

ASSISTED LIVING AND MEMORY CARE RESIDENT HANDBOOK



THE FITZGERALD
of Palisades

A KISCO SIGNATURE COMMUNITY

4865 MACARTHUR BOULEVARD NW | WASHINGTON, DISTRICT OF COLUMBIA | 202.935.5250

Dear Resident,

On behalf of our associates, it is with great pleasure that we welcome you to Assisted Living and Memory Care at The Fitzgerald of Palisades. Underpinned by Kisco's 30-year legacy of genuine compassion and deep expertise, our Signature Community was created to provide our residents with an exceptional environment, unparalleled attention to detail, and personalized service that exceeds expectations at every turn.

We hope that living at The Fitzgerald of Palisades will not only provide you with a beautiful place to call home, but also give you the opportunity to build a community, develop new interests, share or reignite passions and to enhance your physical and social well-being. We understand that moving into a new home may be challenging. There are new things to learn, new people to meet and new environments to master. To help you adjust to your new home as quickly and easily as possible, we are providing you with this detailed Resident Handbook.

Periodically, we will update this handbook to keep the information current. We will notify you of all updates and give you the new inserts to place in this handbook as they occur. If you feel that we have neglected to include information that you believe would be helpful to new residents, please do not hesitate to let us know.

Please feel free to speak with me or any of the Community Management Team about any problem or concern you have. We will do our best to work with you to find a mutually agreeable solution.

Again, we are delighted you chose The Fitzgerald of Palisades as your home, and we look forward to getting to know you.

Sincerely,

**Alphonso Westley II
General Manager**

Kisco Senior Living

"We deliver on the promise of Kisco Confidence."

The Fitzgerald of Palisades is a Kisco Signature Senior Living community. Kisco Senior Living was founded in 1990 and currently operates senior living communities in several locations throughout the United States. Kisco is a family-owned company with experience in the ownership, management and development of Independent Living, Assisted Living, Memory Care and Continuing Care Retirement Communities.

We select associates who share our values and whose talents are well suited for their position within the company. As an organization, we nurture our associates with the same respect and compassion given to our residents. All Kisco communities are managed by an experienced on-site General Manager and supported by a Home Office team of specialists in the areas of leadership services, associate services, organization excellence, finance and accounting, training, sales & marketing and risk. All Kisco associates abide by the Kisco Principles, Values and Beliefs.

Statement of our Principles, Values and Beliefs

**We are committed to exemplary service delivered with integrity, dignity, and compassion.
Our communities for seniors are distinguished by warm, secure and friendly environments.**

We will enhance each resident's lifestyle by:

Responding immediately to residents' needs and concerns

Offering high quality, creatively designed programs

Encouraging independence

Promoting a sense of community and friendship

We the associates are committed to:

Teamwork

Being professional

Open communication

Fostering a learning environment

Continuous improvement

Profitability

**We live by a standard of conduct that encompasses honesty, accountability,
personal development and a passion for excellence.**

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Move In

FRONT DESK

Our Front Desk is available 24 hours per day, seven days a week to assist residents and their families with any inquiries or needs they may have. Our team is committed to providing exceptional service and ensuring that all residents feel welcomed and supported at The Fitzgerald of Palisades.

AIR CONDITIONING & HEATING

Your residence has its own air conditioning and heating system, which allows you to control the temperature in your residence by adjusting the wall-mounted thermostat. If “Fan” is selected, the fan will run continuously to provide circulation. If “Automatic” is selected, the fan will run only when the heat or air conditioning is activated by the thermostat. We recommend leaving the AC/Heating unit on the “Automatic” setting at all times.

AUTOMOBILES

For security purposes, The Fitzgerald of Palisades maintains a comprehensive record of all residents' vehicles. It is mandatory for all residents to register their vehicles with the Hospitality Services Director and keep the information updated in case of any changes. Please note that all resident vehicles must possess a valid inspection sticker and license plate. However, it is important to understand that The Fitzgerald of Palisades cannot assume responsibility for any damage or incidents involving your vehicle. We kindly request that you ensure your automobile insurance coverage is up to date to safeguard against any unforeseen circumstances. There is a monthly fee for all vehicle parking, which is outlined in the Appendix A of the resident handbook.

KEY FOBS & MAILBOX KEYS

You will be provided with one (1) set of keys per resident when you become a resident of The Fitzgerald of Palisades. Each set consists of an RFID digital residence key that also serve as key fobs for exterior doors and a mailbox key. You may pick up your keys from the Hospitality Services Director or you may arrange to pick up at the Front Desk. In the event your keys are lost, you may purchase another set at the Front Desk for a fee as outlined in the Appendix A of the Residency Agreement. For safety reasons, additional locks or chains are not permitted on any residence door. You should not block your door with furniture or other objects.

MAIL SERVICES

The mailboxes are located in the mailroom on the first floor near the main lobby. Each resident is provided with a private mailbox. Mail will be delivered and retrieved only by the U.S. Postal Service. It is important that you include your residence number when giving notice of your new address to ensure prompt delivery of your mail.

Example: Mrs. Elizabeth Smith
The Fitzgerald of Palisades
4865 Macarthur Blvd NW, Residence 200
Washington, DC 20007

Change of address forms are available online if you have not already notified the Post Office of your move. The Front Desk will contact you when oversized items are delivered. It will be your responsibility to pick up such items. For outgoing mail, please drop your mail in the outgoing mailbox located in the mail room. The Front Desk may assist you with communications via facsimile (fax). Our fax number is 202.795.8953 and the fax machine is located at the Front Desk.

NEWSPAPER DELIVERY SERVICE

The Fitzgerald of Palisades subscribes to local and national papers, which are available in the library. Residents choosing to have a newspaper delivered to their residences may contact the selected newspaper's circulation department. Newspapers will be placed in your in-house mailbox. Payment of the subscription is your responsibility and is payable to your newspaper representative.

ORIENTATION

It is important that you become familiar with your new home so that you may fully enjoy the amenities offered here at The Fitzgerald of Palisades. Prior to your arrival to The Fitzgerald, the Hospitality Services Team will coordinate the scheduling of your move to your new home. Upon your arrival, the Management and other associates will arrange a convenient time to visit you to answer questions you may have and provide information about living at The Fitzgerald of Palisades. In addition, a member of our Ambassador Team and Art of Living Well department will visit you to provide information on the benefits of their programs. We want

you to enjoy your new home and will continue to do our very best to make sure your experience is a rewarding and satisfying one.

SELF PARKING – SURFACE LOT

Residents may reserve garage parking for a monthly fee as outlined in the Appendix A. Please register your car with a member of the Hospitality team or at the Front Desk to obtain a Fitzgerald of Palisades parking sticker. In the event of a violation of parking restrictions, an associate will notify the violator to correct the situation. If the Community is unable to contact the resident, and it is determined that a hazard exists, the vehicle may be towed at the owner's expense. The City designates disabled spaces. Please do not park in reserved disability spaces unless you have a permit. If you have a permit, please note that the disability spaces are for temporary parking only; no longer than two hours at a time.

VALET PARKING

Valet services are offered to all residents on a complimentary basis from 7:00am until 7:00pm daily and we encourage you to use them. Guests should also utilize the complimentary valet services. If you are parking a car outside of valet hours, you may park in a surface parking spot and leave your keys with the Front Desk. Valet will park your car in your designated spot on their next scheduled shift. Residents are not permitted to self-park within the parking garage, this area is for valet only. We would like to emphasize that the valet service provided by The Fitzgerald of Palisades is not liable for any damage that may occur to your vehicle while under their care.

TELEPHONE

As a service to you, we have wired each residence for telephone service. Your new telephone number will be provided upon move-in. Both local and long-distance phone service are provided. Please remember that you are responsible for your own telephone equipment.

CABLE

Each residence is cable-ready and active. Standard cable service is supplied by The Fitzgerald of Palisades. A cable box will be provided to you for your living room area and each bedroom. Cable boxes that are damaged or lost must be replaced by you, the resident, at a cost denoted on the Appendix A of your Residency Agreement.

UNPACKING & DISPOSAL OF OVERSIZED ITEMS

If, after unpacking or throughout the course of your residency, you need assistance disposing of large boxes, crates, or wardrobes, please contact the Front Desk. For the safety of others, these items are not allowed in the hallways or to be stored on balconies. Please do not leave empty boxes on the loading dock. There may be a fee for removal as outlined in the Appendix A of your Residency Agreement.

YOUR RESIDENCE

Since this is your home, we want you to add the personal touches that reflect your personality. You are encouraged to bring your own furniture, mementos, pictures, and other personal items. No additions or modifications to the interior or exterior of your residence may be made without the written approval of the General Manager. All items of improvement that are attached to the structure or building will become the property of The Fitzgerald of Palisades and the sole expense of the resident.

Public Rooms & Amenities

The Fitzgerald of Palisades places emphasis on the importance of having common areas in which to socialize and enjoy special activities. Public areas have been designed to create a relaxed environment for residents to enjoy themselves. These areas are designed to be an extension of a resident's home. The Art of Living Well Director schedules recurring activities and programs in these areas. You may reserve some of these rooms for private parties or gatherings. Please refer to the Appendix A of the Residency Agreement for fees.

FITNESS CENTER & YOGA STUDIO

The Fitzgerald of Palisades offers exercise facilities featuring equipment appropriate for older adults open 24 hours per day, 7 days per week. Our comprehensive Art of Living Well programming is also intended to promote successful aging strategies. To participate in the Art of Living Well programs, please contact the Art of Living Well associates for more information. Please remember that all equipment is used at your own risk.

AQUATIC CENTER

The pool, spa, and sauna are open from 8am until 8pm daily. The Art of Living Well team will offer programming in the pool and a schedule will be provided each month. For questions, please see the Art of Living Well Director. There will be no lifeguards overseeing the pool and use of the pool, spa, and sauna are at your own risk.

AL LIBRARY

Located on the 2nd floor of our north tower next to the AL Living Room, the AL Library is open 24 hours per day, 7 days per week. The various newspapers and magazines provided should remain in the library. A number of regular and large-print books are available and may be taken to your residence and returned after you have finished reading them. The Fitzgerald of Palisades welcomes donations of books; those with larger print and hard cover are especially appreciated.

AL LIVING ROOM

The AL Living Room is centrally located on the 2nd floor of our north tower and is available 24 hours per day, 7 days per week and is a meeting place for residents and commonly used Art of Living Well programming.

MOVIE THEATER

The movie theater is located on our lower level and features a state-of-the-art sounds system and comfortable recline seating to enjoy an array of cinematic screenings.

PET SPA

Our climate controlled pet spa with pet wash station and pet relief area is located on the lower level of our south tower and is available 24 hours per day, 7 days per week.

Dining

District

The formal Assisted Living dining room at The Fitzgerald offers a refined dining experience that blends local tradition with global inspiration. District also features a private dining room that may be reserved for your special occasion. Reservations may be made by speaking with the Food & Beverage Director.

Schedule of Operation

Except for holidays and special occasions, when alternative schedules will be communicated, our dining rooms are open during the following hours Monday through Sunday:

Breakfast Service 7:00 am to 10:00 am

Lunch Service 11:30 am to 1:00 pm

Dinner Service 3:00 pm to 7:00 pm

Daisy's

Our Memory Care dining room serves three delicious and nutritious meals daily in a lively, restaurant-like setting.

Promenade

Inspired by nature, the formal dining room at The Fitzgerald offers a refined dining experience that blends local tradition with global inspiration. Promenade also features a private dining room that may be reserved for your special occasion. Reservations may be made by speaking with the Food & Beverage Director.

Schedule of Operation

Except for holidays and special occasions, when alternative schedules will be communicated, our dining rooms are open during the following hours Monday through Sunday:

Breakfast Service 7:00 am to 10:00 am

Lunch Service 11:30 am to 2:00 pm

Dinner Service 4:00 pm to 8:00 pm

Boulevard

Cozy up with friends or family in one of Boulevard's intimate banquettes, the perfect setting to enjoy upscale cuisine in one of Palisades' best brunches

Streetcar Cafe

Hours: 7:00 am to 2:00 pm daily

Streetcar Café is a one-stop shop for casual meet-ups with friends, complete with a premium coffee bar and light café fare.

Zelda's Lounge

Hours: 3:00 pm to 9:00 pm daily

Residents can retreat to this stunning Art Deco masterpiece for cocktails, wine and light fare.

In-Room Dining

For those times you prefer to dine alone, rest easy knowing you may experience restaurant-quality dishes in the comfort of your own residence. Available during each outlet's regular business hours, The Fitzgerald of Palisades' in-room dining menu features an expansive list of starters, entrées and desserts, all of which may be delivered straight to your door.

Catering

Let us assist you by catering any social occasion, ranging from a party in your residence to a formal family reunion dinner in the private dining room or activity room. Selections, reservations and costs are available from the Food & Beverage Director.

GUEST MEALS

Your family and friends are always welcome at The Fitzgerald of Palisades. In the event you would like to entertain friends or family at a meal, you are welcome to do so. Please make reservations through the Touchtown app or by contacting the dining room host. See Appendix A of the Residency Agreement for the cost of guest meals. Meal cost may be added to your monthly statement or paid for tableside. Advance reservation is not required, although always encouraged. Large parties may have longer wait times if a reservation was not made in advance.

KITCHEN

The main kitchen is for associates only. If you need something from the kitchen, please ask an associate for assistance.

MEAL PLANS

Your meal plan includes (3) meals per day. An additional meal plan is available as outlined in the Appendix A of the Residence Agreement. Any additional meals above your monthly allotment will be billed on a per meal basis.

MENUS

Copies of weekly menus are located in the dining room and available on Touchtown for the following week.

SEATING

A dining room associate will be available in the dining room to help you find a table, if requested.

Seating is open at The Fitzgerald of Palisades, which means that there is no assigned seating. Your entire party must be present to be seated together. We encourage all residents to maintain flexibility in whom they dine with so that all residents feel welcome to sit anywhere there is a seat available.

DIETS

The dining menu accommodates regular and Kisco-approved diet alternatives. Please feel free to consult with our Director of Food & Beverage and Assisted Living & Memory Care Directors on available diet offerings.

General Information

ABSENCES

For your safety and our peace of mind, all residents are required to sign out when leaving the Community for an extended period and to sign in upon return. We request that you provide a Front Desk representative with your estimated return time and a telephone number where you may be reached – and if applicable, by whom you are accompanied – in case of an emergency. If we are managing your care and/or medications, please notify an Assisted Living associate in advance so arrangements can be made in preparation of your departure.

ASSOCIATE APPRECIATION FUND

At your discretion, you may give money to this fund, which is managed by the Resident Council and distributed to all associates at the end of the year. This gift is a voluntary contribution to show your appreciation for the services that our associates provide for you. Please speak with the President of the Resident Council and let him/her know that you would like to contribute. If you have received exemplary service from an associate, please let a member of the

Community Management Team know, so that the associate may be recognized through Kisco's reward and recognition program.

BED/SIDE RAILS

The use of bed/side rails, and any other devices attached directly to the bed, is prohibited.

BALCONIES

High winds may dislodge lightweight or loose items and blow them off balconies. This may cause property damage or personal injury. Therefore, items should be adequately secured. The use of large amounts of water on the balconies or shaking rugs or discarding items over the railing will disturb residents on lower floors and is therefore prohibited. Hanging towels or other items over the railing to dry or air out is also prohibited. Please do not feed animals or throw ANYTHING off the balcony or patio.

COMMUNICATION

In line with our policy of open communication, the following publications and procedures keep our residents informed and up-to-date on matters that are important and of interest to them. Please provide any email addresses for friends or family members who you would like to receive our internal communications.

- Resident Handbook: included in Residency Agreement
- The Fitzgerald of Palisades Monthly Newsletter: via Email
- Art of Living Well Monthly Calendar: Touchtown App
- Current Events, Programming & Dining Menus: The Fitzgerald of Palisades TV Station

CONFIDENTIAL MATERIAL

All application forms, Residency Agreements, physical histories and resident documentation will be kept strictly confidential. It is the policy of The Fitzgerald of Palisades not to provide your name or address to mail house firms or any other company. We also provide free shredding service for your personal and confidential materials. Please see the Front Desk to discard personal confidential materials through our shredding service.

DRESS CODE

Residents are expected to dress in good taste. Bathrobes, housecoats, sleepwear,

undergarments, and bare feet are prohibited in any common areas.

EMERGENCY INFORMATION

We maintain emergency information on all residents of The Fitzgerald of Palisades for emergency use only. Should any of the information change, please notify the Hospitality Services Director so that we may keep this information current. At least annually, you will be asked to update your information. This allows us to provide important information to emergency personnel, as well as to be able to comply with your wishes in the event of illness or another emergency.

ENERGY CONSERVATION

Please do your part to help conserve energy by turning off lights and appliances when not needed. Do not open windows and doors when the air conditioner is on. Please report faulty appliances and plumbing to the Front Desk.

FIREARMS & EXPLOSIVES

Firearms, including collectibles and antique firearms, are not allowed anywhere on The Fitzgerald of Palisades's property. Explosive and highly flammable materials, such as kerosene, gasoline or paint stripper, may not be brought onto the premises.

GENERAL DELIVERIES

We request that you notify the Front Desk of expected deliveries so that we may assist if possible. The Front Desk will accept packages and notify you when you return. We cannot store furniture or other large deliveries. For your convenience, a courtesy cart is provided; please ask a Front Desk associate for its location.

GOOD NEIGHBOR POLICY

In consideration of your neighbors, we ask that the volume on radios and televisions be turned down after 9:00 pm. We also have a policy at The Fitzgerald of Palisades to treat other residents and associates with respect. We are committed to ensuring a safe, secure and respectful environment for everyone – whether residents, associates, visitors, providers or vendors. It is our expectation that individuals will demonstrate civil and respectful behavior while on our premises. We expressly prohibit abusive language, including threats, intimidation, humiliation and slurs, sexual harassment, physical assault and weapons. To maintain a safe, secure and

respectful environment for all, we reserve the right to take appropriate measures to address abusive, inappropriate or aggressive behavior. Residents must not engage in conduct that violates federal, state or local laws or ordinances.

GRATUITIES & TIPS

The Fitzgerald of Palisades employment policy prohibits associates from accepting any tip or gratuity directly from residents, their family members, or guests. Acceptance of such could result in immediate termination of an associate. Please do not place associates in a situation that requires them to refuse the acceptance of tips or gifts. If you have received exemplary service from an associate, please complete a MADE card or feel free to let any member of the Community Management Team know so that he/she may receive recognition through Kisco's reward and recognition program. Or, if you feel inclined, you may donate to the Associate Appreciation Fund by reaching out to your council members.

GRIEVANCE PROCEDURE

It is our policy to ensure all grievances are handled respectfully, appropriately and in a timely manner. We strive to provide a positive work and living environment and intend to provide fair and prompt consideration to all grievances. You have several ways to let us know about your concerns and complaints:

- You may use the Community work order system to inform us of specific maintenance or housekeeping needs.
- For general items or ideas for improvement, you may leave a note in the Suggestion Box.
- Should a resident or family member have a grievance, feel free to request a private meeting to discuss the matter with the Community Management Team member involved, so that the issue may be immediately resolved. If you do not come to a satisfactory resolution, the matter may then be discussed in a private meeting with the General Manager. If the resident or family member continues to be dissatisfied, he or she may contact the Kisco Senior Living management company at 866.547.2675.
- For concerns, you may also inform a member of the Resident Association or Resident Committee.

INSURANCE

The Fitzgerald of Palisades insurance does not cover your personal property. You must safeguard and insure your own property. Rental insurance may be obtained through your personal insurance agent.

KISCO CARES

Kisco Senior Living believes in being a good neighbor in our local community. Kisco Cares is a program that donates money to a community charity, project or cause that will benefit a necessary cause. We encourage our residents to become actively involved in supporting this program by helping to select the beneficiary and by offering support through volunteering their time in the selected program.

LIGHT BULBS

We will replace burned out light bulbs in building fixtures in your residence that are the property of The Fitzgerald of Palisades at no fee to you (i.e., ceiling lights, bathroom lights, etc.). If you require assistance in replacing light bulbs for your personal fixtures, our maintenance person will be glad to assist you. For your convenience, The Fitzgerald of Palisades stocks LED light bulbs.

LOST & FOUND

Lost items should be reported to the Front Desk. If you find an item on the property or grounds that seems lost, please turn it in to the Front Desk. The Community will maintain all “found” property until either the owner is identified, or 90 days have passed, after which time the Community may dispose of the “found” property. For “found” items deemed to have material value, the Community may post a “found” notice on The Fitzgerald of Palisades television channel. For “lost” items, residents may prepare a “lost” notice and present it to The Fitzgerald of Palisades management for posting.

MOTORIZED CARTS/WHEELCHAIRS

You may use a motorized cart at the Community. Residents are responsible for providing maintenance of personal vehicles. Motorized carts must be operated in a safe manner, taking special precautions near doorways, at corners, when approaching pedestrians, backing up and in other situations that present risk of injury or damage. Residents are responsible for any damage or injuries as a result of the use of a motorized cart including payment for all associated costs the Community or claimant may incur. To ensure safety of others and to prevent blocking hallways and other common areas, motorized carts may not be parked in the corridors or near any emergency exits. The Community may designate specific parking in some areas of the Community for motorized carts.

The Fitzgerald of Palisades reserves the right to place temporary or permanent restrictions on

your use of a motorized cart if your operation of the cart is causing unreasonable property damage or poses a risk to other residents, guests or Community associates.

MONTHLY STATEMENTS/PAYMENTS

Your statement will include the monthly rental fee, guest meals, room service fees and any other fees you or your guests may have incurred. Any sums not paid by the 10th of each month will be feed a late fee of 5% per month until paid. All late fees will be posted on the next month's statement. For the convenience of the resident and efficiency of operations, payments made through electronic bill pay at <https://www.kiscoseniorliving.com/bill-pay> are preferred. If you pay by check, there will be a monthly reoccurring service and handling fee applied to your monthly bill for paper check processing, as outlined in Appendix A of the Residency Agreement. Checks are to be made payable to "The Fitzgerald of Palisades." Monthly rent payments and other obligations may be paid at the Front Desk. Questions regarding accounts should be directed to the Hospitality Services Director.

NON-SMOKING COMMUNITY

The Fitzgerald of Palisades is a smoke-free Community and smoking is not permitted in your residence, on your patio or in any of the common areas of The Fitzgerald of Palisades. Smoking is only allowed in designated smoking areas outside of the Community. Smoking areas on the exterior of the building may be located by designated signage. Proper disposal receptacles should be utilized to prevent the risk of fire in those areas. If you develop memory impairment, dementia, or other physical or mental conditions, that in the sole good faith determination of The Fitzgerald of Palisades makes it unsafe for you to smoke unsupervised, you understand that you will not be permitted to smoke on the property unless supervised by an associate or an approved visitor. Smoking is prohibited where oxygen is in use. You are required to advise your guests of the smoking policy. If you violate this policy, you may be asked to move. You also agree to reimburse the Community for refurbishment and cleaning costs associated with smoking in your residence or any indoor area.

PERSONAL SERVICE PROVIDERS

Licensed home care agencies are available to provide personal care assistance to residents who need support to remain independent. They may provide many services to help you with tasks that may be difficult for you, or that you do not have the desire to do yourself. Please see the Hospitality Services Director for an overview of our policies that cover the engagement of a Personal Service Provider. Some minimal requirements include but are not limited to: the

agency must be licensed, conduct applicable background screenings on employees, and provide workers compensation and liability insurance.

PETS

The value of pets is one that is well recognized. The team at The Fitzgerald of Palisades believes that having a pet is an important part of life for some individuals. It is our policy to welcome residents with small standard domestic pets, while protecting the rights of residents who do not own pets. If you receive prior approval from the General Manager to keep a pet at The Fitzgerald of Palisades, you will be required to (1) adhere to the established pet policies in Appendix C of the Residency Agreement, and (2) pay a pet fee as set forth in Appendix A. Pets may be walked on the Community grounds under the owner's supervision and on a leash. Residents will be held responsible for cleaning up after their pets and for any damage their pets may cause to the grounds or building. Visitors are allowed to bring standard domestic pets to the Community but must adhere to our Community standards for pets on property. All pets must be accompanied by their owner and on a leash at all times. Service animals aiding residents with disabilities shall not be subject to the pet fee or any common area restrictions.

PUBLIC ANNOUNCEMENTS/SOLICITATION

Public announcements or solicitations for any cause without written permission from the General Manager are discouraged.

RECYCLING

The Fitzgerald of Palisades is proud to support the recycling of newspapers, magazines, bottles, and plastics. A list of recyclable items is posted in each trash room. These mixed recyclable items do not need to be separated and may be placed in blue-labeled containers in the trash rooms without a bag.

RENT INCREASES

Please refer to your Residency Agreement regarding rental increases. Increases in rent are implemented on a periodic basis to cover the cost of operation and to ensure we are providing quality services and programs and a lifestyle that you enjoy. Please contact the General Manager regarding any other questions you may have.

RESIDENTS' COUNCIL

All residents of The Fitzgerald of Palisades are members of the Residents' Council. The Council is solely operated by and for the residents. They hold quarterly meetings as a forum for comments, concerns, compliments, and Community updates. Input from the Residents' Council is advisory in nature. The Residents' Council will elect its own officers. Associates attend council meetings upon the request of the residents. Additionally, there are several resident committees that help provide feedback on programs and events at The Fitzgerald of Palisades. These committees include activities, dining services, and building and grounds. If you would like to become involved on one of these committees, please contact the General Manager. Minutes from all committee and council meetings are located in the lobby. The bylaws of the Residents' Council are located at the Front Desk.

SAFE NEEDLE DISPOSAL

Residents who have used a disposable sharp instrument or equipment must be responsible for its safe management and immediate proper disposal after use. Used disposable sharps, needles, or syringes must be discarded into an approved sharps container at the point of use. These containers must not be filled above the mark that indicates the bin is three-quarters full. If you purchase the sharps disposal container from the Community, you will be able to use the mail back program to dispose of the container for no additional fee. Sharps disposal containers may be purchased from our Facilities Director.

DO NOT empty or reuse sharps disposal containers. **DO NOT** throw away in the common trash. Containers must be appropriately labelled prior to disposal.

SECURITY

Emergency pull cords, bells and security are monitored by our associates. All outside perimeter doors are locked throughout the day. To gain entry, use your key fob or push the button for assistance. The front door is locked at night and is reopened in the morning. If you arrive home and the door has been locked, use your key fob or follow the posted instructions to notify an associate.

STORAGE

Residences at The Fitzgerald of Palisades have well-designed closet and cabinet spaces. Additional storage space may be available for a fee as outlined in Appendix A of the Residency Agreement.

SUGGESTION BOX

Your comments and suggestions are viewed as a quality improvement opportunity and always welcome. Management makes every effort to respond to the needs and wants of all residents. For this reason, we have a Suggestion Box in the lobby so that you may submit concerns confidentially, if you so desire. Be assured that every suggestion will receive our attention and consideration.

TOUCHTOWN

Throughout the Community, as well as on channel **XX**, you will find a slide show with information on current events, programming, and announcements. You may also access this information via the Touchtown app. Please contact our Technology Concierge or Front Desk should you need help downloading and accessing the application.

TRADESPEOPLE/SOLICITORS

For your protection and privacy, door-to-door soliciting is not permitted on the premises without prior written consent from the General Manager. Please notify the Front Desk immediately if you are bothered by solicitors or see them within the Community. No solicitors or salespersons are permitted to go through The Fitzgerald of Palisades or call on you for transactions of any business, unless specifically authorized by you to do so. If you are expecting people of this nature, please notify the Front Desk in advance.

VALUABLES

The Fitzgerald of Palisades is not able to store valuables for residents. We suggest that you lease a safe deposit box at the bank for storage of your securities, jewelry and other valuables. The Fitzgerald of Palisades cannot be responsible for the loss or theft of valuables from your residence; however, please inform the General Manager of any disappearance so we may help in an investigation and potential recovery of the item(s). You are encouraged to purchase renter's insurance to cover your personal property.

VIDEO SURVEILLANCE

As a matter of privacy and dignity for our residents and associates, surveillance cameras and/or monitoring devices are not allowed in the resident's living space or residences.

VISITOR RULES

It is the resident's responsibility to inform guests of rules and guidelines and to be sure they are followed. You will be responsible for payment of any damage done and/or fees incurred by your visitors.

- Visitors may visit anytime unannounced. All visitors must sign in at the Front Desk.
- Visitors may stay overnight for up to two (2) days with advance notice and the written approval of the General Manager or designee. Additional days may be requested not to exceed fourteen (14) days in a calendar year unless extenuating circumstances exist. Prior written approval must be obtained by the General Manager or designee. Overnight visitors must follow the Community rules at all times.
- We advise residents to not allow guests to leave valuable jewelry or other valuable articles in the resident's residence.
- Sealed envelopes will not be accepted for safekeeping. Contents must be inventoried first, and signed receipts will be given to the residents or their responsible parties.
- If a resident or their guest has a cold, flu or any other communicable disease, for safety, please ask your guest to visit another time.
- Advise your guests that we are a smoke-free Community and guests will need to smoke only in the designated outdoor areas.
- Pets will need prior approval of the General Manager or Manager on Duty to be in the Community. Pets must be on a leash and the owner is responsible for clean-up.
- Guests must utilize valet parking or park their car in the designated areas marked for guest parking. Please ensure they avoid parking in the loading area or a resident-reserved parking spot. Any unauthorized vehicles will be ticketed and/or towed at the owner's expense.
- If your guest should fall or sustain any injury while on the premises, report the incident to a Community associate. An injury report needs to be completed.

VOLUNTEER OPPORTUNITIES

There are opportunities for volunteer service at The Fitzgerald of Palisades. You may serve as a greeter for special events, help with the orientation of new residents, assist with activities such as bingo or ice cream socials, help with decorations for special events, design and assemble a bulletin board, and various other functions. You will find your life enriched as you give service to others. Some of the best service given is a smile and a cheerful attitude. If you would like to know about available volunteer opportunities, please see the Art of Living Well Director.

VOTING

As a resident of The Fitzgerald of Palisades, you are eligible to register to vote in all elections.

Please contact the Art of Living Well Director for the location of official voting places so that you may cast your vote. Voter registration forms and absentee ballots are available online at <https://vote.gov/register/dc/>

WALL DECORATIONS

Your residence is your home; please feel free to decorate it as you wish. Maintenance personnel are available to hang heavy pictures or mirrors for a fee as outlined in the Appendix A (resident must provide the hardware). If you wish to modify your residence in any way, you will need prior written approval from the General Manager.

General Safety

ELECTRICAL FAILURE

In the event of a power failure, associates will notify the power company and arrange for restoration of service. In most cases your telephone will still be operable. However, please restrict calls during power failures so that lines may remain free for essential communications. Emergency lights in the hallways will remain on until power is restored. There is a generator, which supplies power to emergency lights, the fire alarm & suppression systems, elevators A and C, hallway emergency lights, the main kitchens, the nurse call system, one receptacle in each home, select receptacles in common areas and heat and air in common areas. We recommend you have a flashlight with good batteries in your residence for emergencies. Batteries may be purchased at the Front Desk.

ELEVATOR

If the elevator should become stalled, or if the elevator door will not open for you, open the phone cabinet in the elevator, pick up the phone which will automatically dial to the elevator emergency monitoring service. Tell the person who answers the phone your name and the elevator location. Immediate assistance will be forthcoming, remain calm.

EMERGENCY EVACUATION PROCEDURES

Please familiarize yourself with the evacuation routes, provided to you upon your move in and on the back of your residence door. In the event of an actual emergency, it is critical that everyone knows what to do and where to go.

EMERGENCY MONITORING SYSTEM

Each residence is equipped with an emergency call system with push alarms in each bedroom and bathroom. Also, wireless emergency pendants are available by contacting the General Manager. Our associates monitor this system at all times. If pushed, our associates will check on you immediately, and if needed, obtain medical help. Please use the Call System only in emergencies. We request that all of our residents alert our associates immediately if you suspect that a friend or neighbor is in distress. If another resident requires physical assistance, please do not try to aid the resident. Call or contact the Front Desk for assistance.

SMOKE ALARMS

Each residence is equipped with an individual smoke alarm. By necessity, these alarms are very sensitive. If you accidentally activate the alarm (burnt toast or shower steam may cause this), call the Front Desk to let us know that it is not an emergency.

To clear the alarm, follow these steps:

- Do not open the door to the hallway.
- Initially try to dissipate the smoke by waving a towel around the smoke alarm.
- If the alarm continues to sound, open your windows. You might turn on the bathroom fan and the air conditioner fan and continue to clear the air with a towel.
- If none of these procedures work, call the Front Desk for assistance.

FIRE EXTINGUISHERS & FIRE ALARM PULLS

Fire extinguishers and fire alarm pulls are located throughout the common areas of The Fitzgerald of Palisades and on each floor of the building. You are urged to familiarize yourself with the location of these extinguishers and fire alarm pulls. Fire sprinklers and smoke detectors are located throughout the common areas, as well as in individual residences. It is suggested that a small fire extinguisher be readily available for use within your residence in the event of a fire.

FIRE PREVENTION

We have all heard fire prevention preached for decades, yet many people still end up sorry rather than safe because the threat did not seem real enough to make them alter their habits or take the time to care. You must remember your fellow residents' safety and well-being rests in your hands.

Take the time to follow these basic guidelines:

- Do not smoke in residences or inside the Community.
- Do not overload electrical outlets or use frayed wires. Only use approved surge protectors or power strips, not extension cords.
- Turn off coffee pots, heating elements, toaster ovens, etc. before leaving your residence.
- Do not obstruct hallways, stairwells or doors.
- Report unsafe conditions to the Front Desk.
- Do not bring or store highly flammable liquids or chemicals in your residence or any storage area. This is prohibited.
- Charcoal and gas grills are not permitted in any residence or on any of the patios or balconies.
- Do not repair or alter the building's electrical systems.
- Use of fireworks in the Community or on the premises is forbidden.
- Buy a home fire extinguisher and know how to use it.

Fire Evacuation Plan

The Fitzgerald of Palisades has an extensive system for fire detection and for controlling losses because of fire. There are two separate systems within the building. One encompasses all of the smoke and emergency health alarms in all of the residences. The other encompasses all the smoke and heat detectors in the public areas (including hallways) and all of the fire alarm pull stations. In the unlikely event of an actual fire, the damage would be contained in that immediate area. A fire evacuation plan will be posted on the back of your front door, please do not remove this item. We also strongly encourage you to participate in the quarterly resident evacuation training program.

When you hear the fire alarm sound, always do the following:

- If there is a fire in your room, leave immediately and close the door.
- Do not use the elevators. If you are on an elevator when the alarm sounds, return to the first floor and evacuate the community via the planned route.
- If there is no fire in your residence, and you hear an alarm, get dressed and wait for the alarm to stop or for someone to assist you in evacuating. Our building has sprinklers, and it is very unlikely that a fire would spread far.
- Be familiar with locations of manual fire alarm pulls and fire extinguishers located in the vicinity of your residence.

- If you evacuate, do not return to the building until the “all clear” signal is given by the fire department or Community personnel.

Resident Services

ASSURANCES

Kisco Senior Living has built a beautiful environment with the intention that our residents may enjoy a dignified retirement in an elegant setting. This is your home, and we want to do all we can to ensure your comfort and happiness. After-hours and on weekends, there will be a Manager-on-Duty available to manage situations requiring immediate attention. If you are unable to obtain a satisfactory solution to a problem, ask to have the Manager-on-Duty called. It is our belief that concerns that are dealt with quickly are less likely to grow. Therefore, we prefer to be called rather than have a resident or family member wait and worry.

HOUSEKEEPING

The Housekeeping department is responsible for providing once-a-week cleaning service for your residence, leaving you free to fill your time with more enjoyable activities. Each housekeeper has a routine schedule. At that time, the associate will vacuum, provide light dusting, clean your bathroom and kitchen, and change your bed linens. Housekeeping will launder your linen and towels each week. We ask all residents to keep two sets of linens and towels so we may leave your residence reset and fresh. Housekeepers do not vacuum under heavy furniture or move small knickknacks or collectibles. Should you require a special cleaning task, on occasion, additional services may be provided for a fee as outlined in the Appendix A of the Residency Agreement, based upon availability of personnel to meet your requests.

SALON & BARBERSHOP

The Salon is located on the Lower Level. To make an appointment please call **XXX.XXX.XXXX**. Fees for services are posted in the Salon and will be billed separately. Please note this is a third-party provider and not an associate of The Fitzgerald of Palisades.

LAUNDRY

You will be assigned a housekeeping day that will be the same each week. On your housekeeping day, place all items you would like to have laundered into your laundry bag. The housekeeper will wash, dry, fold and return your laundry to you. Residents are responsible for their own dry-cleaning needs.

MAINTENANCE

The Maintenance department is responsible for performing preventive, routine and emergency maintenance throughout the Community on items that are the property of The Fitzgerald of Palisades. These include, but are not limited to, kitchen appliances, lights fixtures, the tub/shower, toilet, sinks, etc. Please report any problems to the Front Desk so that a Work Order may be submitted to the Maintenance department. Your work cannot be addressed without a work order. Unless there is an emergency, work orders will be filled in the order received. Non-emergency requests will be addressed during normal business hours. You may be assessed additional fees as outlined in the Appendix A of the Residency Agreement for requests that are not considered preventive, routine and emergency maintenance.

MEDICAL APPOINTMENTS

You are responsible for making your own appointments with medical providers. If you are receiving Assisted Living Services, our associates will assist you in making your appointments. If you are moving to The Fitzgerald of Palisades from another area, we strongly suggest making arrangements to meet and establish a relationship with a physician in this neighborhood prior to your move. This could be very important to you in the event of an emergency. Transportation requests outside the 5-mile complimentary transportation area will be assessed a fee in accordance to the Appendix A of the Residence Agreement.

THE ART OF LIVING WELL

The Fitzgerald of Palisades offers a comprehensive Art of Living Well program intended to promote successful aging strategies. The Art of Living Well department encourages residents to participate in many stimulating mental, physical and social activities. These include opportunities for life-long learning, physical fitness, social outings, spiritual growth, community involvement, and overnights and day trips beyond the local area.

We offer a fitness center featuring specially designed equipment for older adults. Individualized assessments are available as part of the program. You are encouraged to call the Art of Living Well Director for an initial appointment prior to using the equipment. Please remember that all equipment is used at your own risk. Residents must complete orientation prior to using the pool/spa.

We hope you will participate in programs you have enjoyed in the past, as well as venture out into new possibilities. A detailed schedule will be provided regularly so you may plan your personal activities around any events in which you wish to participate. Events will be scheduled for weekdays, evenings, and weekends. Please look for the program schedule on Touchtown and in the Community newsletter each month.

Most activities are provided for no additional fee. However, for outings such as off-site lunches, theater and sporting events, residents will pay for their own food and admission fees. There may be a fee for some in-house special events, instructor fees and supplies and materials for specialized activities. Any costs will be communicated in advance of the event.

THIRD-PARTY SERVICES

As an added benefit to the residents, contract services may be used to augment the services provided by our Community. Examples of these services are Therapy, Home Health, and physician visits. It is our intent to offer these services through Medicare reimbursable contractors, whenever possible. You will be billed directly by the provider. For more information about our onsite partners for Home Health and medical services, contact the Hospitality Services Director by visiting the Front Desk.

TRANSPORTATION

The Fitzgerald of Palisades will provide transportation for medical and social appointments within a 5-mile radius based on availability. We encourage family and friends to remain involved with the resident by providing transportation to necessary medical appointments, when possible. Requests may be submitted through Touchtown and forms are also available in the mailroom. Additional information is available within the community transportation guide. The Fitzgerald of Palisades is not able to provide emergency transportation to or return transportation from the hospital.

The Fitzgerald of Palisades offers scheduled transportation for our residents. Weekly trips are scheduled to nearby shopping malls, grocery stores, banks, and other sites, at no cost to you. The areas served and times of service are listed in your monthly calendar of activities.

Theft & Loss Policy

Our policy is to document loss of personal property and to report loss over \$25.00 within 72 hours.

RECORDS

The Fitzgerald of Palisades will maintain a Theft and Loss record that will show the resident's name, article missing, current value, time and date of loss and action taken to follow up.

EVALUATING LOSS

The value of the missing property should be substantiated by reputable evidence such as receipts or appraisals for the item(s) of considerable value or item(s) for which the Community and resident disagree as to the value.

LOSS VALUED OVER \$100.00

The General Manager shall report loss to the local law enforcement within 36 hours when he/she has reason to believe resident property with a current value of \$100.00 or more is missing.

INVESTIGATION PROCEDURES

If missing property is reported to the General Manager, he/she shall make a thorough search of the resident's residence, laundry room, or any other common area in the Community. Associates on duty at the time and day of the suspected loss shall be questioned regarding the loss. Resident visitors and/or the responsible party will be contacted to inquire if missing item(s) were taken from the Community by a visitor. All efforts made to find the missing article will be noted on the Theft and Loss record.

NON-RESPONSIBILITY

The Fitzgerald of Palisades will not be responsible for lost or stolen articles brought into the Community by the resident, visitors, relatives, or the responsible party.

Final Words

Again, welcome to your new home. We are excited to have you join our family and sincerely hope that you remain well and happy with us! We hope you have found this handbook a useful guide as you settle into your new home. Please keep it handy so you may refer to it in the future. If there is anything we can do to make your transition to The Fitzgerald of Palisades any easier, or if you have any questions that have not been addressed, please do not hesitate to ask.

Best Regards,

**Alphonso Westley II
General Manager**