



The Villas at Canterfield

A Retirement Community Rich in Lifestyle

Main: 678-208-2418

Resident Handbook

Introduction

Welcome to The Villas at Canterfield! Whether you are moving into an apartment or cottage, your fellow residents and staff join me in welcoming you to our community.

The following pages provide information on the services offered to you, as a resident of our community. Policy references occur throughout this handbook. You will be asked to sign a statement acknowledging receipt of the handbook and your agreement to abide by its policies and any future policies that may be implemented. Any time a policy is being changed, or a new policy is being implemented, you will be notified a minimum of thirty (30) days in advance of the change.

The staff and I hope this handbook will be a useful tool for orientation to life at The Villas and an on-going resource that you may refer to as questions arise.

Thank you for choosing this community and, again, welcome to The Villas at Canterfield!

Who We Are

The Villas at Canterfield is being developed by noted Atlanta-based company Medical Development Corporation. The team's goal is to use its respective strengths in senior healthcare and the hospitality and luxury housing industries to create a senior living continuum that offers unsurpassed services and amenities backed by quality care services.

Definitions

"You" generally refers to the tenant/resident. Where appropriate it may also refer to the responsible party, guardian, durable power of attorney (DPOA), and/or family member.

The Villas at Canterfield is commonly referred to as "The Villas".

"Apartment" refers to all independent living units whether in the main building or in separate villas.

"Building One" refers to the Personal Care Building

"Building Two" refers to the Independent Living Building

Description of Campus

The campus contains:

- 76 Independent Living Apartments in Building Two
- 18 Villa units (2 triplexes and 6 duplexes)
- 71 Personal Care apartments in Building One
- 20 Memory Care apartments in Building One

Each Independent Living Apartment features carpeting in the living room and bedrooms, hardwood flooring in the kitchen, and stone tiling in the bathroom and sunroom areas; individually controlled heat and air-conditioning; a full kitchen with refrigerator, microwave, stove/oven, dishwasher, and disposal; full size washer/dryer, and emergency pull cords in the bathroom. Blinds are provided on windows only. Water, heat, air conditioning, and electricity are included in your monthly fees.

Questions and Concerns

The main telephone number for the Independent Living is **678-208-2418**

The main telephone number for the Personal Care/Memory Care is 770-888-4929

Following is a list of management staff, their respective positions, and their extensions.

Katie Hrinda	Executive Director	Ext 112	katie@thevillasatcanterfield.com
Connie Evonosky	Sales Director	Ext 113	connie@thevillasatcanterfield.com
Flora Cochran	Activities Director	Ext 115	flora@thevillasatcanterfield.com
Tod Haa	Maintenance/ Housekeeping	Ext 123	tod@thevillasatcanterfield.com
Ty Poole	Director of Dining	Ext 125	tyler@thevillasatcanterfield.com

Smoke-Free

The Villas is a smoke-free community. Currently, smoking is only permitted outside in designated areas.

Beauty and Barber Services

The unisex salon is located on the first floor. The salon is open Tuesdays & Thursdays by appointment only. For appointments, please call Becky directly at (678) 656-7200.

Business Office

Statements are sent out on the 25th of the month. Rent is due on the 1st of the month and considered late on the 6th, in which case a late fee will be applied. You may pay your monthly bill at the reception desk. If you have a problem with your bill or require an explanation of your bill, please ask for Katie Hrinda any weekday between the hours of 9:00 am and 5:00 pm.

Dining

Dining hours are as follows:

Breakfast: 8:30am – 9:30am

Lunch: 11:00am – 2:30pm Last seating at 2:00pm

Dinner: 4:00pm – 7:00pm Last seating at 6:30pm

Sunday Brunch ONE MEAL ONLY: 11:00am – 3:00pm Last seating at 2:30pm

***ALL MAJOR HOLIDAYS ARE ONE MEAL ONLY (Thanksgiving, Christmas Day, New Year's Day, Easter...)**

If you live in Building Two, 62 meals/month are included in your service package. You are welcome to select breakfast, lunch, or dinner. Once you exceed your 62 meals, you will be billed **\$10** each additional meal. Guest meals are **\$10** for adults and **\$5** for children

Please do not request more food than you can eat in one setting. The meal you are served is not intended to provide your next day's lunch. If you order a meal to go, that will be counted as another full meal. We will provide complimentary room service on a temporary basis if you are ill or have a condition which may be infectious. For all other room services inquiries, you will be charged a \$3 fee. This delivery service is intended for occasional use. Select special diets are available per your request. Should you require a vegetarian or vegan diet, your meal choices will be extremely limited. Guests are welcome to join you for lunch, or dinner. They may pay by check or cash for their meal, or you can have it charged to your monthly statement. A reservation is required if you are going to have a guest for a meal. You may schedule your reservation with the concierge. For most holidays, a festive meal is served with family and friends cordially invited as your guests, meal fees still apply. Our Private Dining Room is available for your personal use. It may be scheduled for family meals and special events. The first-floor receptionist can reserve the room for you as well as arrange an appointment with our Director of Dining Services. Certain restrictions may apply due to COVID-19.

Emergencies

There is concierge service 24 hours a day 7 days a week including holidays. Each apartment has an emergency pull cord in the bathroom. Pull cord or pendant alarms are responded to by the concierge or a Director.

Fire Alarm

At the sound of a fire alarm, Independent Living residents should safely begin to make their way to a stairwell, located at the end of each hallway. Staff and/or emergency personnel will instruct residents should a full evacuation be required. If you are in a public area of the building (e.g., dining room, lobby), please make your way to the front door. Do NOT go onto your patio. Do NOT attempt to return to your apartment. Follow the instructions of staff. You are free to move about again when the "All Clear" is announced. If the smoke/fire emergency is in your apartment, evacuate your apartment immediately closing your front door securely to contain the fire/smoke. Pull the nearest fire alarm. Notify your neighbors that evacuation of the area is required. Upon arrival of staff and/or emergency personnel, follow their instructions.

NEVER use the elevators in a smoke/fire situation.

Gratuities

Staff members are not permitted to accept individual tips and/or other types of gratuities. This policy is in place to protect you and to avoid disputes among employees. However, at the end of each year, VAC collects contributions towards a holiday fund to be evenly distributed to all hourly employees. Contributions may be mailed or given to management in the form of cash or check. Thank you for helping us reward and support our hardworking staff. As a team, their combined efforts help create a safe, clean, and pleasant living experience for our residents.

Guest Suite

When available, minimal furnishings will be provided to accommodate overnight stays of visitors.

- Nightly rate is \$75
- Linens and towels are provided
- Personal soap and detergent for washing machine and dishwasher are not provided
- Light housekeeping is provided
- Cable television is included
- Wireless internet access is provided
- Reservations are on a first come, first served basis
- Reservations cannot be accepted more than 45 days in advance
- The apartment can be booked for a maximum of ten days, except during holiday periods when shorter bookings may be required to allow more families to have access
- To arrange a reservation, please see Concierge

Health Care

Should the need arise, you will receive priority access, on a space-available basis, to personal care or memory care services in Building One. You are solely responsible for room and board charges and all other health care costs. Please reach out to Connie Evonosky to discuss all services available.

We attempt to maintain up-to-date limited medical information to be used in case of an emergency. Our success in maintaining medical information that is as up to date as possible is dependent on you. Should any major changes in your health occur, you may want to obtain a new physical form for your physician to update.

The Villas reserves the unrestricted right to determine the level of service you require. The decision to require a move to personal care or skilled care, either temporarily or permanently, is initiated by the Executive Director in consultation with management staff including, when necessary, the Medical Director. The administrator-on-duty or on-call may initiate an emergency temporary transfer to personal care or skilled care. When a temporary move to personal care or skilled care is initiated, you are responsible for both your monthly apartment charges and the daily charges for the apartment or room in which you are temporarily residing.

Outpatient physical, occupational and speech therapy is available to all residents of The Villas to assist in maintaining the highest quality of life. Our rehabilitation department (Powerback Rehab) will evaluate all requests for therapy services, which are generally covered under Part B of Medicare and your Medicare supplemental policy. Please note that insurance coverage is not guaranteed, and you are responsible for verification of insurance coverage and for charges incurred if they are not paid by your insurance. Influenza vaccinations are offered to all residents of The Villas during flu season. Pneumococcal vaccination is also available upon request. The vaccinations are covered under Part B of Medicare and your Medicare supplemental policy.

Housekeeping and Laundry

Each apartment has its own washer and dryer unit. Personal laundry service is not available. Housekeeping services are included in your fees on a weekly basis. Vacuuming, dusting, counter tops, and bathrooms will be cleaned. If you have stripped your bed and have a clean set of sheets, housekeeping will assist in making your bed.

Mail

You have an assigned mailbox in the bank of mailboxes located by the elevators on the first floor. Monday through Saturday, the receptionist sorts the mail and delivers it to your mailbox. Generally, the mail can be retrieved in the late afternoon. On occasion the mailman arrives earlier, and the mail will be in your mailbox earlier.

Maintenance

Except in an emergency, maintenance and repair services will be provided during normal business hours. To request maintenance, please contact the concierge or complete a work order form available from the front desk. Please do not approach individual maintenance personnel with your maintenance requests. Another resident may be ahead of you in requesting assistance. The Director of Maintenance will prioritize in the case of an emergency. Maintenance staff cannot repair personal property. Management reserves the right to charge you for any repairs, maintenance, or replacement resulting from negligence or intentional acts by you or your guests, as defined by management.

Please practice home safety. Do not use extension cords on lamps or other electrical appliances. Replace any frayed electrical cords. Monitor your use of kitchen appliances.

Parking

If you have a car, you will be assigned a parking space at no additional fee. Additional parking is available on a first come, first served basis. Visitors are asked to park in a designated visitor's space. Please ask your visitors not to use a fellow resident's numbered parking space; and not to park on the grass or in a space that is not designated for parking.

We do offer limited storage units in the parking garage at a first come first serve basis. The Director of Admissions will provide you with your storage space location and number. For some spaces, you will need to provide your own lock. The Villas cannot and will not accept responsibility for any property losses.

Pets

The Villas is pet friendly! Understandably, all pets must have up to date shots and remain on leash when in public areas. Pets are also welcome as visitors. The rules that apply to pets who live here also apply to pets who are visiting.

A resident may possess a domesticated pet. The Executive Director reserves the right to require removal of the pet if, at the sole discretion of the Executive Director, the pet is determined to constitute a nuisance or danger to The Villas community, or to threaten the quiet and enjoyment of others.

- A one-time non-refundable pet deposit of \$500.00 is required in advance of a pet's residency
- The resident is responsible for cleaning up after the pet and proper disposal of same

- Kitty litter may be disposed of with apartment unit trash provided it is doubled bagged before being placed in the trash
- All animals must have their annual shots and applicable licenses. These records should be provided to the Director of Recreation to be maintained as part of the resident record
- All animals must be kept on a leash when in common areas or outdoors
- Advance planning for care and feeding (e.g. a kennel) must be included in the resident record in the event the owner suddenly becomes ill

Security Precautions

Please use the elevators, not the stairwells, except in a fire emergency. All outside doors are locked at 9pm. You will be provided with a key fob that will open the bottom door to the parking garage elevator as well as the pool door. Should one have a problem re-entering the building, each building entrance has a telephone that rings to the concierge or night staff. Should you go away for an extended visit, please provide our concierge with your expected leave date and your expected return date.

Media

We offer a media package for \$100/month that includes DirecTV, a landline, Wi-Fi and an emergency pendent. There is an additional one-time fee of \$150 for an additional cable box. A DVR box is a one-time fee of \$250. Maintenance will connect your television to this system upon your request. Our receptionist can provide you with a current list of our cable channels. The telephone system is in place for local and long-distance calls. You will need to provide your own handset.

Transportation

When you live at The Villas, you may not need a car. The Villas has a wheelchair accessible bus as well as a standard vehicle. Transportation to medical appointments is provided twice a week to local offices. Days and hours are Wednesdays 9am to 3pm and Thursdays 9am to 12pm. While The Villas will attempt to accommodate your occasional medical appointments, we cannot guarantee this transportation. To arrange for transportation, please contact the Activities Director. Her desk is located on the first floor near the Craft Room. The Villas is unable to commit to providing transportation for frequent or recurrent medical needs (e.g. dialysis, chemotherapy or radiation treatments). Recreation event transportation is at no cost when the bus is utilized.

APARTMENT HOLD

Residents may retain their apartment if they are transferred to a health care unit or to a hospital. Monthly billing will continue during this time. In addition, during a move in/move out period residents will be billed according to the procedure outlined below:

A resident has up to 60 days from the date of acceptance of an apartment to move into the selected apartment. The full apartment charge begins when the resident moves in, or places any personal belongings in the apartment, or after 60 days from the date of acceptance of a specific apartment, whichever is earlier. If for any reason—care needs, financial, or personal choice—a resident determines not to continue to maintain his/her apartment, once the apartment is cleared of personal possessions, the monthly charges will cease.

If an apartment resident transfers to the hospital, the resident will continue to be billed for the apartment. Apartment residents who move temporarily to skilled care, and, while in skilled care are hospitalized, will pay the apartment charges. An Independent Living Apartment resident deciding to move out is required to provide 60- day notice and will be billed for the 60- day period. Thereafter, the resident or residents will be billed the full apartment rate until the unit is cleared of personal possessions. If a single resident living in an apartment expires, the full rate will be billed until the unit is cleared of personal possessions. If one of two residents occupying an apartment die, the remaining resident will continue to be billed the monthly rate minus any second person charges that may be in place (e.g. daily meal).