appearance of your balcony or patio at all times.

Restrictions

- Due to fire code requirements, grills, hibachis, or any other similar devices used for cooking, heating, or any other purpose are not allowed to be used or stored on balconies or patios

- Birdbaths or bird feeders on balconies or patios are not permitted as these may attract rodents or other pests
- Balconies and patios should not to be used for drying laundry, political / campaign signs or messaging, hanging antennas (unless permitted by local law), banners, flags or holiday decorations, and storing of bicycles or other unsightly storage
- Due to safety considerations, planters mounted on top of or outside of balcony railings are not permitted
- Dumping or throwing anything off of balconies is not permitted
- Unapproved custom exterior features are not permitted

Custom exterior features must be approved in writing by the Executive Director. This consists of any addition, item, product, or feature that is added to the designated exterior space of your residence. Examples of this type of feature could be, but not limited to: patio coverings, patio extensions, patio screens, hard structures, fences, barriers, pathways or walkways, electronic awnings, etc. Please contact General Services for any inquiries regarding custom exterior features and we will be able to assist you.

Patio Planting

For residents with patios, we encourage the planting of small, low growing, flowers, plants or shrubs around your patio – no more than two (2) feet away. Planting trees is prohibited as their root systems create problems for patio foundations. You are responsible for maintaining your own planting areas. Please contact General Services prior to doing any planting so a staff member can assist you with identifying acceptable planting areas and review responsibilities for maintenance. General Services may be able to help you, if needed, with your planting for a reasonable fee – refer to the ancillary fee schedule.

STORAGE BINS

Every unit comes with an assigned storage area. You will be shown to your storage area upon move in. A limited number of additional storage bins are available for an additional fee. Please contact General Services for information regarding storage bins. You must have a padlock to secure your bin. See the Ancillary Fee Schedule for monthly rates.

RENTER'S INSURANCE

Renter's insurance, including personal liability insurance, is required for all residents in order to protect the contents of their residences from loss or damage to furniture, clothes and valuables and including personal liability coverage. The insurance should also cover storage bins. Please confirm this with your insurance provider.

Avery Point has building insurance for the physical structure of the community.

INSTALLATION OF VIDEO CAMERAS IN INDEPENDENT LIVING

Avery Point permits installation of video cameras upon request of a resident, or such resident's authorized representative, living in an IL unit. The resident must register the camera with General Services and receive approval prior to installing and activating any camera. The camera may only record the interior of the requesting resident's IL unit and may not include exterior views (hallways, balconies or patios, through windows, etc.). The camera view may not include areas where the resident or assigned Company employees would reasonably expect privacy, such as a bathroom.

FIREARMS, WEAPONS, AND EXPLOSIVES

Residents may choose to maintain firearms and/or ammunition in their Independent Living Units. The Resident is fully and solely responsible for compliance with all federal, state, and local laws for possessing, maintaining, and carrying firearms. Residents who maintain firearms should regularly check with local law enforcement for compliance guidelines and requirements (e.g. stored unloaded, locked, and separate from ammunition). Avery Point, its member/owner, management, and their respective personnel and employees are not responsible for soliciting information about ownership of firearms, registering such firearms, notifying other residents of the existence of firearms, or assuring or verifying that residents who own firearms or weapons are in compliance with the rules and regulations of Avery Point or applicable federal, state, and local laws and regulations. No person, including Residents, their guests, or family members may display, possess or carry any firearms or other weapons (real or perceived as such) in any common areas or Continuing Care areas of the Community. Avery Point regards the possession, display or carrying of firearms or other weapons in such areas to be inconsistent with its image as a senior living community and potentially unsafe. Firearms and weapons are likewise not permitted at resident functions or public events (e.g. restaurants, cafes, resident computer rooms, town hall meetings, and the like). The sole exceptions for display, carrying or possession of firearms in common areas are: (i) a Resident may transport firearms through public areas from his/her Independent Living residence to his/her vehicle and only by the most direct route for entrance or exit, or (ii) with the prior written consent of the Executive Director. No persons, including Residents, are permitted to have explosive materials in any areas in the Community. Violation of this rule may result in action by the Community, including termination of residency, and also may result in referral to law enforcement authorities.

TRANSFERRING TO A DIFFERENT RESIDENCE

If you would like to move to a larger or smaller residence, please call the Sales Office and schedule an appointment with the Sales Counselor.

OPERATING A BUSINESS OUT OF YOUR RESIDENCE:

The Community allows residents to operate a small business when they move to the Community or begin a small business after they move in. For safety and security reasons, residents are not permitted to operate a business within the common areas at the Community, or use common areas to advertise their businesses, unless they receive explicit permission from the Executive Director. As a courtesy to other residents, businesses which require special equipment or vehicles, involve hazardous materials or create nuisance or unusual noise or other disturbances, are prohibited. Other than restrictions for safety, health and consideration to others, the Community does not oversee resident businesses and is not responsible for any claims relating to a resident's business. Resident must procure and maintain adequate business liability insurance. Upon request, resident must produce evidence of such insurance to Community representatives.

SAFETY

SAFETY AND SECURITY

Avery Point has uniformed Security and Emergency Services Officers on duty 24 hours a day, 7 days a week. The officers make periodic rounds throughout the community for your safety and security. Please contact the Security to report any safety or security concerns.

You can help us by:

- Keeping your residence door locked
- Letting us know when you will be away from the community
- Closing any exterior door you find open
- Not blocking your residence door or installing door locks that prevent Security from entering your residence to assist if there is an emergency

Speed and Traffic Safety

Avery Point enforces a maximum speed of 15 mph on campus. Security monitors speed and traffic safety on campus and may take enforcement action against those who exceed the speed limit, fail to obey posted traffic signs, and other unsafe driving behavior

Please notify your guests of this important policy.

Candles / Open Flames

For the safety and security of everyone, burning candles, lanterns or any other kind of open flame devices is not permitted.

Hazardous Materials, Chemicals and Paint

For the safety and security of everyone, storage of hazardous materials, including flammable chemicals (other than aerosol sprays or cleaners), within residences or storage bins, is not permitted.

Paint, paint thinners, acetone and other related chemicals are permitted within your residence in quantities normally associated with artistic painting. Quantities larger than a pint should not be stored.

Keys

One badge and one mailbox keys are issued to each resident upon moving. The badge provides gate access, exterior door entry, and access to your residence. If you require additional residence door keys and/or mailbox keys, please contact General Services. The cost of a replacement badge for residence door and exterior door access is listed in the Ancillary Fee Schedule. Badges are limited to one per resident and must not, for any reason, be duplicated or given to friends, relatives, or employees. Please report lost or missing badges immediately to security.

Special Locks

The Security Department, upon being notified of a resident's death (if there is no surviving spouse or second occupant), will limit access to the residence unless the resident has previously authorized an individual to enter the residence by completing the "Authorization for Entry to Living Unit" form.

The residence will remain secured until the authorized party (Administrator of Estate (AOE), Trustee of Trust if personal property belongs to trust) presents proper documentation appointing him or her as the authorized party (AP). Information regarding changes in Executors/Representatives should be provided to Resident Life.

EMERGENCIES

In the event of an emergency, we request you use one of the below options so that emergency services can be promptly dispatched to your location:

•**Call Security:** This is preferred if you are able to access your telephone since it allows our Security Dispatcher to determine the type of emergency and send you the appropriate help.

•**Emergency Pull Cord (in your residence or common area):** The emergency pull cords are connected to a central alarm station at Security Dispatch and should ONLY be used to obtain assistance in the event of an emergency.

•**Emergency Pendant (OPTIONAL - If you have one):** Emergency pendants are also connected to a central alarm station at Security Dispatch and should ONLY be used to obtain assistance in the event of an emergency. A pendant is a wireless device that you wear around your neck, or wrist, that allows you to request emergency assistance when unable to reach a pull cord or call for help by phone. These devices may be purchased for a fee (refer to the ancillary fee schedule). For more information, or to obtain an emergency pendant, contact General Services.

You always have the option of calling 911, if you feel that is appropriate. However calling 911 directly will summon outside responders only. Calling Security or utilizing the emergency pull cord, or pendant, will enable our Security and Emergency Services staff to respond immediately to assist you and help coordinate Police, Fire and EMS responses directly when needed. Our Security and Emergency Services staff works closely with the local Police, Fire and Emergency Medical Services to provide any services that you require.

In the event of a medical emergency, it is critical that responding Security or Emergency Medical Services staff have important medical information readily available.

Therefore, we ask you to:

- Keep your File of Life posted and visible on your refrigerator. If you have a Do Not Resuscitate Order (DNR), keep a copy with your File of Life.
- Review and update your File of Life every six (6) months.
- Contact Resident Life if you have any questions regarding the File of Life.

For Emergency Assistance In Public Areas, Dial *1

If you ever need emergency assistance while traveling through our community buildings, go to any public community phone and dial *1. In addition to our current methods in place, this is just another way you can be instantly connected to security personnel who will come to your aid. *1 is available to residents, visitors, and employees. Please note that a label is displayed on all public phones that have this functionality. Be sure to share information about *1 with family members and friends who regularly visit our community so they know what to do in the event of any emergency.

DAILY ACTIVITY CHECKS

There is an electronic security connection to each residence front door. The purpose of this connection is to verify your safety, health and well-being each day. The system automatically “sets” the connection at 5:00 a.m. each day. If you have not opened your front door each morning prior to 11:00 a.m. and you are not listed as “away,” Security will knock on your door. If there is no response after knocking, Security will telephone your residence. If there is no response after calling and knocking, Security will enter your residence to check on your safety, health and well-being. The Officer will announce their presence upon entry. If no one is home,

they will secure your residence and leave a door hang tag to let you know that they entered your residence during morning check-in.

FIRE ALARM SYSTEM

Our community is protected by state of the art smoke/fire detection devices and alarms systems. In the event of a fire alarm activation, Security and Emergency Services will immediately respond to determine the cause of the alarm. The Fire Department will also respond.

During a fire alarm activation, the fire doors in the hallways will automatically close. Residents should not use elevators unless they are under the control of the Fire Department or until the “all clear” has been given.

If you are in your residence when the alarm activates:

- Remain Calm. Exit your residence. Place your EVACUATION hang tag on the outside door handle to your residence. Use the hallways to access the stair towers. Take the stairs to the exit and walk carefully to the staging/gathering area.
- If you see or smell smoke, place a wet towel under your residence door to prevent the smoke from coming into the residence and Call 911.
- If you are unable to evacuate, Call 911.
- An “All Clear” will be sent using the Emergency Mass Notification System when it is safe to return.

If you are not in your residence when the alarm activates:

- Remain Calm. Move toward the exit. Assemble at the predetermined staging/gathering area.
- An “All Clear” will be sent using the Emergency Mass Notification System when it is safe to return.

If you observe smoke or fire in your residence:

- Leave your residence immediately, shutting the door behind you.
- Locate and pull the nearest fire alarm pull station, Call 911.
- Calmly exit the building and report to the nearest staging/gathering area.
- Never use the elevator during a fire.

THE MOST IMPORTANT THING TO REMEMBER DURING A FIRE IS TO STAY CALM!

SEVERE WEATHER

In the event of a severe weather emergency, we will take measures to provide you with information and direction; however, some warnings give little notice. The structures in our community are designed to withstand many severe weather events in our area. When severe weather occurs, shelter-in-place, staying away from windows and doors. If you are outside, seek shelter immediately. You will be notified when the all-clear is given.

POWER OUTAGE INFORMATION

The community is equipped with an emergency generator that should activate soon after a power outage. Once on emergency power, the following systems will normally be working:

- Emergency Pendants, Pull Cords and Fire Detection Systems
- Hallway/Stairway Emergency Lighting
- One (1) elevator per Residential Building
- Regular corded telephone that plugs into a wall jack

There are RED outlets throughout the community that will work during power outages. These are specifically designed for persons that need constant power, i.e. persons using home oxygen or other life support equipment. **If you have a device that needs to be plugged in, please contact Security and Emergency Services for assistance.** We advise that you purchase and safely store a long power cord that will connect your device to the designated RED outlets in the hallway. There are limited outlets so we will prioritize life support/safety equipment.

Once on emergency power, the following systems will **not** work in your residence building:

- Residence Heat/Air Conditioning
- Residence Electric
- Hot Water

During a power outage, please turn the thermostat to OFF. Feel free to turn it back on once power is restored. It will take approximately 10 minutes for the compressor to kick back on. Also be sure to keep your refrigerator and freezer doors closed.

DO NOT use candles or open flames during a power outage. Please have battery operated flashlights or lanterns and extra batteries on hand in the event of a power outage.

If the community determines that the main power may be out for an undetermined amount of time, you will be provided with additional information and direction.

COMMUNITY AMENITIES

RESIDENT COMMON AREAS

Avery Point provides a variety of public activity areas where residents can hold meetings, classes and special events in pursuit of their interests and hobbies. These rooms are often scheduled for classes and activities arranged through Resident Life, but are also available for your individual use. These rooms can be reserved by calling or emailing Resident Life.

FITNESS CENTER

The Avery Point Fitness Center is located on the first floor of Emerson Square Clubhouse. The Fitness Center serves as the hub of our Fitness Department. The Fitness Center contains strength and cardio-fitness equipment. Individualized sessions with our Fitness staff are available to start our residents on a personalized fitness program. Please contact the Fitness Center for initial registration and information and rates on personal training or group-exercise classes.

Avery Point has a holistic approach to health and fitness which may include traditional classes in stretching, water and land aerobics, walking, strength training, nutritional advice, yoga and meditation, as well as on-going orientation to the Fitness Center equipment.

Our community encourages all residents to engage in an active program of fitness under the care of your physician. Please visit the Fitness Center to obtain a membership packet and enrollment forms. No individuals under 16 years of age may use the Fitness Center equipment.

Feel free to call the Fitness Center or Resident Life for more information.

POOL AND AQUATICS CENTER

The Avery Point all-season Aquatics Center features a heated swimming pool, whirlpool spa, and a spacious indoor pool deck that extends to an outdoor atria with plenty of comfortable seats to relax while drying off. Lockers, changing space, and showers are available in the adjacent locker room. Pool depth ranges from 3 to 4 feet. The pool is open 24/7.

The pool is available for all residents and their accompanied guests for recreational and exercise use. All children must be accompanied by an adult at all times. There is no lifeguard at the pool. All residents should use the "buddy system." **IT IS RECOMMENDED THAT YOU DO NOT USE THE POOL ALONE.** If residents bring small children as guests, children must be potty trained before using the pool; no diapers are allowed, including swimming diapers. Children should not use the hot tub. Spa use is limited to those 12 and older.

If there is a class in the Aquatics Center when you arrive, we simply ask you and your guests to respect scheduled classes and revisit the pool after the conclusion of the class. Feel free to call the Fitness Center or Resident Life for more information.

COMPUTERS IN THE COMMON AREA/USE OF WIRELESS SERVICES

Avery Point Residents will have access to computers in one or more common areas, such as the reading room. These computers have been designated for computer classes, as well as for personal use. No one may use these computers to access websites or to download or share materials or messages that are obscene or lewd, harassing or hostile, derogatory or threatening in nature, unlawful or similarly inappropriate. In addition, no one may use our resident or guest wireless internet services devices at Avery Point for their personal computers, laptops, smart TVs, mobile or other internet capable devices to access websites or to download or share materials or messages that are obscene or lewd, harassing or hostile, derogatory or threatening in nature, unlawful or similarly inappropriate.

HOUSEKEEPING

Avery Point Housekeeping Department offers residence cleaning and special project cleaning for our residents. If you are interested in having your residence cleaned on a regular basis or if you would like to schedule a special cleaning, please call General Services. The staff uses its own vacuum cleaners and cleaning agents when cleaning your residence. Contact the General Services Department for a copy of the Ancillary Fee Schedule for housekeeping rates. More specialized services are also available for an additional fee.

TRANSPORTATION

Complimentary shuttle transportation is provided to strategic locations on-campus and local off-campus destinations that services the needs of the vast majority of residents. For a copy of the Avery Point transportation schedule, please stop by the Front Desk.

Local trips to various places of interest and events are provided throughout the year and will be advertised. The fees for these trips vary and are not included in the ancillary fee schedule.

Please call Transportation if you have any questions or if you would like to schedule transportation.

ELECTRONIC INFORMATION BOARD

The community maintains electronic information boards to inform residents about Avery Point activities and events. Any post that appears on the boards must be approved by the Resident Life staff.

It is our policy to display only Avery Point related events.

BEAUTY/BARBER SALON

The PS Spa and Salon, located on the first floor of the Emerson Square Clubhouse, is open to serve men's and women's styling and beauty needs. The hours of operation are listed at the salon. You may call the salon for an appointment or stop by and make an appointment during business hours. The spa provides haircuts for men and women.

GARDEN BEDS

Individual garden areas will be available in our community gardens. These garden areas may be cultivated for vegetables or flowers. Call General Services to reserve garden areas.

PHARMACY

Delivery service from a local pharmacy may be available at Avery Point. Please contact your local pharmacy for more information. Please note that Avery Point cannot accept delivery of prescriptions on behalf of residents.

BANK

Most major banks have branches in Short Pump. Based on resident interest, branches may be reached with our complimentary scheduled transportation services. Please visit the MyErickson app or see the Front Desk for a schedule of trips.

DINING SERVICES

Avery Point offers multiple dining venues, each with their own distinct menu. Menus for all restaurants are available anytime on the My Erickson app.

CHOICE DINING ACCOUNT

The "Choice Dining Account" is included within each resident's monthly fee. This plan allows for a fixed amount of credits you may spend in dining services each month. Choice Dining Account credits do not carry over from one month to the next. If throughout the month the Choice Dining Account points have all been used, residents will have additional payment options available to them including resident charge and credit card payments. Residents will be able to use the Choice Dining Account points on all items offered in our dining venues with the exception of alcoholic beverages.

A resident may enjoy dining at any of our restaurants. We encourage sharing your life at Avery Point with family and friends by hosting them at one of our fabulous dining venues. Leftover food may be carried out of any of our restaurants. The Choice Dining Account is designed to encourage residents to meet other residents in a casual setting, make new acquaintances, and establish lifelong friendships.

DINING VENUES

Creek Café

Location: Emerson Square Clubhouse

Hours of Operation:

Lunch- Monday-Saturday 11am-2pm

Dinner- Monday-Saturday 4:30-7pm

Sunday Brunch- 10am-2pm

The Point Restaurant

Location: Emerson Square Clubhouse

Hours of Operation:

Dinner- Monday-Saturday 5pm-7pm, Sunday 4-6pm

Magnolia's

Location: Emerson Square Clubhouse

Hours of Operation:

Monday-Saturday 4pm-8pm

Happy Hour- 4pm-5pm

Fireside Grill

Location: Boynton Place

Hours of Operation:

Dinner- Monday-Saturday 5-7pm

MEALS-TO-GO PROGRAM

The Meals-to-Go program is designed to provide an option for those residents who choose to not dine-in for any reason. To place an order, you may simply visit or call 804-542-4045 from 10:30am-2pm.

MEAL DELIVERY SERVICE

A delivery option from The Point Restaurant is available from 4:30-5:30pm Monday-Saturday for residents to enjoy. Meals incorporating alternative diets will be delivered when necessary. The meal delivery service is available to all Community Buildings for a nominal fee, included in the community's Ancillary Fee Schedule. This meal service is a "delivery to the door" type of service only.

SEATING

No reservations are required, but are available at all full service venues. We encourage residents to arrive together for group seating. If you do not have a reservation, you can submit your name to the hostess to be seated. You can dine with a group you have planned or ask to be seated with other residents to create new relationships. This is a great way to meet and make new friends. In order to reduce your wait time to be seated, we encourage you to make a reservation of "Join the Wait List" found on MyErickson.

VALET PARKING OF ASSISTIVE DEVICES DURING MEALS

It is our goal as a community to support safety for our residents to live and our staff to work. Our staff will provide valet service to move standard assistive devices not needed during a meal. It is our goal to make the valet service as seamless as possible each evening for our residents. The aisles between tables in the dining room need to remain open and accessible, lest they cause a safety issue; in preparation we have established designated valet parking areas that are adjacent to the dining rooms. We ask that you not leave your assistive device unattended in the dining room or lobby. Please approach the host stand and allow us to park it.

COMMUNITY ENGAGEMENT

THE ROLE OF THE RESIDENT ADVISORY COUNCIL (RAC):

In some states, the law requires a resident council to be formed in any continuing care retirement community. It is the Erickson Senior Living policy that each community have the opportunity to elect a RAC to serve as a liaison between the residents and management.

The RAC generally serves as a vehicle to evaluate residents' suggestions and concerns and to discuss them, as appropriate, with management. Likewise, proposed management actions are presented to, and discussed with, the RAC. The RAC is the entity through which residents communicate with each community Board of Directors.

RESIDENT LIFE OVERVIEW

A knowledgeable, social worker is available to:

- Assist with the resident's adjustment to Avery Point and through life changes
- Support residents when they have concerns
- Advise residents of available resources
- Discuss services and care at Avery Point with residents and their families

Social Workers will publicize various support groups for residents, as needed. These groups may include the following:

- Bereavement
- Movement Disorders Support
- Low vision
- Low Hearing
- Caregivers

The Social Work Department has the File of Life available as needed. These forms will provide us with vital information to enable us to better assist you in emergency situations.

Health Care Proxy forms are also available through Resident Life.

Other helpful forms, such as Voter Registration, may be available through Social Work.

Social Work staff can direct residents to locate various forms and to a Notary Public for your convenience. Staff may arrange informal information sessions on various legal, health or other topics of interest to residents. Social Work will also assist you with Pet Registration. For more information, please call your Social Work Department.

PHILANTHROPY AND LEGACY GIVING

Avery Point fosters a generous and growing spirit of philanthropy. Residents and community friends can make gifts or volunteer to support the community's charitable mission.

The Resident Care Fund is a charitable fund that provides assistance with the health care and living expenses of residents whose personal financial resources, including their entrance fee, have been depleted; the fund offers peace of mind to all who live at Avery Point. The

community receives gifts for the Resident Care Fund from individuals and through special events. Gifts to the Resident Care Fund are tax-deductible.

The Scholars' Fund provides awards to assist eligible student employees, with scholarship funds to support their education after graduation from high school. This is a wonderful way for residents to support students in their pursuit of higher education. Students who are successful in the application process receive scholarships for college or other accredited educational institutions.

Gifts to either of these funds, or for the general support of the Community's philanthropic mission, can be made at any time of the year. Gifts are accepted in memory of a loved one or in honor of a special occasion or in appreciation of a job well done. Appropriate notification of a gift received is sent to the honoree or family of a loved one, without noting the amount. Checks should be made payable to Avery Point. Please contact the Resident Life Department or Administration with any questions regarding donations.

Legacy Giving

In addition to outright cash gifts, residents may choose to provide gifts in support of the charitable mission through planned or legacy giving. These gifts can fortify and support the community's ability to meet future resident and student needs by providing financial resources through Charitable Gift Annuities; remembering the Community in a bequest or will; or by making the Community a beneficiary of an entrance fee or other financial vehicles. If you would like to explore any of these options please contact the Administration office.

The community celebrates a culture of Philanthropy and the programs, events and solicitations are invitations to participate. All Philanthropy programs are voluntary and participation is at the discretion of our residents.

HEALTHCARE

MEDICAL CENTER

Our Medical Center is a completely integrated healthcare and wellness system for older adults. Our full time healthcare providers are skilled in diagnosing and treating older adults' healthcare concerns. Your selected primary care provider will coordinate your care with outside specialists, physical therapy, certified home health, home support, and pharmacists to exchange information and provide the best healthcare possible.

Location and Hours

The Medical Center team provides comprehensive outpatient care and is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. All new patients will receive a one hour appointment and

all follow-up appointments are 30 minutes. We are able to offer same day appointments when you are not feeling well. Please call 804-542-4100 to make an appointment.

After Hours

All calls to the medical center, received after hours are forwarded to the community front desk or dispatch and will be answered by a trained General Services employee. The provider will be immediately called. When the on-call provider returns the call he/she is immediately connected to the patient via the trained General Services employee who then confirms that the provider and patient are engaged.

If you need immediate medical assistance, you can use your pull-cord in your residence, your press alert, or call the community front desk. Our on-site emergency responders are available 24 hours a day, 7 days a week. There is no need to wait for 911 and no extra charge for this service.

ENROLLING IN THE MEDICAL CENTER

To enroll as a patient, call or stop by the Medical Center and obtain a new patient packet and we will assist you in scheduling your new patient visit. If you require a more urgent visit, we will also be able to accommodate you.

CarePath

This program allows you to keep your own off-site physician and still take advantage of on-site medical center services. Contact the medical center for more information regarding the CarePath program.

Patient Portal

Once you are established as a patient of the Medical Center, you or anyone you designate, can safely access your medical records, refill a prescription, view lab results, and more – all from the comfort and privacy of your residence.

If you would like to sign up for the patient portal, please stop by the Medical Center or call us with any questions at 804-542-4100.

Additional Services

Our medical center offers additional services such as podiatry and dermatology.

FEES AND BILLING

Your insurance information will be verified prior to or upon your arrival for medical center services.

Our medical centers participate with Medicare, Erickson Advantage and several other plans. It is important that you meet with the medical center practice administrator to determine your insurance coverage benefits and financial responsibility. Please call the medical center for an appointment.

If the insurance information is not provided at the time of service, you will be required to sign a financial responsibility form agreeing to pay for the services not covered or denied by your insurance.

We will submit all medical services performed to insurance companies provided. Your insurance carrier(s) will send you statements (explanations of benefits) of their payments made to Erickson Health Medical Group. These statements also outline any amount for which you may be responsible.

If you participate with an insurance plan that Erickson Health Medical Group does not contract with or you do not have insurance, you will be notified of the estimated costs and you will be expected to sign a financial responsibility and make payment arrangements.

THERAPY SERVICES

In the event that your physician recommends therapy services, Avery Point can share contact information of local providers.



ERICKSON ADVANTAGE

Erickson Advantage® is an exclusive Medicare Advantage health insurance plan that is only available to residents of Erickson Senior Living Communities. Erickson Advantage plans are uniquely designed to match the specific needs and goals of residents, with benefits and features that are coordinated with the community's support services and on-site medical staff.

Erickson Advantage® plans place a strong emphasis on preventive care and well-being, and include a range of programs that may help prevent health problems before they occur. Most

plans also include enhanced benefits not covered by Original Medicare, such as preventive dental, vision, hearing aids, fitness and transportation to/from plan approved locations.

Members also have access to an on-site team that includes:

- The **Health Insurance Resource Manager** is the community Medicare insurance consultant. He/she can help you in registering with the Medical Center, and can review your current health insurance benefits with you and explain how they will work for you in the community. At the same time they can check to see if one of the Erickson Advantage plans may be a better fit for your budget and your health care needs.
- The **Member Service Representative** can answer benefit and health insurance questions and can help schedule doctor's appointments and arrange for transportation to and from medical appointments. He/she can assist with everything from reconciling medical bills and understanding claim forms to answering benefit questions and helping to select the best provider.
- The **Nurse Care Coordinator** acts as a health care consultant and supports member's plan of care for their health and well-being. They can assist with managing any chronic medical conditions, prepare you for upcoming medical procedures, and even act as your hospital liaison, helping you get ready for admission and expediting your return home (or to post-hospital care).

For more information on Erickson Advantage, please visit our Erickson Advantage Office located in **the Medical Center** or call the Erickson Advantage Health Insurance Resource Manager at 804-542-4015 Monday – Friday, 8:30 a.m. – 5:00 p.m. local time.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plans' contract renewal with Medicare.

Other Medicare Advantage plans are also available to residents through other insurance providers.

CONTINUING CARE

Continuing Care is scheduled to open based on the needs of the community and will offer a continuum of care and services right on the campus.

Continuing Care will offer both long-term assisted living and long-term nursing services for residents who may need or desire to live in a more supportive residence. This facility offers a lifestyle that continues to support residents' daily routines, interests, and choices in a care model based on strong relationships and resident-driven care.

If you have questions regarding Continuing Care and its services, please contact the Resident Life Department.

FINANCES

BILLING INFORMATION

The monthly statements are prepared by the 6th business day of each month. This bill will include a standard monthly service package charge (payable in advance) plus any ancillary charges that were incurred for the prior month. Please review your Care Agreement and the Disclosure Statement for a listing of what constitutes an Ancillary Charge.

If you feel there is a discrepancy with your monthly bill, please call the Avery Point billing line at 804-542-4120. This number is also listed on your monthly statement. Residents are encouraged to use the Online Bill Pay option, which can be easily accessed through the MyErickson app.

APPENDIX A

ACQUIRING AN ELECTRIC MOBILITY VEHICLE (EMV)

Residents often find electric mobility vehicles (power chairs and electric carts) to be necessary tools for maintaining mobility and independence in the face of increasing physical challenge. Experience has taught us that education and training in the safe operation of such vehicles is necessary to protect everyone who utilizes community space. The purpose of these policies is to balance reasonable accommodations (for residents operating EMVs) with the safety of the general community. In order to enhance the safety of all residents (and guests), we strongly encourage all EMV drivers to complete the following steps:

PROCEDURE:

Step 1 – Meet with your Primary Care Physician – Your physician knows your medical history and can provide consultative advice on what type of vehicle will fit your needs. In fact, in order to have your vehicle paid for by Medicare, a physician’s examination and recommendation are necessary. Please also keep in mind that certain vehicles may be too large for transportation in community shuttles.

Step 2 – Choose your EMV – Once you have consulted with your physician, you are ready to choose the EMV best suited for you. Functionality is the most important consideration in choosing an EMV. Oftentimes people place a higher value on price, convenience and/or appearance. While these are certainly all important considerations, the vendor will help you make the wisest choice based on your functional abilities.

In addition, we strongly encourage you to spend time learning how to safely operate your new vehicle. Ask your vendor for some personal training until you are comfortable with your EMV.

Step 3 – Learn the “Rules of the Road” - Call the Security Department to go over the “Rules of the Road” for safe driving. At this time, the Security Officer will remind you of the importance of obtaining personal liability insurance for your own protection in case of a driving mishap. All residents are required to have renters insurance, including liability insurance, as outlined in your Residence & Care Agreement.

Step 4– Receive Registration Tag – All residents operating EMVs are required to obtain a registration tag from the Security Department prior to using their vehicle. The tag should be visible whenever the EMV is in use, attached to the rear of the vehicle. It is necessary for Security to know who owns EMVs with respect to parking and general operation.

Step 5 – Periodic Evaluation – The National Institute of Rehabilitation Engineering (NIRE) has recommended periodic evaluations for people operating EMVs. We recommend an annual

revisit with your physician and a training refresher with your EMV vendor. You may schedule a revisit any time your ability to safely and effectively operate your vehicle is compromised.

APPENDIX B

RULES OF THE ROAD FOR AN EMV

Pedestrians ALWAYS have the right of way. EMVs are to be used for accessibility and mobility, not speed. Vehicles will not operate faster than an average resident's walking pace.

Stop at all intersections. All EMV operators are to stop at all intersections and blind spots, and then proceed with caution. Use a horn or bell to notify others. Negotiate with others when using elevators about the best way to enter and exit with your EMV. Ask for help to hold open the elevator door if needed.

Ride in the center or to the right. To protect pedestrians entering corridors, EMV operators must ride in the center of the hallway. When approaching an intersection or pedestrians in the hall, keep to the right side of the hall.

Do Not Drink and Drive! Consider the effects of alcohol and medication before driving.

Pass with courtesy. Driver courtesy is expected of operators at all times. Passing is allowed in the hallways. Please politely notify pedestrians when passing by using a horn or a bell. Passing is not allowed on corners, or at intersections, or curves.

Report all accidents and violations. If an accident or violation occurs, notify security immediately by calling the front desk.

Adhere to Warnings/Instructions. Operators must adhere to any warning or instruction given by a Security/Emergency Services Officer or designated employees.

Do not park in hallways. Fire code and community policy does not allow the parking of EMVs outside residences or in residential building hallways. Do not leave your EMV unattended.

EMVs in the Restaurant. Residents with electric wheelchairs may choose to stay in their vehicle during the dinner hours. Due to their length, electric carts can cause risk hazards for other diners. Therefore, community employees will provide a complimentary valet service.

Motorized Vehicles on the Shuttle. Due to safety reasons, EMVs that are outside the Federal Guideline for a "common wheelchair" (30" wide x 48" long) will not be transported.

The Size of the Vehicle should not be prohibitive to the safe operation in community hallways. The size of the vehicle will be no wider than 30 inches.

The EMV registration is designated for the individual and their vehicle only. Please do not allow others to drive your vehicle without the proper training. Extra passengers (sitting on your lap or standing on the back) are not allowed while the vehicle is in motion.

Contact your EMV vendor annually for a vehicle maintenance check. Treat your EMV like you would your automobile, do preventive maintenance to keep it in safe working order.

Note 2: In most cases, a new enforcement period will commence, twelve months after the first violation.

Note 3: Any damage to community property caused by a resident operating an EMV will be billed to the resident. The EMV operator will also be solely responsible for any personal injury or damage to other property caused by the EMV operation.

APPENDIX D

RECEIPT FORM FOR AN EMV

Receipt of Electric Mobility Vehicle Protocol/Information Packet

I, _____ have received and reviewed the electric mobility vehicle policy dated _____. I have read and understood all of the policy, including but not limited to the Rules of the Road, for the safe operation of my electric mobility vehicle, and the guidelines for Safety & Enforcement, for review of incidents and liability for EMV operation. I understand that this policy is designed to enhance the safety of the electric mobility vehicle users, as well as the overall safety of the community. I understand that this policy may be reviewed and updated by the Community if needed. The Community will provide copies of updates to EMV operators.

I have been given an opportunity to read the Community Policy for EMV Operation and am aware of the five step process that will help me in the safe operation of my vehicle.

Signature: _____ Date: _____

Print Name: _____

Residence/[Insert Name]: _____

Telephone: _____

APPENDIX E

PET OWNER REGISTRATION FORM & PET OWNER'S GUIDELINES

Pet Owner Registration Form

Resident Name: _____ Residence: _____

Telephone: _____ Date: _____

Type of Pet:	Name of Pet:	License:
1. _____	_____	_____
2. _____	_____	_____

Is your pet a Service Dog or an Assistance/Therapy Animal? _____

(if an Assistance/Therapy Animal, additional forms are required. No additional forms are required for a Service Dog.)

Emergency Contact (person to provide care for the pet in the event of a resident emergency; this cannot be an employee of the community):

Name: _____

Relationship to owner: _____

Daytime telephone: _____

Evening telephone: _____

Special instructions: _____

Veterinarian Name and Phone: _____

Please complete the following and place a check mark to indicate the completion:

- My pet(s) is (are) registered in the local jurisdiction and the rabies and vaccination shots are up-to-date.

- The person listed as my Emergency Contact is aware of the above information and of their responsibility to activate this emergency plan. I will give them a copy of this *Pet Registration Form* to help guarantee that they have this information.
- I will give a copy of this form to my Pet Caretaker and I will make sure this Caretaker is aware of who my Emergency Contact is and how to reach them.
- I will put a copy of this form on my refrigerator in case of an emergency and may give a copy to my close friends/neighbors.

Pet Owner's Guidelines

If you are a resident at Avery Point, we welcome you to bring your pet with you when you move in; we want you to continue to enjoy your pet for many years. However, we ask you to consider the adjustments your pet must make when you become a member of a close community. Remember that your pet's behavior and cleanliness impact on the whole community. We also want to support our Housekeeping and Grounds personnel in their efforts to provide a beautifully-maintained environment. The following rules apply equally to your pets and to those of your guests (refer to guideline #3).

Pet Care and Rules

1. Dogs, cats, birds and fish are acceptable pets.
2. All dogs must be registered with the appropriate jurisdiction. All dogs and cats must be given their required vaccinations before moving to this community. Residents are requested to keep a vaccination record. Residents living in Continuing Care must provide documentation from a veterinarian certifying that the pet is in good health and that all required immunizations are up to date.
3. Upon move in, a *Pet Registration Form* must be filled out and given to the staff member who is conducting the settlement (aka "Take Keys Meeting"). Alternatively, if a resident acquires a new pet after moving in, the resident should complete *The Pet Registration Form* and turn it into the Resident Life department. The *Pet Registration Form* informs us of the presence of a pet and ensures that you have developed an emergency plan for your pet in the event that you are not able to provide care for your pet. It is your responsibility to inform your Emergency Contact and/or Pet Caretaker about your emergency plans for your pet(s). The Caretaker cannot be an employee of the Community. The *Pet Registration Form* can be obtained from Sales or Resident Life.
4. Pet Owners are encouraged to check with their insurance agent about their renter's insurance coverage for damage or harm caused by their pet.
5. Pets must be on a leash or in a cage **at all times** when outside your residence and should **never** be allowed to run free. We ask that Service Dogs also be leashed, unless the leash prohibits the animal from performing its job. In addition, when pet owners know that they will be receiving visitors in the residence (ex: visiting nurses, housekeepers, maintenance staff), they should consider caging or leashing their animal for the comfort of the visitor.
6. Pets are not allowed in any of the Community Buildings, unless the residence is embedded within the Community Building and the owner is taking the most direct route to and from

the outdoors. Pets are also not allowed to sit on any of the community furniture. Service Dogs and approved Assistance/Therapy Animals are an exception to this rule.

7. Before a resident may bring a pet to visit in Continuing Care, the pet must have its shot record on file with the Continuing Care front desk; before pet volunteers may bring a pet to Continuing Care, its shot record must be on file with the office of the Continuing Care Administrator and the pet owner must go through volunteer training. In addition, visitors with pets are expected to comply with all aspects of the Pet policy and these guidelines.
8. Pets are only to be taken on walks outside of the buildings. Pets are not allowed to engage in indoor exercise—whether in the hallways, stairwells, on exercise equipment, or anywhere else.
9. When taking your pet outside, take the most direct route from your residence to the **nearest** exit.
10. Pets are not allowed to ride on the campus shuttle or other campus vehicles—unless it is an emergency or a dangerous situation. Service Dogs and approved Assistance/Therapy Animals are an exception to this rule.
11. Pets may be walked in any outdoor area but there are some preferences. Please try to avoid walking your pet around high traffic areas or near flower beds or near other people’s patios. Please try to vary the areas where you walk. Dogs often urinate on the same vegetation and this can have damaging effects on the plant. During dry weather, please consider bringing a water bottle to dilute the area where your pet urinates.
12. Visitors with dogs are allowed to come through the Community Building to allow the visitor to register at the front desk, if required. If at all possible, the visitor is asked to cage the pet or keep it on a leash, while in the Clubhouse. We ask that the visitor proceed directly to their destination after registering and not spend time in the Community Building with their dog. At the discretion of the Executive Director, a visiting pet may be banned from campus due to inappropriate pet behavior or inappropriate management by the owner.
13. Droppings must **always** be picked up immediately. “Pooper scoopers” are available at stores like Wal-Mart or you can use plastic baggies. Carefully seal the plastic baggie and dispose of it in the trash cans located outside of the buildings.
14. Some areas not acceptable for disposing of pet droppings:
 - Down the storm drains.
 - In the woods
 - In flower pots or around plantings
 - Along public trails or canals

15. Pet owners are expected to manage their pets in a way that keeps the noise to a considerate level for their neighbors; however, if the sounds made by a bird, cat, or dog are upsetting to a fellow resident (e.g., perhaps due to volume, time of day, perceived aggressiveness, etc.), the concerned resident is encouraged to speak directly to the pet owner. If the noise problem persists, the concerned resident may ask for help from Security, Administration, or the equivalent. For example, a dog that barks loudly when its owner is away could result in the neighbor phoning Security and asking that Security listen from the hallway, writing an Incident Report--if the pet's behavior appears inconsiderate of neighbors and passersby.
16. If a pet urinates or defecates outside of the residence, but indoors, the handler should first attempt clean-up, then notify Housekeeping.
17. Residents with a ground floor residence patio may tether their pet outside of their patio, if the following conditions are met:
 - The owner must remain outside with pet.
 - Pets must not be able to go within two feet of a sidewalk or a neighbor's patio.With many people living so close together, it is important to be mindful of how much noise your pet is making. Excitable or territorial pets may not be suitable for community living.
18. All dog walkers or pet sitters must abide by these guidelines.
19. Residents must follow all local laws regarding pets and Service Dogs or Assistance Animals.
20. Pets must be comfortable in a community living setting and cannot display aggression towards other residents, employees, visitors or other pets. A pet who is aggressive or causes harm or damage to other persons or property may be temporarily or permanent banned from the campus at the discretion of the Executive Director. The Executive Director may consider whether the resident is able to re-train or restrain the animal from further actions.
21. For Communities with a dog park, those who use the park should follow the Dog Park Rules (i.e., "Dogs must be leashed while entering and exiting the park; Never leave your dog unattended; Owners must clean up after their dogs; All dogs should be up-to-date with vaccinations; Owners are responsible for the behavior of their dogs at all times").

Enforcement of the Rules

Violations of these guidelines will be referred to the relevant staff member. Violations may result in an intervention or a written warning from the Administration Office. Depending on the seriousness of the violation, the Executive Director may require additional restrictions, retraining, or may immediately ban the pet from campus—all within the Executive Director's sole discretion.

By signing below, the pet owner accepts full responsibility for any injury caused by his or her pet toward other residents, pets, staff or guests. Further, the pet owner accepts full responsibility for any damage to personnel or private property caused by his or her pet.

I have read these Guidelines and the policy on *Pets* and agree to these terms.

Signature: _____ **Residence:** _____

Date: _____



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