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WELCOME

On behalf of the Board of Directors, Residents and Staff, we extend a warm welcome to you! We believe your move to Havenwood Heritage Heights is the beginning of a new way of life that will be fulfilling and exciting. All of us are delighted you have decided to make your home with us.

You will find the HHH staff eager to help you. It is our goal to provide services which will enable you to continue with your active, self-sufficient lifestyle. However, should the need arise, be assured that our professional, caring staff will assist you in securing additional services or in making a change in your level of living. The "Levels of Living" in the HHH Continuum of Care have been designed to meet resident needs from independent living to 24-hour nursing care in the Health Services Center.

The Resident Handbook will help you become acquainted with the customs, programs, services, and policies at our dual-campus retirement community. Operating policies and procedures may change from time to time, as the needs of the Community require and also when transitions occur. We want you to have information about all living areas; thus, you will find important information about the Lodge, Lodge Assisted Living, and the Health Services Center as part of this Handbook. You are an important part of these changes, and we invite you to let us know how we may better serve you and your neighbors.

We believe that Havenwood Heritage Heights is a friendly, caring, and indeed, a special place to live. We all look forward to getting to know you and trust that among us you will find many friends and warm companionship. Once again, WELCOME!

Havenwood Heritage Heights Organizational Structure

HHH is organized as a dual campus not-for-profit corporation under the direction of one Board of Directors. We are, in fact, "One Community with two inter-twined neighborhoods". The President/CEO of the Organization is responsible to the Board for carrying out policy on both campuses. Senior Managers, reporting directly to the President, are responsible for the overall operation of specific service departments. There are over 300 people employed at HHH in full and part time positions. HHH has an excellent work place reputation and is considered to be an "employer of choice".

The HHH Board of Directors consists of not less than 9 or more than 17 members as outlined in its Corporate By-Laws. In addition, the Havenwood Resident Association and Heritage Heights Resident Association Chairs attend Board Meetings as resident representatives.

Each campus has a Resident Association, which is comprised of elected Officers and Representatives from all living areas. The Association promotes mutual understanding within the Community and provide a communication mechanism among the board of directors, residents, staff and volunteers. They meet regularly in the months of September through June.

Havenwood Heritage Heights is an independent ministry of the United Church of Christ (UCC) and operates as a faith based retirement community welcoming residents from all faiths. The UCC has no fiduciary responsibility for the operation or development of any part of the Retirement Community.

The NH Conference of the United Church of Christ is the sole member of the HHH Corporation. The Trustees of the Conference elect the HHH Board of Directors. There are 2 ex-officio Directors from the Conference serving on the Board with voting privileges.

At the Havenwood Heritage Heights Annual Board Meeting, both Boards meet together and the NH Conference is provided with an annual presentation about events and happenings at HHH and the formal covenant between the two organizations is read, reaffirmed and executed by the Board Chairs of each organization.

The History Of Havenwood Heritage Heights

Begun as a not-for-profit mission of the New Hampshire Conference of the United Church of Christ in the early 1960's, Havenwood Heritage Heights was envisioned as a community in which older people could receive needed support services while living as independently as possible, in a comfortable and secure environment.

Over the years, the Community has grown dramatically from its original beginnings. In 1965, on 9 acres of woodland in the Heights section of Concord, ground was broken for 46 independent units at Havenwood. The Health Services Center was added in 1969 and between 1967 and 1979 additional living units were constructed until the Community reached its full complement of 245.

Growth continued through the next decade. In 1980 we became Havenwood Heritage Heights. Just one mile north of Havenwood on thirty-two acres of woodland overlooking the Merrimack River Valley, 100 new units were built. In 1986, The Barrows Activity Center opened and in 1990, the second and final phase of the Heritage Heights Campus was developed, resulting in 145 new units. In 1991, Heritage Heights converted to a Continuing Care Retirement Community (CCRC) offering a greater variety of home sizes and styles, as well as enhanced health care and service options. To meet the growing needs of residents, in November 1995, ground was again broken for major renovations of the Administration Building and the addition of two floors to the Health Services Center.

In July 2004, in spirit with our mission and vision for the future, construction began to add seven, two-bedroom cottages (Ashwoods) at the Havenwood Campus on East Side Drive.

In 2006, the Community embarked on a \$4 million dollar renovation project and made quality of life improvements to accommodations on both campuses.

In 2009, 12 two-bedroom duplex units with a single car garage were constructed on the westerly end of the Havenwood Campus and are known as Woodland Court. Also, in 2009, 27 residential units and some common areas received major upgrades.

Over the past several years, the long 500' Lodge corridor, which connects 8 dwelling areas to the main corridor, has been transformed into "Main Street". Main Street now has 11 store fronts and hosts a variety of social activities and will continue to grow in our future.

Next, was "Tad's Place" at the Heritage Heights Campus. Tad's is the auditorium residents and staff dreamed of for many years and it came to be in 2012. Residents now have a professional quality stage, sound equipment and enough room for 160+ people to gather.

In 2013 and 2014 we were at it again, with a full blown construction project at Heritage Heights. Sixty-five north end units were taken down to make way for 52 new apartments, including the first of 6 stand-alone homes. In addition, there were also a few special projects in the Barrows Activity Center.

To add to the excitement in 2016, the Barrows Building Dining Room received a full renovation, and the addition of a meeting room that expands onto an outdoor patio with a fire pit.

Another dream became a reality in 2017 -- We began the journey in the Health Services Center to create more private home-like accommodations in a health care setting. Three private living suites were renovated in the Health Services Center, complete with a european-style bathroom, in-room lift system, and modern amenities including an in-room electric fire place.

In 2021, Phase I of the south end revitalization at Heritage Heights was completed during the pandemic. Building 43 was renovated to include open concept living, updated amenities and added garages. In addition, eight units were taken down to make 4 new two bedroom accommodations offering open concept, garages and basements.

In 2025, Phase II was constructed at Heritage Heights. Seventeen units were taken down to make way for 13 new accommodations with open concept, basement and garage design. In this phase, eight are two bedrooms, four one bedrooms and one two bedroom plus den.

At HHH we do not stop dreaming about how we can improve quality of life for residents. Havenwood Heritage Heights is home to approximately 550 residents. Our multi-level, two-campus retirement community includes 347 independent living units with a 24-hour Emergency Response System, a 34-bed Assisted Living Program, and an aggregate of 115 licensed beds in the Health Services Center. Residents who have come from near and far over the years are confirming the founders' vision of Havenwood Heritage Heights as, "A Bridge to Better Living."

OUR MISSION

Havenwood Heritage Heights is a not-for-profit, faith based retirement community providing a continuum of services and long-term care, where people of varying backgrounds, 62 years and older, live together in an atmosphere of independence and dignity with a common bond of companionship and a sense of community.

OUR VISION

Havenwood Heritage Heights will enhance and expand its charitable mission and we will further develop services to meet the needs of those who live here today and those who will join this community in the decade ahead making us the Continuing Care Retirement Community (CCRC) of choice.

OUR PHILOSOPHY

We are a community enriched by the diversity of its members, living together in a spirit of mutual respect and acceptance; offering services and programs that are meaningful and promote well-being; sharing facilities that meet environmental, physical, emotional and spiritual needs; providing a “haven” where residents experience a sense of physical and financial security; and responding to, and involved in, the needs of the wider community.

In carrying out our mission, we embrace the following values:

1. To provide opportunities to live a vital, purposeful lifestyle filled with joy, enthusiasm, hope, and a sense of community.
2. To promote diversity at all levels within our Community.
3. To nurture communication and collaborative relationships among residents, families, staff and Board in a manner that values resident involvement.
4. To promote volunteerism on the part of residents and staff.
5. To seek mutual understanding and cooperation between Havenwood Heritage Heights and all segments of the wider community.
6. To pursue innovative approaches that meet the changing physical, financial, emotional, and spiritual needs of residents.
7. To provide a safe, clean, comfortable, and environmentally appropriate facility that satisfies the needs of residents, guests, and staff.
8. To maintain an economically efficient and fiscally responsible operation and to comply with all State and Federal Laws.
9. To attract, develop, and retain skilled staff, encourage excellence and foster professional and personal growth.
10. To provide leadership and take an active role among our peer and professional organizations and legislative bodies.
11. To encourage ethical and socially responsible leadership consistent with the principles of faith ministry embraced by our founders, the United Church of Christ.

Levels of Living

The Continuum of Care

HHH is a community that provides its residents with several levels of living between our two campuses. Services are available at each level to provide you with comfort and security. Our philosophy of care is to maximize independence at all levels of living.

When Residents are having difficulty managing in their current residence, either at their request, by referral from family, medical provider or neighbors we will offer to assess needs and make suggestions for resources which can help. This process, as well as the process for exploring moves to other settings, is known as the Centralized Admissions Process. Our Care Management Department, in conjunction with colleagues in nursing and other departments, is responsible for determining how each resident may be best supported within our Community.

It is always our preference to see each resident safe and secure in their living setting. Sometimes this may be achieved through supports we can provide, or which can be contracted from licensed agencies in the greater community. When this is not preferable or possible, we can assist the resident to transfer to other settings within our continuum of care. This can be done on a planned or on a crisis basis. The Centralized Admissions process always consists of parallel assessments of a resident's capacities and care needs, under the aegis of Care Management, and ability to afford larger preferences within levels of care, as determined by Financial Services. Residents in licensed care settings within the continuum are subject to routine reassessment of their care needs and eligibility for alternative settings.

Advance Directives

HHH encourages residents to plan ahead for future health care and business matters by executing Advance Directives. In the event you become unable to make decisions for yourself, a Durable Power of Attorney for Health Care, and a Financial Power of Attorney will enable an agent, which you appoint, to act on your behalf. Information about a Durable Power of Attorney for Health Care is available in the Care Management Office. You will need to consult with an attorney for a Financial Power of Attorney.

If you have executed a Living Will, Durable Power of Attorney for Health Care or Financial Power of Attorney for Finances, HHH would like to have copies for your resident file. In this way, we are able to assist you, your family, and the hospital promptly in an emergency.

Resident Code of Conduct

In keeping with the Mission and Philosophy of HHH, the Administration wants to ensure that all residents are able to live together in an atmosphere of dignity with a common bond of companionship and community involvement, and to provide an environment which promotes active acceptance of the aging process. To that end, a "Resident Code of

Conduct” policy has been established. The purpose of this policy is to ensure that all residents of the different living areas know that their privacy is respected, they are secure within the Community, and the community is neighborly and supportive. The Resident Code of Conduct is an extension of your Residency Agreement. Violations of the Code of Conduct will be considered to be a breach of your Residency Agreement and could result in a termination of residency within the Community. Therefore, the following regulations have been developed as responsibilities of each Resident of Havenwood Heritage Heights.

- Being cooperative and respectful toward other residents, their rights, privacy, and personal property as well as extending these courtesies to staff, visitors, and vendors of HHH.
- Allowing free expression, in a reasonable manner, of the opinions or feelings of other residents.
- Keeping their personal living space in a healthful and neat condition.
- Communicating and trying to resolve differences with one another before involving Administration.
- Accepting another’s physical and emotional handicaps or disabilities.
- Refraining from visits to, comments about, or physical contact with others, which may be un-welcomed or inappropriate.
- Refraining from conduct that is verbally, physically or mentally abusive, neglectful, exploitative or unethical.
- Respecting each other’s ethnic and cultural origin, religious affiliation, marital status, sexual orientation, and socio-economic background.

It has been the deep sense of friendship and companionship among residents that has made HHH a comfortable, supportive place to live for five decades. It is through your caring and concern for each other, along with your respect for one another’s privacy that Havenwood Heritage Heights will continue to be a special community for many years to come.

Finding Your Way Around Havenwood Heritage Heights

To help you find your way around the Havenwood and Heritage Heights campuses, please check the maps on pages 19, 20 and 21.

Major Points of Interest On the Havenwood Campus



Aside from the cottage-style accommodations at the Havenwood Campus, there are three main buildings. The Administration Building, Health Services Center and Lodge. These three buildings are connected by Main Street and the lobby area. The Administration Building includes administrative offices and common areas. Main Street is the main corridor connecting the Lodge, a congregate living area with one and two room units, and Lodge Assisted Living, with one and two room units, to the Administration Building and the Health Service Center. The HHH Health Services Center provides care, services and community gathering areas. Within these three buildings, there are resident homes, shops, eateries, health care services, community rooms, a guest room, facility departments, and much more!

Finding Your Way Around Concord, New Hampshire

Concord may be New England's best-kept secret. It offers the best of city and country living with a quality of life that is hard to match. Concord is situated on the Merrimack River in the south central part of New Hampshire. It is the county seat of Merrimack County as well as the State's Capital. Concord is 135 miles from the northern boundary with Canada and 42 miles from the southern boundary with Massachusetts—just 70 miles north of Boston and 18 miles north of Manchester--New Hampshire's largest city. Concord is centrally located between the eastern boundary with Maine and western boundary with Vermont. The population is approximately 43,500 and the City encompasses an area of 64 square miles. New Hampshire's population is slightly over 1.3 million people.

Major Points of Interest

Auditoriums:	City Auditorium, Prince Street behind City Hall Capitol Center for the Arts, South Main Street Bank of NH Stage, South Main Street
Banks:	There are a variety of major banks throughout the City. Please search on-line to find your best option.
Chamber of Commerce:	49 South Main Street, Suite 104
City Hall:	41 Green Street (one block behind the State House)
Hospitals:	Concord Hospital, 250 Pleasant Street Concord Hospital Walk-In Urgent Care, 60 Commercial Street Encompass Health Rehab Hospital, 254 Pleasant Street
Libraries:	Concord Public Library, 45 Green Street Satellite location open 9:00 a.m. – 1:00 p.m., Heights Branch, 19 Canterbury Road in Concord. State Library, 20 Park Street (behind the Capitol Building)
NH Motor Vehicles	State Office Park, Transportation Building, Hazen Drive
Post Office:	12 Loudon Road

General Points of Interest

Downtown Concord: Concord is the state capital and the location of the oldest state house in the United States. The city also has the McAuliffe-Shepard Discovery Center, a science museum dedicated to space exploration, and is home to the University of New Hampshire School of Law. A lively city where community thrives, explore unique shops and eateries, stroll the beautiful Main Street, and experience many diverse cultural offerings!

Shopping Centers: **Capitol Shopping Center** Open-air mall with Market Basket, Marshall's, and Burlington Coat Factory, plus restaurants and services.
Fort Eddy Plaza Long-standing strip mall with a mix of shops and restaurants.

Grocery Stores:	DeMoulas/Market Basket	Capital Shopping Plaza, 80 Storrs Street and 108 Fort Eddy Road
	Shaw's Supermarket	20 D'Amante Drive
	Shop & Save (Hannaford)	73 Fort Eddy Road
	Wal-Mart,	344 Loudon Road

Pharmacies:	CVS, 4 Hall Street	157 Loudon Road
	Hannaford Pharmacy	73 Fort Eddy Road
	Prescription Center	125 North Main Street
	Osco-Shaw's Supermarket	20 D'Amante Drive
	Target	80 D'Amante Drive
	Walgreens	142 Loudon Road
Wal-Mart Pharmacy	344 Loudon Road	

Other stores selling clothing, housewares, electronics, books, etc., are located on D'Amante Drive, Loudon Road, Fort Eddy Road, Storrs and Main Streets.

The Administration Building

LOBBY LEVEL

Reception & Housing
Four Seasons Dining Room
Administration
Main Street Café
HSC Courtyard/Deck
Spiritual Care
Hair Salon

Mailboxes
Dining Services
Programs Office
Café Extended Seating
Care Management
Health Services Center

Elevator
Fitness Center
Lower Level Stairs
Rest Rooms
Chapel & Meditation Room
Main Entrance

LOWER LEVEL

Resident Laundry Room
Auditorium
Central Supply
Employee Fitness Center

Rest Rooms
Human Resources
Elevators-Lobby & Auditorium
Connector corridor to the HSC lower level offices

Financial Services
Clinical Pastoral Education
Woodshop

Health Services Center Points of Interest

First Floor

Main Entrance Lobby
Nurses Station
Community Room

Light House Lane Living Unit
Dining Room
East Elevator (Basement to 2nd Floor)
Center Elevator (Basement to 4th Floor)

Second Floor

A-Side:

Rainie Living Unit
Nurses Station

Dining Room
Community Room
Lighthouse Lane Extension
Center Elevator (Basement to 4th Floor)

B-Side

Melody Lane Living Unit
Nurses Station

Dining & Community Room
East Elevator (Basement - 2nd Floor)

Third Floor

Sky View Terrace Living Unit
Nurses Station

Dining Room
Sunroom
Center Elevator (Basement - 4th Floor)

Fourth Floor

Future Use

Lower Level

Rehabilitation Services
Activity Room
Housekeeping & Laundry Services
Information Technology & HHH TV

HSC Administrative Offices
East Elevator (Basement to 2nd Floor)
Center Elevator (Basement to 4th Floor)
Transportation Services

Main Street, Lobby Area

Main Street shops, offices, and activity rooms are listed in alphabetical order. All residents are welcome to join our Volunteer team. If you are interested, speak with the Program's Coordinator on either Campus.

Café & Extended Seating	These two eateries are located at the start of Main Street. The Café is open for breakfast and supper 7 days a week and for lunch on weekdays. The Dining Room is an open room after meal time and can be used as a gathering room. The Café is closed for lunch on holidays.
Care Management	The Care Managers at Havenwood Heritage Heights are social workers. The Care Manager's Office for Havenwood Independent Living Residents is located on Main Street across from the outdoor deck.
Cedar Lounge	Cedar Lounge is a casual gathering room with counter set up for food and beverage. Stroll in and enjoy a ballgame with fellow residents or reserve it for a family gathering.
Chapel and Meditation Room	The chapel/meditation room is located beyond the Main Street Café. It is just before the entrance into the Health Services Center. The chapel/meditation room is open to all and may be reserved for a service or used as a serene space.
Corner Pocket	Conveniently located on the corner of Main and Dogwood Court, just about half way down Main Street, the Corner Pocket is a billiards parlor frequented by many HHH pool sharks.
Cozy Corner Living Room	The Cozy Corner Living Room accommodates up to 20 people and can be used for quiet chats with family or friends, card games, or meetings. You will find this room on the corner of Elm Court and Main Street, just across from the Library.
Dog Play Area	The courtyard just off Elm Court and Ginkgo Lane is designated as the "Dog Play Area". Dogs may frolic in this enclosed courtyard daily, as long as their owners are present to watch and pick up after them.
Flicks	Just about half way down Main Street at the Corner of Dogwood Court is a 16-seat movie theater - "Flicks". The theater can also be reserved as a presentation/meeting room.
The Four Seasons Dining Room	Located off the main lobby The Four Seasons is a full service dining room serving 3 meals each day and hosts special events. Residents and family members are welcome.

Great Room	The Great Room is a large living room and can be used for a family gathering, meetings or special functions. This community space can accommodate up to 40 people. It is equipped with a cozy seating area in front of a fireplace, a big screen television, dining table, buffet counter, refrigerator and two outdoor decks. The Great Room is located in the center of Main Street between Cedar Lane and Elm Court.
Hair Salon	Our licensed professionals are qualified and experienced to accommodate the unique needs of our residents, service both men and women, work with all types of hair and provide an extensive range of beautifying hair services. In addition, manicures and nail color changes for fingers are available.
Happeninz	Happeninz is a multi-purpose room where all sorts of activities can “happen”. This attractive space has a fireplace, flat screen television, and table seating for twenty. The room is available for residents and family to reserve for a special gathering.
Havenwood Fitness Center	The HHH Wellness Philosophy is well supported with modern equipment designed to support older people. The Fitness Center is located off the main lobby.
HHH Library	Across from “The Corner Pocket” you can peer into the well-stocked library. To access the library, you enter on Elm Court. Drop in and select a book or video, glance at a newspaper, or settle into a high back chair in front of the fireplace and finish your novel. Need a computer or internet access? The library has 2 computers for residents to use.
Health Services Center & Scoops Courtyard	Just off Main Street there is a beautiful outdoor courtyard and deck with umbrella tables and chaise loungers. The courtyard is accessible from the upper deck, the Café Extension, and Health Services Center.
Home Health Office	The Home Health Office is staffed by HHH nurses and licensed nursing assistants. The Office is located on Beech Court and has office hours from 7 AM to 7 PM daily.
Klapproth Sports Complex	This outdoor complex offers residents a special area and attractiveness Complex in the athletic world that it has never had before in history. This space offers Pickleball, Tennis, Basketball, and a putting green. There are also, decks and sitting areas with a fire pit for residents to enjoy.
L & B Country Store	This newest addition to Main Street incorporates 3 original Main Street stores into one new structure. The store still embraces the camaraderie and many things residents have come to enjoy about the HHH Boutique, Annie’s Treasures and Scoops. Residents can shop for clothing, sundries, cards, treasures and enjoy ice cream or coffee, inside or outside. Proceeds go to the Cultural Arts Fund which directly benefits residents

Lodge Guest Room	The Guest Room location changes periodically and is available (HHH by reservation. Fees are noted on the Annual Rate Schedule. Bed & Breakfast) The Guest Room is equipped with two twin beds, a private bathroom, television, linens and includes a continental breakfast. Residents should contact the Reception Office on either campus to reserve the Guest Room and the location will be explained at that time.
Lodge Assisted Living (LAL)	The Lodge Assisted Living Program is located at the eastern side of the Lodge, just off Main Street, with living units on Fir and Holly Courts. There are one and two room units in this area of living with a large dining room and two living rooms for resident gatherings.
Rest Rooms	Rest rooms are located in four locations: <ul style="list-style-type: none">• On Main Street across from the Main Street Café Seating• On Beech Court in the Home Health Suite• On Elm Court beyond the Library, and• On Holly Court in the LAL Community Room
Sewing Room	The sewing room is located in the center of Dogwood Court and has an ironing board, sewing machines and craft tables. It is also available to use as a meeting room.
Woodworking	The shop, located in the basement of the Administration building, offers power tools for residents to use. Residents receive access to the woodworking shop after completion of an individual training session and sign off by the maintenance director.

Major Points of Interest at Heritage Heights



The Barrows Activity Center

This space, named after our Founder, Reverend Everett Barrows, is the campus hub located in the center of the Heritage Heights campus. This activity center includes dining venues, library, indoor exercise pool, chapel, staff offices and a wide array of activity and service areas listed below.

Main Lobby & Dining Room

Reception Desk	Housing	Coat Room #1
Dining Room	Heritage Room	Patio & Fire Pit
Dining Room Extension	Resident Kitchen	Coat Room #2
Screened Porch	Croquet Court/Putting Green	

East Wing

Rest Rooms	Care Management	Home Health
Spiritual Care	Resident Business Center	Lab Services

West Wing

Rest Rooms	Worship & Meditation Room	Library
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South Wing

Bistro Seating	Outdoor Patio	Programs
Exercise Pool/Rest Rooms	Hair Salon	Billiards Room
Laundry Facilities	All Arts Room	

North Wing

Marketing	All Purpose Room	Green House
Rest Rooms	Housekeeping	Woodworking Shop
Fitness Center Building across the driveway		

Heritage Heights Areas You'll Want To Visit

All Arts Room	At the end of the South Wing, you will find many resident groups meeting or working on special crafts. When we say "All Arts", that's just what we mean. Activities in this area include sewing, quilting, drawing, writing, beading and the list goes on and on.
All Purpose Room	Situated in the North Wing, this community space is able to host a variety of activities because of its tile floor. It can be used for exercise, meetings, and game playing.
Billiards Room	Nestled in the middle of the South Wing you can find beginners learning to play billiards or some of our pool sharks showing off their skills. All are welcome.
Chapel/ Meditation Room	Located on the west wing of Barrows Activity Center. This space is open to all and may be reserved for a service or used as a serene space.
Bistro And Dining Room	The Bistro is located on the south wing with open seating. The Dining Room is open for lunch Monday through Saturday and dinner Monday through Friday and Sunday for Brunch. Food is served buffet style. In addition, we offer grab and Go Meals for resident convenience.
Dining Room Extension	Located at the north end of the dining room is another beautiful dining, multi-purpose room for residents, families and staff to enjoy. It can be reserved for a resident activity, meeting, or private function. It is adjacent to the Resident Kitchen, so it is convenient to serve food and beverages. You can bring food in, have a catered event, or use the Resident Kitchen and do your own cooking. For your convenience, dishes and glassware, serving platters and eating utensils are located in the fully stocked buffet ready for you to use. This room also has a lovely fireplace, flat screen television and attached, seasonal screen porch.
Exercise Pool	Take a buddy and enjoy a bit of exercise at the in-door exercise pool located on the South Wing. There are two changing rooms adjacent to the pool. (The pool is for Resident use only). Be sure to read further about swimming pools on page 45 to understand the requirements for use.
Fire Pit	There is an outdoor patio off the Heritage Room and across from Tad's Place. There is a gas fire pit for residents to use at any time. <u>Be sure to contact the Heritage Heights Housing or Programs staff to learn how to safely operate the fire pit.</u>

Guest Cottage	The Guest Cottage location changes periodically and is available by reservation. It is a furnished accommodation equipped with kitchen/ dining and linen supplies, and includes queen and full size beds along with a pull out sofa. Up to 6 people can be accommodated in the Guest Cottage <u>for a maximum visit of two weeks -14 days.</u> Residents should contact the Reception Office on either campus to reserve the Guest Cottage and the location will be explained at that time.
Gathering Areas	There are several gathering areas along the bluff and amidst the living areas, Ruth Somes House and green space around the Barrows Activity Center.
Hair Salon	Our licensed professionals are qualified and experienced to accommodate the unique needs of our residents, service both men and women, work with all types of hair and provide an extensive range of beautifying hair services. In addition, manicures and nail color changes for fingers are available.
Heritage Room	Located off the center of the main dining room, this beautiful great room is for residents, families and staff to enjoy. It can be used as a casual drop in room or reserved for a resident activity, meeting, or private function. This room is outfitted with 3 dining tables, a comfy seating area in front of a fireplace and big screen television.
HH Fitness	Just behind the Barrows Building North Wing is the HH Fitness Center . It is outfitted with Keiser equipment, Nustep, treadmill and free weights designed to support seniors.
Laundry Facilities	There are several laundry areas and you will find them in the Barrows Activity Center and also in Buildings 34, 36, 38 and 41.
Library	The library has something for everyone—novels, biographies, newspapers, videos and more. Select a book to go or settle into one of its quiet corners and enjoy your read. You will find the library in the middle of the South Wing. Residents can review the book inventory on-line @ www.library.org/lib/HH
North end Screened Porch	Residents are welcome to enjoy the seasonal screened porch attached to Building 20. It is a carry in, carry out gathering area. A key is needed for entry
Pavilion (Karen’s Retreat & The Peaceful Lookout)	There are two Pavilions on the Heritage Heights campus: <u>Karen’s Retreat</u> between buildings 9, 11 & 12 on the north end and <u>The Peaceful Lookout</u> behind Building 41 on the south end. These amenities are available on room bookings for all residents to enjoy. The patio with a roof over the top is perfect for even such as area gatherings, resident and family celebrations or to just sit down, rest and retreat a little.

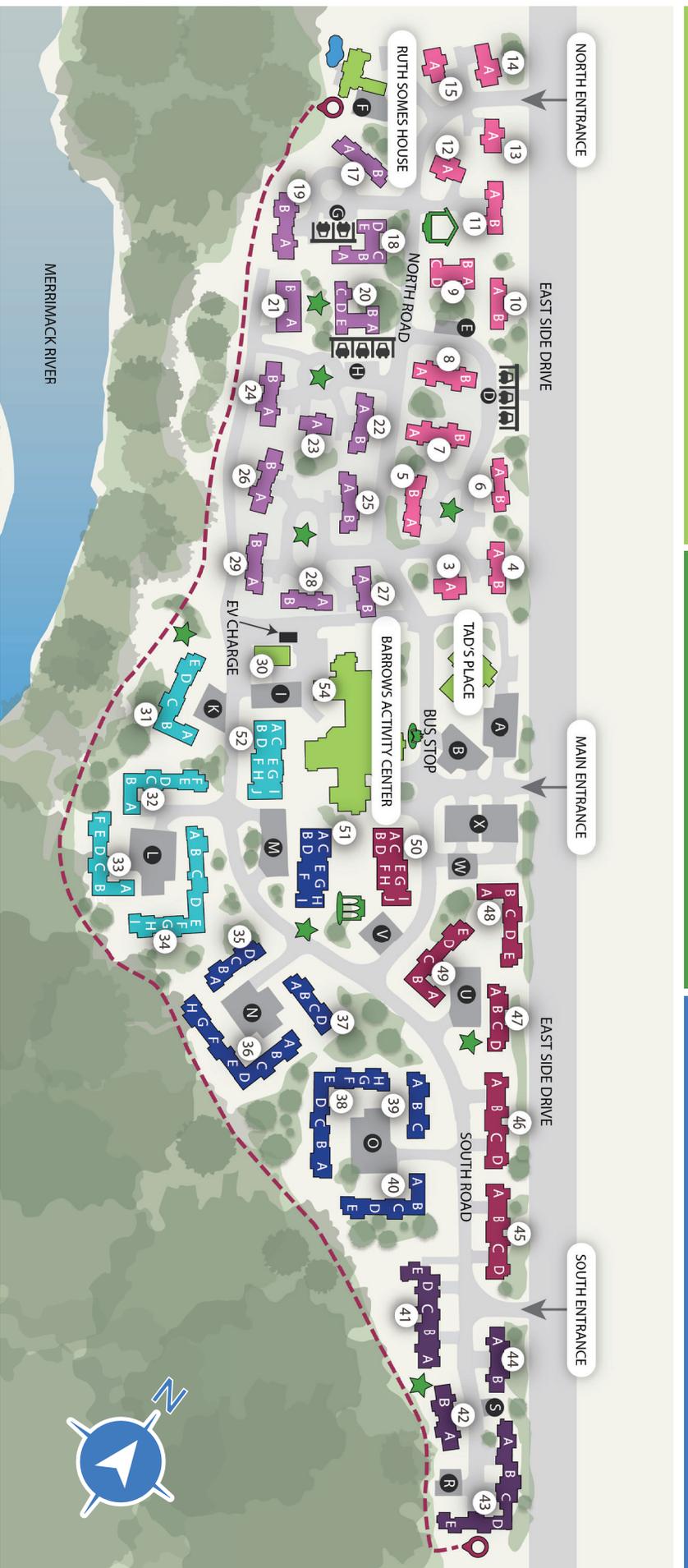
Resident Kitchen	Just outside the Dining and Extended Dining Rooms, the kitchen is fully stocked with cooking and serving utensils for residents to enjoy. Use the pots, pans and casserole dishes to cook a family meal or prepare appetizers for a party in the Extended Dining Room or make coffee for a meeting. Feel free to use the dishware and glassware for your event. It can accommodate up to 20 people.
Ruth Somes House and Outdoor Pool	<p>The Ruth Somes House is situated at the North corner of the Heritage Heights Campus. It is a special event house for programs arranged by HHH. A staff member is always present when an event is scheduled.</p> <p>During the summer months, the outdoor pool is open for residents to have a leisurely swim or sit about the pool during regularly scheduled times. A staff member is present during pool hours; however, <u>there is no lifeguard on duty. (Note: Residents assume all inherent risks of swimming and/or being around a pool area. See "Swimming Pools" on page 47.</u></p> <p>Due to insurance requirements, the Ruth Somes House is not available for general meeting space, family gatherings and the pool is available only to residents during the posted times with staff present at the house.</p>
Sail Shade Patio	Enjoy the outdoors when the weather is inviting! Take your meal, a book and sit under the sail shades. The Patio is located off the Bistro on the South Wing.
Tad's Place	You will find this cultural arts center to the North of the main entrance into the Heritage Heights Campus and just across the street from the Barrows Activity Center. Tad's Place is used for all types of performance events, special gatherings and meetings. Tad's is equipped with a full stage and accompanying sound and lighting systems. In addition, there are 2 conference rooms off the lobby which can be booked through room bookings.
Woodworking	The shop, located at end of the North Wing in the Barrows Activity Center, offers and power tools for residents to use. Residents receive access to the woodworking shop after completion of an individual training session and sign off by the maintenance director.

Heritage Heights Campus



Heritage Heights, 149 East Side Drive, Concord, NH
 1.800.457.6833 | www.hhinrfo.com

- 30 Fitness Center
- 54 Wood Shop
- Gathering Area
- Walking Trail
- Car Ports D,G,H
- Pavillion
- Firepit
- Gazebo
- Area 1
- Area 2
- Area 3
- Area 4
- Area 5
- Area 6

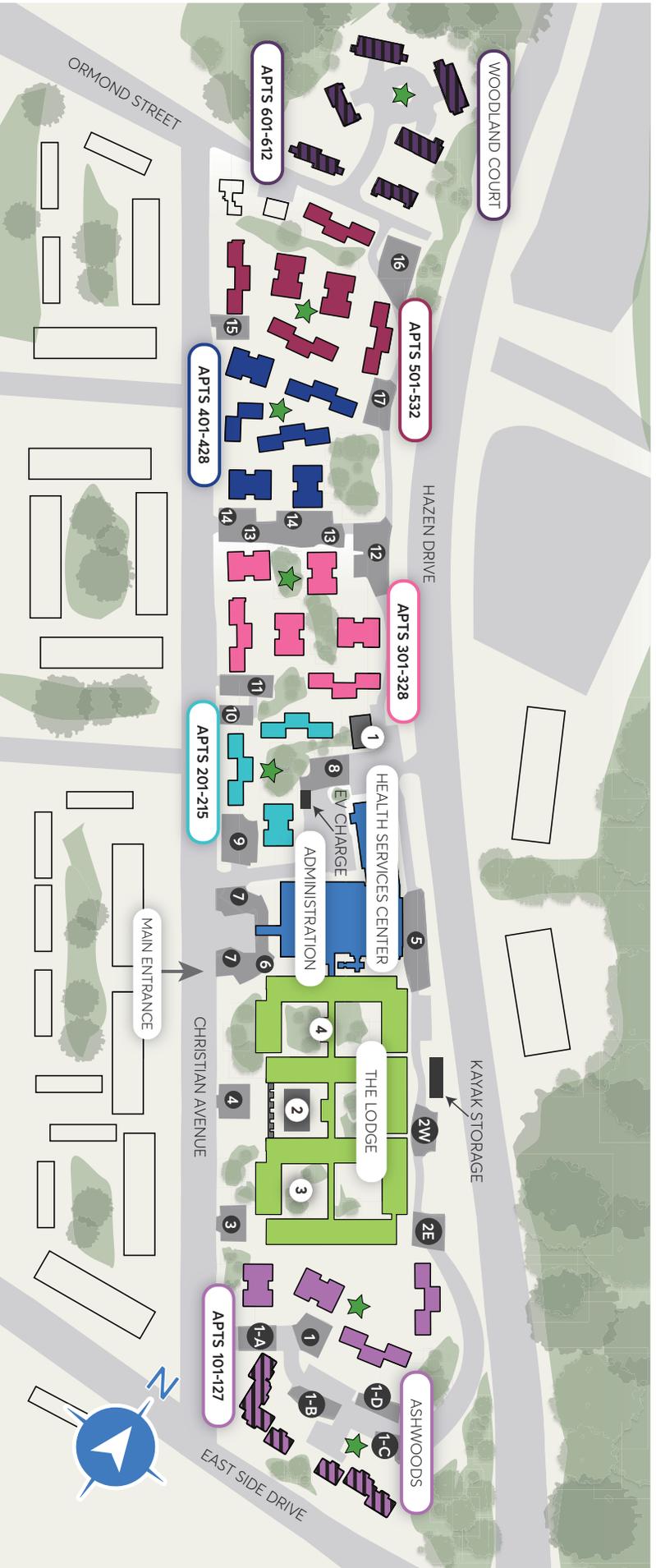


Havenwood Campus



Havenwood, 33 Christian Ave, Concord, NH
 1.800.457.6833 | www.hhinfo.com

- 1 Maintenance
- 2 Kiapproth Outdoor Sports Complex
- 3 Dog Park
- 4 L&B Country Store
- Gathering Area
- Parking Lots
- Apts 101-127
- Apts 201-215
- Apts 301-328
- Apts 401-428
- Apts 501-532
- Apts 601-612
- CCRC Units
- Staff Parking 1-A,B,C,D

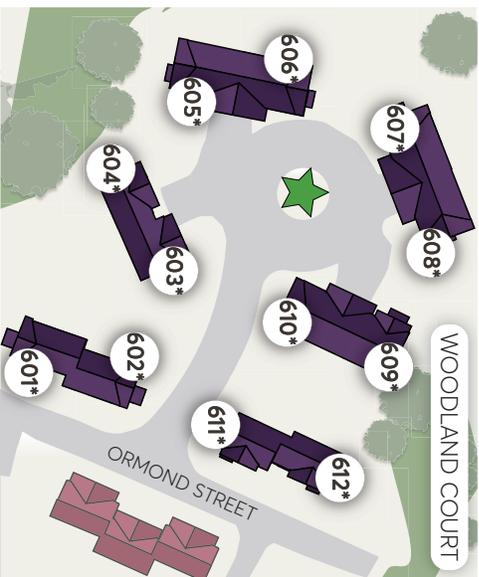
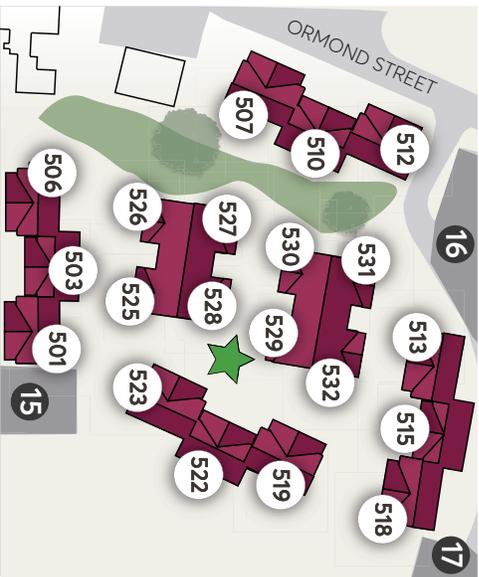
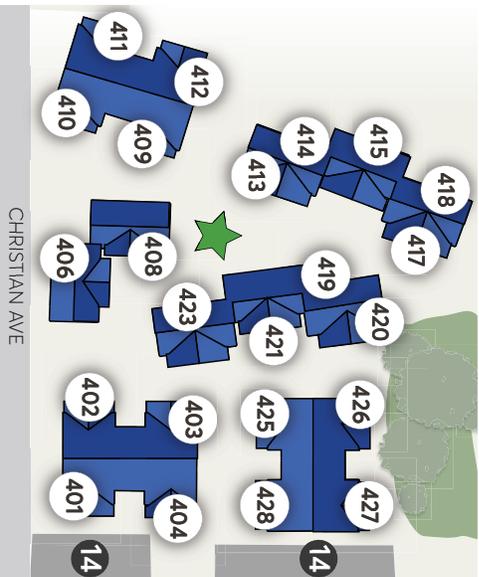
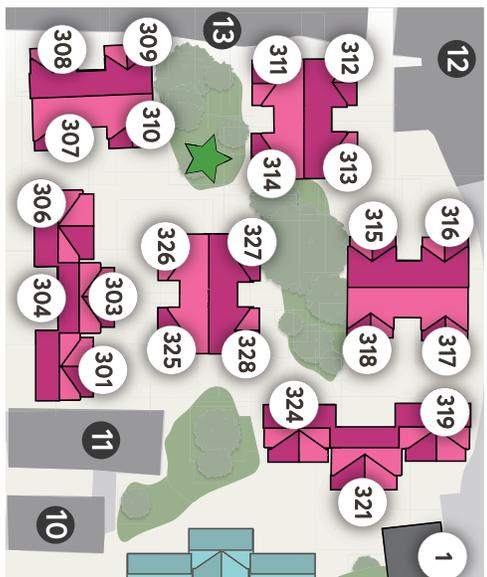
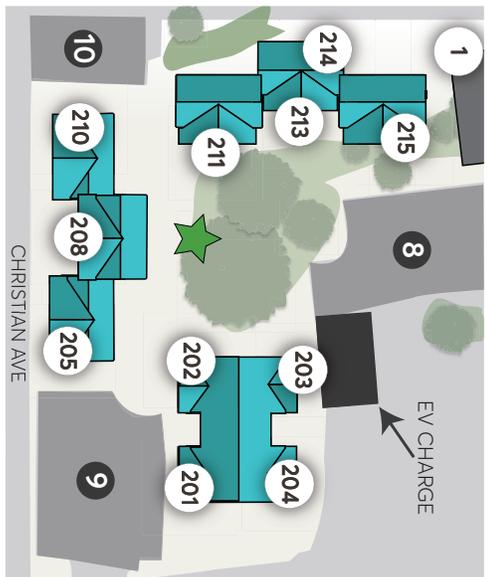
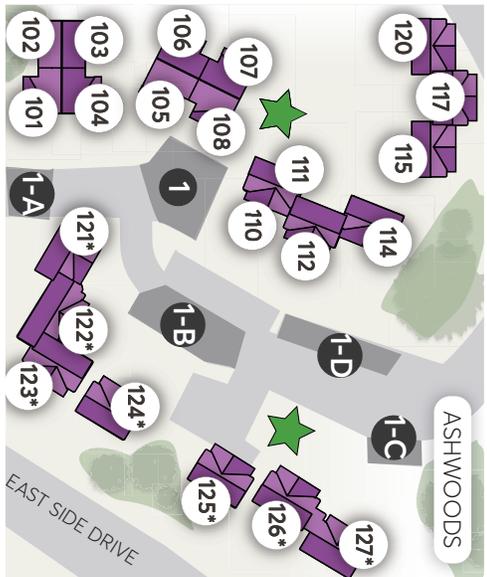




Havenwood Heritage Heights

Havenwood, 33 Christian Ave, Concord, NH
 1.800.457.6833 | www.hhinfo.com
 Havenwood Campus

- 1 Maintenance
- Parking Lots
- ★ Gathering Area
- 1A Staff Parking 1-ABCD
- * = CCRC Units



Havenwood Lodge



Havenwood, 33 Christian Ave, Concord, NH
 1.800.457.6833 | www.hhinfo.com

- H Happeninz
- L Lounge
- C Cozy Corner
- G Guest Room
- H Common Room
- L Library
- S Sewing Room
- F Flicks
- C Corner Pocket
- U Utilities
- A Admin Office
- R Reception Office
- L Living Room
- D Dining Room
- C Community Room
- E Exit Doors



* = Juniper

House & Campus Information

This section of the Resident Handbook outlines the Organization's policies and guidelines. It is the "How To" Section that deals with day-to-day community living. The Housing staff will help you plan your move to Havenwood Heritage Heights and coordinate your Move-In Orientation. The staff works closely with all residents in communicating the Organization's policies, services and programs, as well as assisting with housing matters. The Housing Offices have an "open door" policy—feel free to drop in!

ABSENCE/VACATIONS

If you plan to be away from your home overnight or longer, please notify the Campus Reception Office. In this way, we will be able to coordinate mail service, discuss arrangements for your parked vehicle, and respond quickly and accurately to safety concerns.

ACCESS TO YOUR HOME

The Housing Office will assist you with alternative arrangements for access to your home in the following ways:

Should you misplace your key, a spare may be borrowed from the Campus Reception Office until a lock change is performed and a new key is made.

- If you wish to authorize someone to enter your home in your absence, you must complete an authorization form with the Housing Office. Unauthorized persons will not be allowed access, regardless of their relationship to you! Your home may not be sublet or offered to your family or friends to use while you are not at home or to reside with you beyond a short visit (2 weeks—14 days maximum). The Community will consider making an exception and allow a family member to stay in your unit with your permission, if you are temporarily hospitalized or in the HHH Health Services Center or by special Administrative approval from the Campus Housing Office.
- Visitors short term stay: Please note the community prohibits any person from staying with a resident overnight in the resident unit (a) for more than 14 consecutive days; (b) for more than 15 total days in a month; or (c) in a recurring or predictable pattern (e.g., staying overnight 3 days every week or staying 13 nights, leaving for 1 night and then returning for another overnight stay.)
- If you are locked out of your unit, contact the Campus Reception Office. After regular business hours, contact the Havenwood Reception Office or Nursing Supervisor. Regular business hours for the Heritage Heights Campus is 8:30 AM to 5:00 PM and 8:00 AM to 7:15 PM for the Havenwood Campus.
- In the event you cannot be home when work in your unit is scheduled, you may authorize HHH staff to enter your home, in your absence, by completing a Permission to Enter Form. In circumstances where an outside contractor must be in your home for a repair, you must be at home for this service.

-
- HHH makes special arrangements to carefully secure your belongings in the event of your death. We can handle your requests formally and deal directly with the Court appointed Executor of your Estate, or you may sign a “waiver”, in advance, and specify the person(s) you wish to take care of your belongings and close up your home.

Please share this very important information with your family and caretakers of your estate and update your paperwork as necessary to clearly demonstrate your intent. The HHH staff carefully follows this policy to carry out your written wishes and protect your belongings. We do not change or make exceptions to this policy.

- Emergency Access. In the event of an emergency or a concern has been registered on your behalf, a welfare contact is made by HHH staff and you will be notified if you were not at home. In the event of a prolonged power outage, staff will make contact with you when the power is restored. If you have a special requirement, and will need to be checked on during unusual weather or a special situation, you should discuss your need with the Home Health nurses and make arrangements to be on a welfare contact list.

ACCESSIBILITY

Many areas of HHH are accessible to individuals with disabilities. Special requests for reasonable accommodations in living areas are considered and may require payment of an alteration fee by the resident. If you have a special need that may require a modification, please contact the Campus Housing Office. It is important to note that all requests for modifications must meet current building codes. In some circumstances, we are not able to accommodate requests because of space or existing conditions or financial feasibility. Please contact the Housing Department to arrange a home assessment before you make any equipment purchases.

HHH CIVIL RIGHTS

HHH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

If either a resident or a staff member feels that they have had a discrimination situation, a staff member can immediately report this to the Vice President of Human Resources (603-229-1234) for attention and if a resident needs to report, they can report this to either the President/CEO (603-229-1144) or VP of Housing (603-229-1291) for attention. In addition, if interpreters or translators are ever required, HHH as an organization would proactively provide said interpretation and translation opportunities. These approaches assist HHH in its compliance with HHS Rule regarding section 1557 and continued proactive compliance of all Civil-Rights laws.

ACCOMMODATION TRANSFERS

You may transfer from one unit to another by completing the Resident Waiting List Transfer Agreement. Transfers may be made for a change in unit size, location, or in your level

of living. Residents have access to every other accommodation that is vacated. These vacancies are shared with marketing for organizational financial sustainability. The Housing staff can assist you through this process. Waiting lists are maintained for transfer requests.

For level of care changes, the Care Management and Admissions staff will work closely with you to determine your needs. HHH has established financial and health and safety eligibility criteria when transitioning between accommodations and levels of care. As level of care accommodations become available they will be offered first, on a “needs basis” to qualified residents on the transfer list. Transfer lists are maintained for all cottage-style units. Entrance fees are subject to change with unit upgrades under the CCRC program.

There are change in independent living accommodation or Redecoration costs including but not limited to, move out clean, painting, carpet sanitation or replacement, and damage beyond normal wear and tear. Residents are responsible for restoring the unit back to move in condition. Damage deposits are applicable for residential transfers. These fees are not applicable for level of care moves unless there is damage to the unit. More detail is outlined in the Redecoration/Restoration Fees section on page 41. Monthly accommodation and ancillary service fees are printed on the Annual Rate Schedule. Schedules are distributed each year to residents and are also available from the Financial Services, Housing and Care Management Offices. For more specific information on transfer arrangements and costs, please contact the Care Management or Housing offices on each campus.

APPLIANCES & FIXTURES

A variety of common household appliances are provided in cottage-style units on both campuses. Appliances are not included in Lodge accommodations unless you are residing in a 2 Room Lodge Deluxe Unit. Lodge residents may purchase their own microwave or, an enclosed element, electric tea Kettle, coffee pot or Keurig machine for their accommodations. These appliances must have auto shut off features. Toasters, toaster ovens, or any other type of coil or open burner appliances are not permitted in the Lodge for safety reasons.

Most, but not all units have walk in showers and washer/dryer units. HHH furnishes these amenity upgrades as part of the capital improvement plan and as financially feasible for the Community. Residents desiring these features may place their name on the wait list for a unit with these features or may request these improvements at their cost. HHH does not reimburse residents for these requested upgrades at move out.

Repairs: HHH will maintain facility-owned appliances and fixtures. Residents are responsible for maintaining their personal appliances. The Maintenance staff is available to inspect your appliances for safety and complete small repairs, as time allows, on a fee-for service basis.

Air Conditioners: Air conditioners are permitted in all units. All new air conditioners must be approved by maintenance. The only units that will be allowed to have a seasonal window style air conditioner will be in the accommodations that do not have sufficient wall space for a wall sleeve model. Generally, units affected by this space requirement include some studios and Lodge accommodations on the Havenwood Campus. Window air conditioners are installed in May and removed by Maintenance in mid-October. Wall sleeve models are covered during the fall and winter months.

Garbage Disposal Etiquette: Please be mindful of what goes down your garbage disposal. These devices are meant to take care of food waste that is scraped off a dinner plate at the end of a meal within reason. Please refrain from introducing plants, flowers, cigarettes, dirt/stones/gravel, wood, rice, pasta, whole chickens, bones, banana peels, eggshells, coffee grounds, silverware, wire, writing instruments, large pieces of meat, or other hard materials. Use cold water when running the disposal.

Toilet Tips: In order to maintain a properly functioning sewer system, please refrain from flushing anything other than toilet paper in your toilet. Toilet paper by its very design breaks down as it passes through the various types of pipes on its way to the sewage treatment plant here in Concord. Please do not use flushable wipes as they will cause sewer line obstructions. Flushable wipes do not break down and often get caught on rough cast iron and cement pipes in our system. Also, kitty litter and paper towels take up the second spot for sewer infractions. Kitty Litter solidifies into a cement like substance the first chance it gets. Paper towels do not break down fast enough and get caught in different fittings.

BBQ GRILLS

Residents are welcome to BBQ, however, must follow the State of NH Fire Safety Regulations for grill use at multi-family occupancies.

To cook you must move your grill 10 feet away from the building when in use. Regulations state you may not use or heat your grill or similar devices under any overhanging portion of a building including the porch, breezeway, carport or garage or within 10 feet from the building

You may store your grill on your porch, when not in use.

BICYCLES (Scooters & Skateboards)

Residents are welcome to ride bicycles on the roadways on each campus. Please do not ride on the sidewalks for safety purposes. The "No Bicycles Allowed" signs on each campus are intended to control neighborhood traffic and visiting children from riding bicycles, scooters or using skateboards on campus. Please use the bicycle racks located on each campus for parking your equipment and refrain from locking them to signs, posts or trees. These practices will help us keep entrances safe for pedestrian traffic and the grounds appealing. Check with the Campus Housing Office for rack locations as these may change from time to time. Residents may park bicycles on their porch and are responsible for properly securing them.

In addition, residents have the opportunity to safely store bicycles for the winter at the Heritage Heights campus. The storage season runs from November through March. Please contact the Housing Department with questions about cost and location.

BUILDING WASHING

Every other year the exterior of residential buildings are pressure washed. You will be notified in advance with special instructions to care for your personal belongings.

BULLETIN BOARDS

Administrative and Resident bulletin boards are located on both campuses. You will find a variety of information such as notices from administration, upcoming events at HHH and the Greater Concord Community, and area services and medical information.

Because of the volume of information available, we need to be selective and current with postings. The Housing and Programs Staff approves postings and oversees the general bulletin boards.

HHH will review information posted on the boards and may remove an item that may be considered to be offensive, distasteful, or a violation of HHH solicitation guidelines.

If you need an informational sign prepared to notify people of a meeting, the Housing, Reception or Programs staff is happy to type up an attractive notice for you along with appropriate display areas.

CANDLES

Candles are not permitted in the Lodge, Lodge Assisted Living, Havenwood Administration Building, Health Services Center, and Barrows Activity Center per the fire code.

Candles are permitted in cottage living areas. However, they may not be used in cottages when we are experiencing a power outage as they pose extreme danger during this vulnerable time. Please use flashlights or a battery powered camp lantern for this purpose.

CARPORT PARKING

Carport parking is assigned to specific homes on the Heritage Heights North Campus that are not equipped with a garage. In the event a space is not being utilized by the current occupant of one of these homes, the space will be made temporarily available to other HH residents on a fee for service basis. A waiting list is maintained for available temporary carport spaces.

Bicycles can be locked next to the storage unit in the back of the carport, No other items may be stored in these areas.

CARPORT STORAGE

Carport space assignments also include a small storage cabinet for resident use. An HHH issued padlock will be assigned and personal items must be stored inside the locked cabinet. HHH is not responsible for personal items stored in these areas.

CHANNEL 918 & 919

HHH has an in-house television station. Tune into Channels 918 and 919 for local HHH news and happenings, movies, meetings and more.

COMMON AREAS & COMMUNITY ROOMS

There are several meeting rooms available on both Campuses, which may be used by residents and staff. Residents are welcome to reserve a community room, if they wish to celebrate a special occasion such as their own birthday or anniversary. Gathering rooms have a maximum capacity per the fire code. The Receptionist will help you to reserve the appropriate size space. Residents may also reserve a meeting room for a club or organization they participate in. Reservations for all meeting rooms are required and availability is on a first-come, first-serve basis.

The Ruth Somes House on the Heritage Heights Campus is a special event house and requires the presence of a staff member when in use. The Ruth Somes House is not available for regular meetings or family gatherings. Please see the Campus Receptionist or Programs Coordinator to reserve a meeting room of appropriate size, and complete the proper paperwork for your reservation.

Due to insurance coverage requirements, we can only reserve a room for a resident's use, such as their birthday, anniversary or special occasion. Gathering rooms cannot be reserved to host a family event such as a grandchild's baby or wedding shower or an anniversary celebration of a family member.

Furnishing and decorating of common areas will be provided by Havenwood Heritage Heights. Residents wishing to make a suggestion for decorating or donate an article for a common area should contact the Campus Housing Administrator. Personal belongings placed in common areas will be removed and discarded, if we do not know who they belong to.

Common Areas and community rooms are non-pet areas. We ask you to respect these guidelines as a courtesy to residents and staff with allergy conditions to pets. Exception is made for a certified ADA service animal.

Help us to keep the community rooms attractive and clean. If you reserve the room for a meeting or function, it needs to be cleaned and put back in order when your event is finished. If it is a large function and help is needed to restore the room, please be sure to make advance arrangements with the Campus Receptionist or Programs Coordinator for staff assistance. These practices will help us to keep our rooms looking attractive and inviting at all times.

COMPUTER ACCESS

Wi-Fi access is available in select locations. These locations include the Havenwood Main Lobby, Library, Cozy Corner and the Health Services Center. At Heritage Heights access is available in the Heritage Room and Resident Business Center in the Barrows Activity Center

and Tad's Place. You may access Wi-Fi through our "Guest Access" network. There is no password or security encryption involved.

Wi-Fi access is available in select locations. These locations include the Havenwood Main Lobby, Library, Cozy Corner and the Health Services Center. At Heritage Heights access is available in the Heritage Room and Resident Business Center in the Barrows Activity Center and Tad's Place. You may access Wi-Fi through our "Guest Access" network. There is no password or security encryption involved.

CORPORATE INFORMATION

Many Residents are interested in HHH corporate information and structure. Listed below, in alphabetical order, is information that addresses some of the frequently asked questions about the HHH Community.

Annual Capital Budget: Each year the various Department Managers submit requests for capital purchases or projects as part of the budget process. Residents are also invited to submit their suggestions for capital improvements to the Directors or Living Area Administrators. All suggestions are reviewed and prioritized by the President/CEO as a part of his job. The Board of Directors approves the amount that will be allocated to capital improvements as part of the budget process. In general, the Board approves \$1,000,000 for capital improvements each year.

Annual Operational Budget: HHH produces an annual operations budget in September. The Budget is presented and approved by the Board of Directors in October and residents are informed of any rate changes on November 1. During the month of November, the President/CEO and Chief Financial Officer (CFO) present and explain the budget and answer questions for all interested residents and staff as a part of the Organization's transparent philosophy.

Long Range Strategic Plan: HHH operations and improvements are guided by the Long Range Strategic Plan which was developed in 1998 and now updated on a regular basis. In our attempt to move the organization forward, every effort has been made to incorporate the expertise and depth of knowledge and experience from Board members, staff and residents.

The Long Range Strategic Plan identified three essential initiatives necessary to effectively achieve the expectations as directed by our Mission:

1. Enhance the quality and capacity of services offered to all residents throughout the community, regardless of the level of care, fostering the maximum independence possible.
2. Invest the necessary capital to provide effective and efficient living and working environments.
3. Develop and implement an aggressive marketing plan that will help secure Havenwood Heritage Heights' position amongst its competitors.

The Plan has been created as a useful working tool for the Administration. It is designed to address very specific needs in each of the organization's three major residential components: Health Care Services, Assisted Living and Independent Living, including cottage and Lodge residences. The Long Range Strategic Plan will be instrumental in guiding the allocation of resources and addresses both physical and philosophical needs of the organization.

Shelter Rent: HHH is a not-for-profit organization and thus does not pay traditional property taxes. However, HHH does pay the City of Concord shelter rent in lieu of property taxes. Shelter rent pays for City services such as police, fire, water and sewer.

UCC Relationship: HHH is a ministry of the United Church of Christ. There is a covenantal relationship between HHH and the New Hampshire Conference of the UCC. The UCC has no fiduciary responsibilities to HHH. As a ministry of the United Church of Christ (UCC) and as a member of the Council for Health and Human Service Ministries (CHHSM), some meetings are opened with prayer, an element of our faith-based nature and the history of Havenwood Heritage Heights.

DAMAGE & RESTORATION DEPOSITS

A damage deposit is collected in the amount of one month's service fee prior to moving into the Community and is increased or decreased accordingly, if there is a change in the living unit. The deposit earns interest and is refundable providing there are no damages to the property beyond normal wear and tear and all service fees are current. A Damage Deposit Agreement is signed upon admission and with each transfer you make.

In addition, there is an Animal Damage Deposit collected for each domestic pet/service animal and it is in addition to the unit deposit. (Damage deposits do not apply to beds in the Health Services Center.)

The Damage Deposit (both the unit and animal portions) are applicable only after vacating the accommodation. In the event damage is discovered during occupancy, the Resident is responsible for the payment of damages at that time. Upon vacating the accommodations, should damages exceed the amount of the Deposit, the Resident or their estate will be responsible for the damage costs in full and will be invoiced accordingly.

HHH does approve some special alteration requests. When these requests are authorized, an additional restoration deposit is collected to restore the unit to its original condition at move out.

DECORATIONS, ALTERATIONS & UPKEEP OF YOUR HOME

As a condition of residency, you are responsible for the daily upkeep of your cottage or Lodge home. This includes maintaining your unit in a good condition and avoiding the creation of health and safety risks to yourself and others. This means you are responsible for keeping a clean and sanitary home, emptying trash in appropriate receptacles, taking care of and not abusing the fixtures and features in the unit, and reporting any needed repairs to the Campus Housing Offices as they occur so they do not become large issues,

etc. Housekeeping services are available for residents needing additional assistance to maintain their homes in a clean, safe and sanitary condition. Should you need help, please contact the Housing, Care Management or Housekeeping Offices for more information.

We hope you will enjoy adding personal touches to make your home comfortable. Special requests need to be approved by the Housing Office to make alterations or additions inside and outside your unit, including the removal of appliances or fixtures and gardens. All remodeling alterations must meet current building code and have the approval from your Campus Housing Administrator, in writing. What is possible in one unit may not be possible in others, because of the unit's electrical, plumbing setup, size, etc. Please be sure to submit your request to the Housing Administrator so we can make an assessment before you make purchases. If you alter any HHH property, inside or outside, without approval, you will be charged for labor and materials to restore the unit to the original condition at move-out, or immediately if the alteration is unsafe or against code. The following guidelines have been established to assist you in making decorating choices:

- Feel free to hang pictures, mirrors and other mementos. HHH will also install extra grab bars, towel racks or shelving, by special request, on a fee-for-service basis. You will be charged a restoration fee at move out for these additions.
- HHH window treatments may be replaced with alternate rods, neutral mini-blinds, or pleated shades, at your expense. Please place your proposed changes in writing along with a photo of the new window treatment and color to the housing office. Restoration charges will be assessed at move out. HHH will not repurchase your special window treatment or make-arrangements for its resale upon move out.
- Ceiling fans and light fixtures may be installed by HHH Maintenance with prior Administrative approval. There is a standard fan that is used by HHH. Fixture and labor costs will be assessed accordingly as well as fees to restore it to its original state at move out.
- Residents may select from paint colors offered by the Housing Department only. Repainting walls with alternate colors require special approval from the Campus Housing Office and a restoration deposit is required.
- Most living units include walk-in showers and washer/dryer units. HHH upgrades units to include these features as the capital budget allows. HHH does not guarantee such features are available upon request or when transitioning between units. The Campus Administrator will work with residents wanting to make unit upgrades. Renovation approvals will include HHH administrative fees, compliance with all building codes as well as meeting HHH standards and approved product selections.
- Area rugs may be placed over existing carpeting, vinyl or hardwood floors. Please do not use adhesive tapes, glue or nail tacks to anchor your carpet as they may cause damage to HHH carpets and floors. Floor damage is a chargeable expense at move out and can include costs up to full restoration of carpets, vinyl flooring or the refinishing of wood floors. These are costly repairs, so please have spills immediately cared for and check with the Housing staff before you use any products that will alter existing flooring, cause permanent stains or damage.

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- Porch furniture should be tasteful and in good condition. Your porch may not be used as a storage area.
 - Exterior ornaments on vinyl siding are limited to one per household and in the location where a hook already exists. If a hook does not exist, please use a suction cup hook. HHH has discontinued its practice of allowing hooks or nails in vinyl siding. Please take note that damage fees will be applied if vinyl siding is altered.
 - Outdoor renovations need to be approved by the Campus Housing Administrator and are inclusive of, screen porches, decks, ramps, sidewalk repositioning, decking/porch, painting/staining, enlarged or revamped gardens, etc. What is possible in one unit may not be possible in others, because of the unit's underground utilities and plumbing, existing conditions or grounds guidelines which were developed for specific cottage projects.

DOG PLAY AREA

A dog play area is available in the Elm Courtyard and Gingko Lane Courtyard in the Havenwood Lodge. Dogs may play in this enclosed courtyard daily, as long as their owners are present to watch and pick up after them.

DRIVING ON CAMPUS

HHH welcomes responsible and safe drivers on its Campuses. To provide as safe and secure an environment as possible for all motor vehicle and pedestrian traffic, the Community has established and published campus guidelines for residents operating a vehicle requiring a State driver's license. Vehicles cannot be parked on Campus if a Resident does not have an active driver's license. No one can drive on Campus if they do not have a valid driver's license.

Campus driving privileges are based on a Resident's ability to safely operate a motor vehicle and abide by the established guidelines of the Community. HHH reserves the right to address unsafe driving on its property when, in the judgment of the Care Management and Administrative Staff, a driver presents a safety hazard to themselves, or to others in the Community. A safety hazard could include reckless vehicle operation or may be a result of a medical impairment.

If a safety concern or hazard exists, the appropriate staff will discuss observations and concerns with the Resident and work towards a resolution. If deemed necessary, HHH will involve a Resident's physician, power of attorney, responsible party or local or state law enforcement to protect the safety of all.

ELECTRIC WHEELCHAIRS & SCOOTERS (Power Mobility Vehicles/PMV)

Some residents use an electric wheelchair or scooter. These assistive devices are also called Power Mobility Vehicles or PMVs. These devices are allowed due to medical necessity and under the recommendation of a physician. Prior to receiving authorization to use the vehicle

at HHH, Residents must participate in a HHH safe driver training and be evaluated for safe operation by a HHH Physical or Occupational Therapist. Users of power mobility vehicles are strongly encouraged to contact their insurance provider about PMV device coverage.

The Community has a policy regarding the use of power mobility vehicles to ensure both users and pedestrians are safe in HHH buildings and on the campus grounds. We want you to know that Administration will intervene and revoke the privilege of using such a device on HHH property, if the safety of others is compromised or there is non-compliance with the “Rules of the Road” safety guidelines.

Residents will need to park and secure their vehicle in their own home. They may not be stored on porches, hall corridors or in common areas.

Some cottage style units are not accessible for one of these vehicles and a ramp will need to be built. Be aware that not all units are able to have a ramp built because the length of the sidewalk may not meet building code requirements for a ramp installation. Please be sure to ask the Housing Department to arrange for a home assessment for a reasonable accommodation with the HHH Maintenance Director to see if your home will accept a ramp, before you purchase one of these expensive vehicles.

EMERGENCY ALARMS

The Emergency Response System is explained in greater detail beginning on page 74 in the Emergency Section of this Handbook.

ENTRANCE FEE FOR CCRC PROGRAM

Residents participating in the CCRC Program pay an entrance fee based upon unit size. The entrance fee is adjusted to the current unit rate if residents transfer to larger accommodations within the same level of living. Entrance Fees do not change when residents are moving along the continuum of care. For more information on entrance fee adjustments, contact the Campus Housing Office.

Havenwood Residents electing to transfer from the Fee-For-Service Program to the CCRC Program must meet the CCRC Program’s eligibility requirements at the time of application to the new program. Entrance fees and CCRC contractual benefits will be subject to the CCRC contract in effect at that time, not the initial date of admission into the HHH Community. See Residential Admission Programs, page 42.

EXTENSION CORDS

Extension cords are permissible only in cottage style apartments as long as they are used safely. Outlets should not be overloaded with cube tabs, and extension cords should not be placed under carpets or across a traffic area at any time. Following these simple rules will reduce fire hazard and tripping accidents.

Please note that extension cords or gang plugs are not allowed in Lodge Assisted Living or in Health Service Center rooms per regulation.

FIRE ARMS

Fire arms are not allowed at Havenwood Heritage Heights in its buildings or on the grounds for safety reasons.

FIRE PIT

On the Heritage Heights Campus, there is an outdoor patio off the Heritage Room and across from Tad's Place. There is a gas fire pit, built in honor of our past, present and future veterans. Residents may use the patio and fire pit at any time. Be sure to contact the Heritage Heights Housing or Programs staff to learn how to safely operate the fire pit and how to shut it off when you have finished with your gathering.

On the Havenwood Campus there is an outdoor patio outside of the Great Room located on Main Street in the Klapproth Sports Complex. Be sure to contact Havenwood Programs for instruction to safely operate the fire pit.

FITNESS CENTERS

Fitness Centers are available on each campus for your use. Your doctor's permission, initial safety training and a signed release is required. The Havenwood Fitness Center is located right off the Havenwood Lobby and the Heritage Heights Fitness Center is behind the Barrows Activity Center. For equipment training and release forms, please call the Retirement Community Programs Office on your Campus or Rehabilitation Services Department located at the Havenwood Campus.

FLASHLIGHTS & LANTERNS

Power outages do occur from time to time. Please be prepared in your home with battery operated flashlights or camp lanterns. These supplies are available for purchase in the L & B Country Store on Main Street.

Please note that candles are not permitted in the Lodge, Lodge Assisted Living, Havenwood Administration Building, Health Services Center, and Barrows Activity Center per the fire code. Also, they may not be used in cottages when we are experiencing a power outage because they pose an extreme danger to the Community during this vulnerable time.

GARDENS & GROUNDS

The grounds on our two campuses are extensive. HHH has an approach to simplify garden areas so we may better maintain their appearance. The garden beds around your home will be landscaped in the spring according to the Landscaping Plan that HHH has agreed upon and submitted to the City of Concord. In order for HHH to maintain these areas, residents, HHH will designate an area at the front entry and/or in front of the house for resident annual planting. If you are interested in planting annuals at your entry or in front of your home, please complete a Landscape Request for review and the administrator will follow up with you

directly. If you would like to do more with your garden, we can review this as well and review costs associated with this plan. As always, you may plant flowers in a couple of decorative containers and place them on your porch or in the established garden bed around your home. You may not add perennials, shrubs, or trees into the ground to any area. Residents will be charged for removal of anything that is planted.

Landscape Service Requests forms are available at the Campus Reception Office. If Residents have personal plantings, it is expected the resident will care for them. HHH does not provide personal garden services.

If you are interested in sharing your gardening talents, the Grounds Committees on both campuses invite you to join them.

GRATUITIES

HHH has a "No Tipping and No Gift" policy for employees, which means that any offers of gratuity from residents or their visitors are to be refused by employees. If you would like to recognize an employee who has gone above and beyond, we suggest completing a "Champion for Excellence" certificate to show your appreciation.

Once a Champion for Excellence certificate has been submitted the original is presented to the employee to let them know they have been noticed and acknowledge their thoughtfulness and talent. The second page is seen by Human Resources and then goes to the employee's supervisor to let them know the employee is appreciated.

The certificates are available from the Human Resources office and are also located by the Bulletin Board area on Main Street, near the elevators on each floor of the Health Service Center, and the Bulletin Board area in the Barrows Activity Center.

GRIEVANCES

Questions, concerns and rights of residents are very important to us as we support the Mission of HHH.

In the event there is a grievance or disagreement with a community guideline or a staff decision, an appeal may be made. We suggest you use the following guidelines in the order below to communicate with managers of various levels in the organization for effective resolution.

Speak or write to:

1. The Department Director for the service area you are concerned about
2. The Administrator in charge of that specific department
3. The President/CEO of Havenwood Heritage Heights

HOLIDAY DECORATIONS

Just as you have added those special touches to your home, you may also add decorations and continue family traditions during the holidays. We ask you to keep the following guidelines in mind to minimize safety hazards.

Live Christmas trees, wreaths, and boughs may be used for decorations in cottage-style units. Christmas trees may be decorated with miniature U/L approved lights and must be in good condition. Please be sure to select a fresh tree and do not keep it any longer than two weeks. Please take down your outdoor holiday decorations by January 31st.

Fire code prohibits the use of live greens in any public area or congregate living area of HHH. This includes all Lodge and Lodge Assisted Living Units, Health Services Center, the Barrows Activity Center, Tad's Place, The Ruth Somes House and Garden Suites homes at Heritage Heights.

Please be sure to share this information with your family and friends as many people like to send holiday wreaths and small trees as gifts. If you receive them, HHH will have to ask you to remove them so we are not in violation of fire codes in these areas. Any plant larger than two feet above the root ball is considered to be a tree according to the fire code.

Outdoor holiday lighting is permitted on shrubs and trees. Draping lights on buildings, decks and lawn ornaments are not permitted. Please contact your Campus Housing Office with questions about holiday lighting.

KEYS

The Housing Staff will provide you with keys to your home and special areas when you move in. Lost your keys? Locked Out? We can help you 24 hours a day. Stop by the Campus Housing Office during regular business hours or call the Main Havenwood telephone number at 603-224-5363. Keys and key fobs are for residents only. If you want a family member to have access to your home, their name should be added to your Absence Release Agreement and they may come to the Housing Office to request a temporary key. Please do not hide keys outside your unit.

KAYAKS

Havenwood Heritage Heights offers residents the opportunity to store kayaks on a storage rack at the Havenwood campus. Please do not store kayaks in your yard on our porch. Please contact the Housing office on either campus with questions with the storage process and cost.

KEY FOBBS

Residents are assigned a coded "key fob" to access the Havenwood Administration, garden suites and Barrows Activity Buildings instead of a conventional key. Fobs are proximity access devices and allow you to open certain doors by placing the fob in front of

the door activation reader. When the fob is used, it provides HHH the ability to identify the person entering a locked door and the time they entered. Residents should not let anyone borrow their fob as it has your identity assigned to it. The Housing Specialist will explain what doors your key fob will open at your Move-in Orientation. If you frequent areas on the alternate campus, just let us know as we can add a special code to your fob for specific area access.

Lost Keys or Fobs: Stop by the Campus Reception Office and we'll provide a spare key, a re-programmed fob, or make arrangements to have your apartment door lock changed, if needed.

Lock Outs: If you are locked out of your home during regular business hours, the Reception Office will loan you a key. If you are locked out after business hours contact the Havenwood Reception Office or the Nursing Supervisor and lockout assistance will be provided. The Emergency Section of this Handbook has a listing for campus business hours and emergency telephone numbers. Please refer to this section on page 73,

Fees will be charged to your Resident Service Account for lost keys, fobs and lock out service.

LAUNDRY & LOCATIONS:

Hanging laundry outdoors is not permitted on campus grounds. Laundry facilities are available on both campuses. See the "Finding Your Way Around" section for laundry locations.

MOVE-IN SERVICE

During your first month of residency at HHH, the Maintenance staff will assist you with hanging pictures and curtains, arranging furniture or installing additional shelves. This service is limited to one, 4-hour appointment and does not include the cost of materials or electrical work. To request Move-In Services, please complete a HHH Maintenance Call Request Form.

PARKING

Residents: We have 39 parking areas—18 at Havenwood and 18 at Heritage Heights, which includes 3 carports. Parking spaces are only assigned to residents with vehicles and an active driver's license. Residents are assigned a parking permit at the time you move in or change vehicles. Your help is needed to keep this Parking Assignment Plan up to date. Here are some general guidelines:

- Park in your assigned space.
- In the event a household has more than one vehicle, the second vehicle will be parked in one of the designated visitor parking lots or in a space assigned by the Campus Housing Office. Cottages with garages shall use the home's driveway for a second vehicle.
- Report vehicle or plate changes and complete a new HHH Parking Registration.

- Affix the parking permit to the rear driver-side window in your vehicle.
- Request a parking space for a second vehicle.
- Let us know if you have relinquished your license or given up your car.
- Waiting lists are maintained for residents wishing to transfer parking spaces or apply for a temporary carport assignment at the HH Campus.
- Parking in the main entrance circular driveways is limited for a quick mail pick-up ONLY. These are fire lanes and must be immediately accessible.
- Lock your vehicle and keep windows closed at all times.
- Residents with Recreational Vehicles (including but not limited to motor homes, campers, trailers and boats) will need to arrange for off-site parking. The parking space size and lot formation are not conducive to oversized vehicles.
- The City of Concord does not allow overnight parking on City Streets during snow emergencies. Vehicles on the street during this time may be ticketed.
- Parking on all City streets around the Havenwood Campus are subject to the City's parking regulations. Please pay attention to the parking restriction signage and advise your guests.
- Consumption of alcoholic beverages is not permitted in HHH parking lots or parked cars in HHH parking lots.
- Guest parking is available in select lots around the campuses and as noted with visitor signage. Please check in with the Campus Housing Specialist for guest parking areas on your campus.

Visitors: Visitor parking spaces are allotted throughout the campuses as available. Each campus has designated "visitor parking areas" located near the main entrances to their respective Administration Buildings. Visitors with Recreational Vehicles will need to report to the Campus Housing Office. Havenwood Heritage Heights cannot guarantee availability of multiple spaces for recreational vehicles. If available, parking will generally be limited for a short visit, generally three nights.

Havenwood: Main entrance -- Havenwood Administration Building.
Resident Lots with a "Visitor" sign in a specific space
Street parking on Christian Avenue.

Heritage Heights: Main entrance -- Barrows Activity Center
Lot between Fitness Center & North Entrance
Resident Lots with a "Visitor" sign in a specific space

PERSONAL PROPERTY:

Residents are responsible for taking appropriate measures to secure their personal belongings at all times and in all living areas through the continuum of care. We strongly

suggest that you keep your doors locked when you are not at home and that you consider utilizing a bank vault service for your important documents and valuables. Remember, safety deposit boxes are only accessible during bank hours thus storing documents that may be needed quickly or in an emergency, such as Advance Directives or Powers of Attorney, etc., are not recommended for safety deposit boxes. Check with your bank for more information.

HHH will not be responsible for personal property belonging to residents or their visitors.

PETS & SERVICE ANIMALS

Your cats, dogs, birds and fish are welcome to be a part of the HHH Community as long as they are well behaved and the Domestic Pets & Service Animals Policy and Guidelines are followed. Cats and dogs need to be leashed and their waste picked up immediately by their handler. Pets may not be left outdoors on a leash unattended. They should be neutered or spayed, be current with vaccinations and dogs need to be licensed with the City of Concord. Visiting pets and service animals will need to follow all the same rules as a resident's animal!

HHH makes an accommodation for certified service animals when the animal is providing an ADA reasonable accommodation for a person with disabilities as defined by the Fair Housing Act. In this instance, there would be no damage deposit required.

HHH collects an animal damage deposit for each pet/service animal. The deposit earns interest and is refundable providing there are no damages to the property or unpaid account balances. All animal owners must complete an Alternate Caretaker Agreement prior to having a pet or service animal on campus. Alternate Caretakers must be willing to care for your animal if you are unable to, and respond within three to four hours upon contact to provide care.

Please note that HHH employees are not able to care for an animal including feeding, dog walking or in your absence from the Community. If this type of service is needed for your domestic pet or service animal, you must contract with an animal care provider for proper animal care. In your absence, we will contact the Alternate Caretaker you have registered with HHH. In the event we are not able to reach your Alternate Caretaker, your pet will be boarded at a local animal care center and you will be billed for this expense until you are able to pick up and care for your animal.

There is a Dog Play Courtyard in Elm Court and Gingko Lane at the Havenwood Campus. Dogs are permitted to be unleashed and play in this space as long as their handler is present.

Aside from the dog play area, pets are not permitted in common areas, community rooms or attend programs or activities, unless they are a certified service animal.

Therapy animals approved for visiting the Health Services Center or pets visiting Lodge residents may pass through the common area hallways to arrive at their destination.

Stray & Wild Animals: Please don't feed stray animals or animals common to the

environment—squirrels, chipmunks, raccoons. These animals can be carriers of disease such as rabies, and can cause extensive property damage.

Birdseed Storage: Birdseed should be stored in a sealed container in your outdoor utility room, discreetly on your porch, or in an outside courtyard storage container if you live in the Lodge. Birdseed can cause an insect infestation when stored indoors, spread to neighboring units, and be costly to remedy. If your birdseed causes an insect problem, HHH will charge for extermination, cleaning and labor to correct the problem.

From time to time there can be a bear sighting on both campuses. When this occurs, the Campus Administrator will notify residents and all bird seed must be immediately removed from Campus grounds for safety.

REASONABLE ACCOMMODATIONS

It is the policy of Havenwood Heritage Heights to allow a reasonable accommodation or a modification of a resident's dwelling in accordance with the federal Fair Housing Act. Havenwood Heritage Heights is committed to entering into interactive discussions with residents with a disability regarding the need for the provision of a reasonable accommodation or modification in order to afford the residents' full enjoyment of the premises.

Reasonable accommodations or modifications must follow city, state and federal building codes. HHH will install ramps, grab bars, smoke detectors and doorbell flashers at no cost to the resident or approved applicant when indicated by a doctor or physical therapist consult in writing. Other reasonable accommodation requests will be made at the expense of the resident or approved applicant. In some circumstances, the individual may be asked to restore the unit to its original condition upon move out, if the modification is such that it affects the use or enjoyment of the next occupant. Depending upon the nature and amount of the modification, the residents may make agreed upon periodic deposits into an interest-bearing escrow account, which will be used for the restoration. In the event restoration is not done upon move out, then the escrowed funds and earned interest will be returned.

RECYCLING

HHH has a recycling relationship with an outside vendor and they are responsible for maintaining and emptying the recycling dumpsters on each campus. Single stream (Zero Sort) recycling is in place on both campuses and allows for the co-mingling of paper, cardboard, glass, aluminum and hard plastic containers. Soft plastic is collected separately. See Recycling on the Resident Portal at www.hhhinfo.com for more information.

The City of Concord operates the Transfer Station located on Old Turnpike Road. Recycling options at that site also include newspapers, cardboard, vehicle waste, aluminum, tin, glass and plastics. There is no fee for recycling at the Transfer Station. There is a fee for trash, etc. That fee is based on weight with a \$10 minimum.

Resident Recycling Areas are located as follows:

HAVENWOOD CAMPUS

Outdoor Corrugated Cardboard and Paper	Red Dumpster outside the loading dock.
Outdoor Single Stream	Dumpster at the service gate by Hazen Dr. near the maintenance shop and recycling gazebos located in the 100 and 400 Areas. 600's picked up at same time as trash.
Indoor Mixed Paper and Cardboard	Lodge corridor utility rooms. Mailbox area for envelopes and letter sized paper.
Batteries	In the Lodge on Main Street under the bulletin boards.
Fluorescent Light Bulbs	White containers are located behind the maintenance building, 100's trash Kiosk, 400/500's trash Kiosk, the Café tray room, in the Lodge basement at the back exit.
Soft Plastic	Main Street Café Tray Room.

HERITAGE HEIGHTS CAMPUS

Outdoor Single Stream	Recycle bins for each household, picked up with trash in the north end and the south end. Trash gazebos in areas 3,4, and 6 parking lots. Red dumpster next to Maintenance Area
Indoor Single Stream	Dining room waste stations, mailbox area and resident business office for envelopes and letter-sized paper.
Batteries	Labeled box in the mailbox area.
Fluorescent Light Bulbs	Heritage Heights Maintenance Area.
Soft Plastic	White containers in the Maintenance Shed Recycling area between the two dumpsters.

REDECORATION/RESTORATION FEES

A redecoration/restoration fee is charged when residents are "transferring between like accommodations". A "like accommodation" is defined as a unit type within the same level of living. For example: a transfer from a studio to a one bedroom or two-bedroom accommodation, or a transfer from a two-room Lodge to a one-room Lodge.

The redecoration/restoration fee is determined by the amount of work that needs to be accomplished to restore the room the resident is transferring out of and will be waived if occupancy for the unit exceeds ten years for a cottage-style unit and five years for a Lodge unit.

Redecoration fees will also be charged for residents wishing to make a decorating change in wall color. Upon request, a paint and restoration estimate will be provided and will include the cost of color change painting and restoration to the Housing color pallet at move out. The fee will vary based upon the unit size and number of walls to be painted.

Redecoration/restoration fees will also be charged for other special requests such as extra handrails, shelving, which may require restoration to the original condition at move out.

Residents will be charged for all restoration damages caused to their living unit including smoke damage, even if the expenses are in excess of the damage deposit collected. These expenses can be costly, thus we ask you to wisely care for your home including all of its fixtures and features. See Also, Damage & Restoration Deposits on page 30 and Smoking Policy on page 43.

RENTERS' INSURANCE

Similar to a homeowners' plan, this insurance provides coverage in the event of theft, accident or fire. Renter's policies will insure you against certain types of risks including loss of property, liability, and additional living expenses. HHH recommends you consider a policy of this nature for your home and suggests you consult your insurance agent for more specific details.

Users of Power Mobility Vehicle should specifically inquire if their renter's policy includes PMVs in their policy's coverage.

RESIDENT FILE INFORMATION

In order for HHH staff to assist promptly in the event of an emergency, information in your resident file must always be up to date. Please notify the Housing Office if:

- Your emergency contact person has changed, moved, or has a new telephone number
- You have changed doctors
- You have changed vehicles or given up your license
- You wish to make changes in the persons authorized to enter your home in your absence or upon death

Financial Services if:

- You have joined a Medicare HMO or Medicare Advantage plan or have changed insurance providers

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- You have appointed or changed your Power of Attorney for Finances
 - You have had a significant change in assets
 - You have changed ownership of your assets

Home Health if:

- Your emergency contact person has changed, moved, or has a new telephone number
- You have appointed or changed your Power of Attorney for Health Care
- You have changed doctors

RESIDENTIAL ADMISSION PROGRAMS

HHH has two residential program options—a CCRC option and a Fee-For Service Program (Non-CCRC option).

CCRC Option: The Heritage Heights Campus offers only a CCRC Program, in which residents pay an entrance fee in exchange for contractual benefits. The entrance fee is based upon the size of the unit and number of occupants. The CCRC Program is offered at both the Havenwood and Heritage Heights Campuses.

Under this program, residents receive priority placement for bed availability in the Health Services Center as part of their benefit plan.

Fee-For-Service Option: The Fee-For-Service (FFS) option, also referred to as the “Non-CCRC Plan”, is only available at the Havenwood Campus. This Program does not require an entrance fee and does not include a contractual or legal commitment for access to services. The Havenwood Campus offers the CCRC Program, as well as a Fee-For-Service Program. Please note that the specific units at the Havenwood campus are offered exclusively under the CCRC option.

CCRC Transfer Option: Residents admitted under the Fee-For-Service Program at the Havenwood Campus, may join the CCRC Program at a later date providing they meet the Program’s eligibility requirements at the time of application. Entrance fees and CCRC contractual benefits will be subject to the CCRC contract in effect at the time application is made to join the CCRC Program, not the initial date of admission into the HHH Community. See Entrance Fees For CCRC Program, page 33.

RESIDENT WEBSITE

The Resident web portal contains items such as News & Previews calendar, daily dining menus, various committee minutes and pictures of recent resident events. If you wish to access the Resident portal, simply type www.hhhinfo.com into your browser then select the Resident tab. No password is required.

SMOKE DETECTORS/FIRE SPRINKLERS

All units are equipped with smoke detectors and are connected to the Emergency Response System. All detectors must be active at all times. Do not disconnect them, cover them with aluminum foil, or tamper with them in any other manner.

Periodic maintenance will be completed on these devices by our staff to ensure they are in proper working condition. If the smoke detector activates without cause, please contact the Campus Reception Office to arrange for maintenance service so the equipment can be checked, cleaned, or replaced.

Fire Sprinklers are located in the common areas and hallways of the Administration Building, Health Services Center, Lodge, and Barrows Activity Center Buildings, and Tad's Place.

Fire Sprinklers are also located in resident rooms in the Health Services Center, Lodge, and Lodge Assisted Living and are connected directly to the main fire alarm system.

Living Units in the Woodland Court Area (The 600's) at Havenwood, 2014 constructed duplex cottages in the HH North End, and 2021 construction in Phase 1 of the HH South End, are equipped with a fire sprinkler system and are connected to the Emergency Response System.

SMOKE DETECTOR FLASHERS

Smoke detector flashers are available for residents with a hearing impairment. If you are in need of a flasher, please contact the Campus Housing Office so that it may be installed in your home.

SMOKING POLICY

Havenwood Heritage Heights is very proud of the position and steps we have taken to promote and encourage a healthy, comfortable living and work environment for all residents, visitors, employees, and vendors. The implementation of a smoke free environment was first established in 2013 and included the Health Services Center, Lodge, Lodge Assisted Living, Havenwood Administration Building and all common areas and additional buildings such as the Barrows Activity Center, Tad's Place, Ruth Somes House and HHH Fitness Center. Smoking is not permitted anywhere in these living and common areas nor the campus grounds at Havenwood or Heritage Heights.

Effective May 1, 2017, the "No Smoking Policy" was expanded and smoking is no longer permitted in cottage accommodations, on both campuses. This policy change will pertain to residents and their guests.

HHH has grandfathered current cottage smokers that moved into the HHH Community prior to the implementation of this policy in May, 2017.

Residents that smoked or allowed smoking in their accommodations prior to the 2017 policy change, will be charged for all restoration damage caused to their living unit due

to smoking. These expenses are costly and can include cleaning from an outside vendor to wash walls, air freshening treatment and products, special wall primers and multi-coat painting to block smoke bleed through and appliance and fixture replacement, in the event they cannot be successfully cleaned. The resident, or their estate, will be responsible for all costs to restore the unit, even if these expenses are in excess of the damage deposit.

An outdoor smoking area has been designated in the Havenwood Gazebo only for a grandfathered smoker that has transferred to the Lodge. If grandfathered residents reside in the Health Services Center, the smoking location will be designated by the HSC staff, and supervised by the HSC staff.

Any safety concerns resulting from smoking with a grandfathered resident will be dealt with immediately by Administration and smoking privileges may be revoked to ensure the safety and peaceful enjoyment of the facilities by all residents.

SOLICITATION POLICY

Havenwood Heritage Heights is a not-for-profit (NFP) and promotes a “No Solicitation” policy for both campuses in the community. This restricts outside solicitation through door-to-door sales, unapproved political gatherings in common areas, and written materials for resident mailboxes that are not received through the postal system. Part of the IRS tax exemption mandate requires that such NFP entities remain nonpartisan and not endorse specific political candidates or parties.

While a resident has a right to express their views, other people living in the same community have a right to be free of solicitation or offensive messaging. That is why outward-facing signage in an interior window of a residence is not permitted.

Political candidates from all parties are welcome and may meet in a common area meeting room with interested residents. Arrangements may be made through the Program’s Department and approved by the Area Administrator.

SPEED LIMITS

The Campus speed limits are purposely low as we have a great deal of pedestrian traffic. Speed limits range from 5 to 15 mph depending upon location. Please be safety conscious, drive slowly and observe all speed limit signage.

STORAGE

Residents need to store their personal belongings in their home. There is no additional storage available on campus.

In limited circumstances, Administration may approve a storage cabinet for porch areas where there is no exterior storage closet. Please contact the Campus Housing Office for more information.

There are several self-storage facilities available for rental in the Concord area. Please check on-line for these facilities or stop by the Campus Housing Office for a current listing.

STORM WINDOWS & SCREENS

The Maintenance staff will provide seasonal assistance with storm doors, screens and windows. This service item will be listed on the spring and fall schedule and published in *News & Previews*.

SUBLETTING ACCOMMODATIONS

Subletting accommodations is not permitted, nor is sharing a unit with non-residents of HHH. Residents of the independent living areas are welcome to have guests stay with you in your accommodation for a short time, two weeks – 14 day maximum. (See Visitors on 49)

Visitors may not stay in your home if you are not present. The Community will consider making an exception and allow a family member to stay in your accommodation, with your permission, if you are temporarily in the hospital or HHH Health Services Center or by special Administrative approval. Authorization for this exception must be arranged and approved with the Campus Housing Administrator.

SWIMMING POOLS

HHH has two pools available for swimming and exercise and may be used only by HHH Residents. Users of the indoor and outdoor pools need to complete a release form and be issued a pool pass from the Programs Department prior to use of either pool. Physician approval is required to use the exercise pool, pool lift and/or outdoor pool.

Both pools are “swim at your own risk”. There are no lifeguards on duty. A staff member is present at the Ruth Somes House when the pool is open; however, this person is not a lifeguard. Residents assume all inherent risks of swimming and/or being around a pool area.

The exercise pool is available in the Barrows Activity Center and is open year round with open hours. Residents are required to have a buddy present at all times when using this pool.

The seasonal outdoor pool is located at The Ruth Somes House. The pool is open for Resident use only from late May to mid-September, weather permitting and at designated times.

In accordance with State of New Hampshire regulations, pool rules are posted to ensure the safety and sanitation of the pools at all times.

Havenwood Residents wanting to use the pool during non-business hours at the Heritage Heights Barrows Activity Center should contact the Havenwood Housing Coordinator for a key fob adjustment.

TELEPHONES

The Primary number for HHH departments:

603-229-1200 (Auto Attendant) or 603-224-5363 (Reception)

Resident Landline Phone Services:

- Residents are responsible for contacting Xfinity directly to set up land line phone service.
- To contact Xfinity customer support for services please call: **1-855-638-2855**. **Landline telephone service may only be available when bundled with an Internet service. Options may vary.**
- Residents staying in the Health Services Center (HSC) are offered landline phone service as part of their rent.

Things to know:

- Please be aware that Home cordless Landline telephones may not be operational during a power outage.
- Cell phones are a great resource during a power outage.
If you have a cellphone, please keep good charging habits in case of emergencies. Charge at night while you sleep so you have a full battery for the day. Remember to restart your cellphone every couple of weeks for best functionality.

HHH Administration Telephone System:

- HHH Administration Telephones are in various activity areas and meeting rooms of each campus
- From an office phone you can:
 - Dial the 4-digit extension for internal departments
 - Dial 81+ area code and number for outside local calls
- Havenwood Heritage Heights Main Telephone line has a virtual Attendant and Voice Mail features.
 - **After hours** office telephones are answered by a recording. If you know the 4-digit department extension you can dial that at any time or stay on the line and be connected with the Nursing Supervisor.
 - Each department line has voice mail. If that person is not available, the automated system allows you to leave a message. They will return your call as soon as possible.
 - **Voice mail should not be used in an emergency situation.**

FOR EMERGENCY ASSISTANCE:

- **Daytime:** 7am to 7pm
 - Push pendant button or pull emergency cord
 - Contact the Campus Reception Office
- **Evenings:** 7pm to 7am
 - Push pendant button or pull emergency cord
 - Call 911

TELEVISION — CABLE TV & HHH CLOSED CIRCUIT TV

- All units are pre-wired for coax cable television.
- **The Housing Specialist will guide you through this process.**
- Residents are responsible for contacting Xfinity directly to set up Cable TV service.
- If you want to enjoy our closed-circuit TV Channel **919** you will need to ask Xfinity for a **COAX** cable TV box. This will ensure you are able to watch our internal TV Channel
- To contact Xfinity customer support for service please call: **1-855-638-2855**.
- It is the resident's responsibility to contact Xfinity to return your cable box when you move out of a unit.
- The Housing Offices are not a drop off center for Xfinity and do not accept liability for your unreturned items. Please make special note of this as the charges for unreturned boxes to Xfinity are substantial

The monthly service fee only encompasses charges for basic cable service. **You** may purchase special and or additional services, such as movie channels, Pay-Per-View, or Broadband Internet Service, directly from Xfinity.

- HHH provides the content for both Channel 919 and 918.
- Channel 919 shows the weekly news, Resident Council and Association meetings, commercial-free movies and other important programming specific to Havenwood Heritage Heights.
- Channel 918 displays special schedules, daily menus and announcements.

THEFT POLICY

Residents are responsible for taking appropriate measures to secure their personal belongings at all times and in all living areas throughout the continuum of care. Havenwood Heritage Heights will not be responsible for the theft of property belonging to residents, visitors, volunteers, or staff.

We encourage You to be mindful of security practices in your home. Here are some suggestions we highly recommend for you to consider:

- Lock your accommodation doors and windows when you are not at home.
- Lock your vehicle when not in use.
- Lock indoor and outdoor storage containers, file cabinets and security boxes, desks, and medicine cabinets and night stands in applicable areas, etc.

-
- Secure important documents and other personal valuables in a bank safety deposit box. (Remember, safety deposit boxes are only accessible during bank hours -- Storing documents that may be needed quickly or in an emergency are not recommended for safety deposit boxes. Check with your bank for more information.)
 - Keep money, checks, wallets, pocketbooks and valuable jewelry, etc. out of view and in a secure locked area.
 - Do not leave pocketbooks and wallets unattended in public areas or in vehicles.
 - Limit the number of people that have unrestricted access to your home.
 - Refrain from duplicating keys and giving to neighbors and friends.
 - Do not hide an emergency access key outdoors (such as under the welcome mat or a plant on your porch).
 - Plan to be at home when a work service has been arranged.
 - Consult with your insurance agent regarding a Renters' Policy.
 - If you see something, please say something to HHH staff.

TRASH REMOVAL

Trash removal is provided by HHH Maintenance and is picked up weekly in residential areas. Trash is removed 2 to 3 times per week in the Lodge and Heritage Heights Garden Suites Buildings. Please check with the Campus Housing Office or Maintenance Department for the trash removal schedule in your area.

We need your help to remove trash in a safe and sanitary manner.

- Place all trash into a plastic bag before transferring it to the HHH receptacle.
- Litter box granules and animal waste must be double-bagged in plastic bags and placed in your trash receptacle.
- Do not flush soiled litter down the toilet—even the products that claim to be “flushable”!
- Important: Syringe needles need to be disposed of in a medically-safe “Sharps” container; Contact the Home Health Office for container information.

HHH Maintenance provides service to the City dump on a fee-for-service basis. HHH Maintenance rates are noted on the annual rate schedule and are billed at ¼ hour increments per service person. The City fees are based on a per pound cost for trash and furniture with special fees for mattresses, box springs, televisions, microwaves and computer equipment.

UTILITIES

Lights, heat and hot water are included in your monthly service fee. Electricity and natural gas are the two main sources of heat.

We want you to be comfortable and control the temperature in your home. However, in order to keep utility usage at reasonable levels, we asked you to be mindful of energy waste.

UTILITY ROOMS

Utility Rooms, located on porches between units in cottage areas and on each Lodge Corridor, contain the utility access components for electric and cable connections and hot water tanks. The area must be immediately accessible for repair work and, therefore, these areas cannot be used as a personal storage area. Storage exceptions for cottage utility rooms are made for a few gardening tools and folding lawn chairs, as long as they do not interfere with access.

Lodge residents may only store a shopping cart, if room is available. All utility room doors need to be unlocked at all times. Should a utility room become locked, call the Campus Housing Office or Maintenance for assistance.

VACATE NOTICES

When vacating an accommodation in the cottage, Lodge or Lodge Assisted Living Areas, Residents are required to complete a written notice to vacate as outlined in your Residency/ Entrance Agreements. These forms are available in the housing offices. The Notice To Vacate must be presented to the Living Area Administrator. Please note that the notice period begins at the time the Living Area Administrator receives your written notice request.

VISITORS

Visitation is open 24 hours daily in all levels of living. Residents are also welcome to have visitors stay with them, for a short time, in their cottage and Lodge accommodations. Please note the community prohibits any person from staying with a resident overnight in the resident unit (a) for more than 14 consecutive days; (b) for more than 15 total days in a month; or (c) in a recurring or predictable pattern (e.g., staying overnight 3 days every week or staying 13 nights, leaving for 1 night and then returning for another overnight stay.) Visitors may not infringe upon the health, safety, rights or peaceful enjoyment of other residents within the living areas or the common areas of the Community. Overnight guests are not permitted in licensed areas of the Community (LAL and HSC). HHH does have guest facilities available on a first come, first serve basis for a fee. If you need a temporary parking space for your guest, please stop by the Campus Housing Office for a space assignment.

Residents may not have overnight guests while they are not at home, sublet their units, or have someone live with them who is not a resident of the HHH Community. The Community will make an exception and allow a family member to stay in your accommodation with your permission, if you are temporarily hospitalized or in the HHH Health Services Center or by special Administrative approval. Authorization for this exception must be arranged and approved with the Campus Housing Office.

Visitors with pets or service animals will need to follow all the same rules as a resident with an animal as outlined in the Domestic Pets & Service Animal policy and guidelines.

VOTER INFORMATION

Havenwood is located in Ward 9 and the voting precinct is located at the City Wide Community Center. Heritage Heights is in Ward 10 and the voting precinct is at Broken Ground School.

Transportation is provided by HHH for all Residents voting at Broken Ground School and the City Wide Community Center.

You must have a photo ID to vote. This can be a current NH Driver's License, a NH Non-Drivers Photo ID (which you can get at the New Hampshire Department of Motor Vehicles (DMV), a current passport. Please take note that you will not be able to vote without one of these State of NH authorized, identification forms.

The Program Assistant can help you with absentee voting

WI-FI ACCESS

Wi-Fi access is available in select locations. These locations include the Havenwood Main Lobby, Library, Cozy Corner and the Health Services Center. At Heritage Heights access is available in the Heritage Room and Resident Business Center in the Barrows Activity Center and Tad's Place. You may access Wi-Fi through our "Guest Access" network. The password, if needed, is 6032256373.

WINDOW WASHING

Windows are washed during the summer months on a pre-announced schedule at no expense to residents, during the scheduled times provided by the outside contractor. Additional window service may be requested, on a fee-for-service basis, from the Housekeeping Department.

YARD & PORCH INFORMATION

We want you to enjoy your porch and yard as much as your home. Help us to keep the campuses aesthetically pleasing by limiting the items on your porch to a small outdoor table, lawn chairs, and a few plants. A birdfeeder, lawn ornament or wind chimes may be used (in moderation) as long as they do not interfere with lawn maintenance or the peaceful enjoyment of the Community by others. HHH does not allow porches to be used for storage area or laundry to be dried outside. Also, most areas have a gathering place with table(s) and chairs. Also, most areas have a gathering place with table(s) and chairs.

HHH

Community Services Information

This section of the Resident Handbook describes many services as well as other information that we hope will be helpful to you. Fees for services not included in your monthly service fee are listed on the Annual Rate Schedule. Copies of the Rate Sheet are available in the Campus Housing Offices or the Financial Services Department at Havenwood.

CHARITABLE DONATIONS

Memorial Donations: Donations may be made in memory or in honor of neighbors and friends within the HHH Community as well as other friends and family members. Donations may be designated for the Resident Support Fund or Special Programs Fund. For other donations, we suggest you contact the President/CEO's Office to discuss opportunities and options available at HHH.

Charitable Gift Annuity: This program is a part of the Planned Giving Program designed for HHH Residents and friends to invest in an annuity which pays a fixed amount with federal tax benefits. For more information about the Program, contact the President/CEO's Office located at the Havenwood Campus.

Donations of Goods: Donations and/or consignment of gently used clothing and household knickknacks (excluding furniture) are gratefully accepted at designated times throughout the year. Donations may be made to the L & B Country Store. Proceeds from the store benefit a variety of HHH Special Funds and health care education scholarships for staff or their families. If you have an item to donate, please contact your Campus Programs' Coordinator to learn more about the types of items HHH is able to accept for resale in the shops.

CLINICAL PASTORAL EDUCATION (CPE) PROGRAM

See the section on Spiritual Care and Education on page 60.

CREDIT CARDS

Havenwood Heritage Heights accepts MasterCard and Visa credit cards for payment of services and monthly service fees. There is a service fee of 2% of the total credit card charge per transaction. Payments may also be made through automatic withdrawal from your banking account or by cash or check.

DINING SERVICES

There are several dining venues at HHH and they range from a continental breakfast in the Main Street Café to an elegant 3 course dinner menu served monthly in The Four Seasons Dining Room. At Havenwood, The Four Seasons Dining Room serves three meals a day with table service and the Main Street Café is open weekdays for breakfast, lunch or supper and weekends and holidays for breakfast and supper. Reservations are required for meals in The Four Seasons Dining Room unless a resident lives in the Lodge. Lodge residents are welcome to have guests dine with them; however, a guest reservation will be needed 3 hours in advance. Meals are included in the Lodge monthly service fee. Lodge Residents away for 2 consecutive weeks or more, or temporarily residing in the Health Services Center, may receive a meal credit. The credit is based on raw food cost, not the full meal service fee.

Havenwood:

Breakfast:	7:30 AM	The Four Seasons
Continental Breakfast:	8:00 to 9:00 AM	Main Street Café
Dinner: (Main Meal)	12:00 Noon 11:00 to 1:00	The Four Seasons Main Street Café (Closed Saturday, Sunday & Holidays)
Supper:	5:00 PM 4:30 to 6:00 PM	The Four Seasons Main Street Café

At Heritage Heights, the Dining Room is open for lunch Monday through Saturday and evenings, Monday through Friday from 5 PM to 6 PM and includes a la carte options. Ice cream is served from 2 to 4 on weekdays. The buffet is open to residents of Havenwood and Heritage Heights and their guests. Reservations are not needed for weekday meals or Sunday Brunch. Reservations are requested for holidays and special functions and are announced in *News & Previews*.

You may pay for meals with cash or charge purchases to your monthly bill using a Dining Services Charge Card. To obtain one of these cards please call the Dining Services Department.

The Department also offers catering services, nutritional counseling, and meals on wheels service.

Meals on Wheels Service: Through the arrangements of a Home Health Nurse, residents may have HHH meals delivered to their home. Meal service includes a hot noon meal and/or a light supper Monday through Friday. HHH Meals on Wheels service is based on medical need.

Nutritional Counseling: A registered dietitian is available for nutrition counseling on a fee for service basis. Contact the Registered Dietician for additional information.

Catering Services:

The Dining Department offers catering services for resident meetings, community programs, and private resident functions. The talented staff can accommodate requests from beverage service to a gourmet dinner and everything in between. Contact the Dining Services Department to make arrangements.

FINANCIAL ASSISTANCE

Havenwood Heritage Heights is a not-for-profit community and qualifies as a charitable organization by the IRS for gifts of money or property.

An annual appeal is made to residents and friends of HHH on behalf of the Resident Support Fund. This Fund was established in 1982 for the purpose of assisting those residents who exhaust their personal assets.

The Resident Support Fund provides more than \$250,000 of direct assistance to residents each year.

Periodically residents will be asked to complete a personal financial condition update to assist HHH in projecting the use of the Resident Support Fund.

In the event assistance from the Resident Support Fund is needed, HHH will require residents to reside in the least expensive accommodation that can support the household size. In some cases this may mean transferring to a smaller accommodation. In this way, HHH will be able to prudently use its resources to help a greater number of resident needs.

For more information about the Resident Support Fund and financial assistance, please contact the Financial Services Department on the Havenwood Campus.

GIFT CERTIFICATES

Gift certificates for HHH Services are available. Many families like to give HHH gift certificates to use additional services such as housekeeping, dining, hair salons or homemaker services.

If you would like more information about gift certificates, please contact the Financial Services Department at the Havenwood Campus or the Reception Office at Heritage Heights.

GUEST ACCOMMODATIONS

Two guest accommodations are available for Resident and Administration guests. The Guest Room is located in the Lodge at Havenwood and the Guest Cottage at the Heritage Heights Campus.

The Guest Room accommodates two people. It is furnished with twin beds, seating area, private bath, linens, and includes continental breakfast in the Main Street Café.

The Guest Cottage accommodates up to six people. The two bedroom cottage includes queen and full size beds, a sleep sofa in the living room, and dining room furnishings. It has a fully equipped kitchen and includes bed and bath linens.

Both guest accommodations are limited to a two-week maximum stay – 14 days maximum. Please contact the Campus Reception Office for more information on availability, rates, reservations and arrival/departure times. A brochure is also available explaining guest accommodations.

HAIR SALONS

Full service hair salons and manicure stations are available on each campus for men and women Monday through Friday. To schedule an appointment, contact the hair stylist on your campus. Rates are posted on the Annual Rate Schedule and in each of the shops. Service is limited to HHH Residents only. No tipping is allowed. Gift certificates are available. A brochure is also available explaining salon services.

HEALTH CARE SERVICES

HHH provides a variety of nursing and related health and care services through Home Health, the Rehabilitation Department and Health Services Center. For further information about these services, please refer to the HHH Wellness, Care Services & Continuum of Care Accommodations Section of this Handbook on page 63.

HOUSEKEEPING

Housekeeping and Personal Laundry Services are available to all residents on a fee-for-service basis. For additional information, contact the Housekeeping Office. No tipping is allowed. Gift certificates are available. A brochure is also available explaining housekeeping and laundry services.

LAUNDRY AREAS

The laundry machines in the laundry areas on each campus are card operated. A laundry card can be purchased through the machine located at the Havenwood Laundry Room and the Heritage Heights Barrows Activity Center. Please contact the cashier in the Financial Services Office or the Campus Reception Office, if you have any difficulties.

LOST & FOUND

Lost and Found articles may be reported, turned in, or claimed at the Reception Office on each Campus. Periodically, unclaimed items are displayed in the campus lobbies with hopes that their owner will see and retrieve them.

MAIL & PACKAGE DELIVERY SERVICE

The U.S. Postal Service and other carriers deliver mail six-days a week to the Campus Reception Offices. There is no mail delivery on Sunday or federal holidays. The Reception staff sorts the mail and places it into your individual mailbox.

A sample is shown below:

Havenwood

MR JOE RESIDENT
33 CHRISTIAN AVENUE #123
CONCORD NH 03301-6128

Heritage Heights

MRS JANE RESIDENT
149 EAST SIDE DRIVE #456
CONCORD NH 03301-5475

Please avoid using "P.O. Box" on line 2 of your address. A "P.O. Box" reference indicates you have a "mailbox" at the local Post Office and your mail will be returned as "addressee unknown."

Outgoing and inter-campus mail may be left at the Reception Offices in the designated slots, or in the U.S. Postal mailboxes located on each Campus. Stamps are sold Monday through Friday at the Reception Offices on both campuses in small quantities. The Reception Office accepts delivery of packages from all carriers for residents living in the Lodge, Lodge Assisted Living, and Health Services Center. When a package arrives, a slip will be placed in your mailbox and it may be collected at the Reception Office. Certified mail and courier packages will need to be signed for at the time of pickup.

For Cottage Residents: Packages will be accepted for apartment area residents; however, we strongly encourage you to give the courier your apartment number for direct delivery to your home.

When a resident moves out of the HHH Community, or in the event of death, HHH will forward mail for 18 months. A resident may designate, in advance, to whom they wish their mail to be forwarded upon death, by completing the "Authorization To Forward Mail Upon Death" at the Campus Housing Office. HHH will then forward mail, upon death, to the person designated on the mail authorization form.

In the event a resident elects not to complete the "Authorization To Forward Mail Upon Death," then HHH will require the named executor or administrator of the resident's probate estate to present a copy of the Certificate of Appointment issued by the NH Probate Court or a probate court from another jurisdiction. Alternatively, if a deceased resident has a trust; HHH will require a copy of the applicable trust. When the appropriate estate or trust documents are received, HHH will begin to forward the mail to the designated estate representative or trustee. Until these documents are received, HHH will hold the mail in a separate container for safe keeping in the mailroom, so that mail is not accessible by an unauthorized person.

The Living Area Administrator or their designees, or the Administration Department Executive Assistant, will help guide residents and families through the mail forwarding process. Residents who have elected to complete the mail forwarding authorization will need to update this form as they transfer levels of care or as their personal information or designee changes.

MAIL & PACKAGE PICK-UP SERVICE

Would you like someone else to pick up your mail for you on occasion? If so, please complete a "Mail/Package Pick-Up Authorization" Form. Staff can only release your mail to the persons named on your signed authorization form. These forms are available at the Campus Reception Offices.

MAINTENANCE SERVICES

The Maintenance Staff is responsible for maintaining and repairing HHH buildings, equipment, grounds and assisting new residents with move-in services. Requests for maintenance services, which we refer to as a "Maintenance Request" will be completed during regular business hours (Monday through Sunday 7:30 a.m. to 4:00 p.m.), unless emergency service is needed. Residents are asked to complete Maintenance request at the campus reception office. Emergencies that arise after regular business hours should be reported to the Havenwood Evening Receptionist or Nursing Supervisor. They will contact the On-call Maintenance person to respond. Additional Maintenance emergency information is listed in the book under Maintenance Emergencies.

In 2025, HHH added a new program called MaintainX. This is a new online platform that streamlines maintenance operations. The staff is learning and using this program and it will soon be offered to residents to complete maintenance requests online. It is likely that it will be introduced by resident area in the near future. We look forward to making your maintenance request options more user friendly.

MONTHLY SERVICE STATEMENTS

HHH residents are billed monthly for accommodation and ancillary services. The bills are prepared by the Financial Services Department and are normally distributed in resident mailboxes on or about the 1st of each month. Payments should be delivered to the Financial Services Office or deposited in the in-house lobby mailboxes within 10 days of receipt. If you wish, an automatic withdrawal may be made from your checking or savings account to pay your bill each month. MasterCard and Visa are also accepted with a charge of 2% of the total credit card charge per transaction.

If you have billing questions or wish to register for automatic withdrawal service, please contact the Financial Services Office located in the lower level of the Havenwood Administration Building. HHH will forward billing statements to your Financial Power of Attorney upon request and completion of appropriate forms.

The Organization produces an annual audited financial report that is available to residents upon request.

MOVING & PACKING SERVICES

Residents are responsible for arranging their own moving services when moving in and transferring out of HHH accommodations

Due to workforce safety and insurance coverage, HHH staff is not able to provide a full moving service program for HHH Residents. We will assist with the moving of a small bureau, easy chair, or clothing when a resident moves from a cottage or Lodge accommodation into the Health Services Center. HHH rates for internal moves to the HSC are posted on the Annual Rate Schedule as Routine Maintenance Service.

HHH has made arrangements with a local moving company to offer a service program for residents wishing to use their services. Of course, residents have the option to use any professional moving company or family and friends for moving services, if they wish.

Packing and moving services relationships are strictly between the Resident and the moving and packing company. HHH suggests you interview them to determine if they meet your service needs. HHH recommends that you utilize the standards when arranging for outside services as listed on page 67. For names of local packing and moving companies, please contact the Campus Housing Office.

NEWS & PREVIEWS

News & Previews is a weekly publication that includes valuable information about HHH programs, happenings and administrative notices. Don't miss reading it on Fridays if you want "to be in the know"! The calendar is digital and on the Resident Portal.

NEWSPAPER DELIVERY

The Concord Monitor is the local newspaper with daily morning circulation. The Union Leader - NH Sunday News is the statewide newspaper with daily circulation. Contact the Circulation Departments to arrange for newspaper delivery directly to your front door for Cottage and Lodge Residents.

Other newspapers delivered to the Havenwood Reception Desk or those through the U.S. Mail will be treated as a "package" and may be picked up at the Campus Reception Desk. For those who live in the lodge, newspapers are placed in their mailboxes every morning.

NOTARY SERVICES

Need notary services? We have staff members who are notary publics. Notarial and document witnessing services are available to residents at no extra charge; however, appointments are necessary and you must provide your own witnesses, if your document requires such. Please contact reception on either campus for the staff list of notaries.

OUTSIDE SERVICES ARRANGED BY RESIDENTS

HHH has developed standards for Residents in licensed areas to access services from non-Havenwood Heritage Heights' personnel. More information on this subject is listed on page 67 in the HHH Wellness, Care Services & Continuum of Care Accommodation Section of this Handbook.

PHOTOCOPY & SHREDDING SERVICES

Photocopy and shredding services are available in the Havenwood Business Center and in the Resident Business Center at Heritage Heights.

PROGRAMS, THERAPEUTIC RECREATION & VOLUNTEER SERVICES

HHH has a Programs and Volunteers Department with an office on each campus. The Department is responsible for planning and facilitating on-going activities, programs, summer day trips, and overnight trips, transportation to downtown evening events, as well as seasonal parties and teas. All information about activities and happenings is in the weekly publication of *News & Previews*, which comes out every Friday and on our internal TV station, Channel 919, as well on our website portal (www.hhhinfo.com).

The Programs and Volunteers Department offers many volunteer opportunities throughout the year, with Christmas on Main Street, as well as the operation of the Main Street Shop-L&B Country Store. There are many volunteer opportunities available at each campus. These include working at the Sunday buffet, in the Main Street shops, Health Services Center, leading a group, etc. If you are interested in volunteering, please contact the Programs Department on your Campus.

The Health Services Center houses the Therapeutic Recreation Department, which does comparable activities and programs in the Health Services Center. As a new resident, you will receive a packet from the Programs Department in your mailbox upon moving in, which includes a brochure and volunteer information, your sponsor's profile and other helpful information about planned activities. The Programs Coordinator will then get in touch with you to discover your individual interests, either in an informal gathering with other new residents or on a one-on-one basis. Their goal is to make life enjoyable for you and to help you get acquainted.

RESIDENT CO-OPERATIVE PURCHASING PROGRAM

Because we purchase in large quantities, we are able to take advantage of reduced rates. As a service to residents, HHH offers the opportunity to purchase medical and health related supplies through our vendors. For further information about the Resident Co-op Program, contact the Financial Services Department.

RESIDENT ASSOCIATIONS

The Resident Associations are a way for residents to become actively involved in either the Havenwood or Heritage Heights Community where they live. We are one community on two campuses. Participating on committees, helping with fun-filled neighborhood activities, and attending Association meetings are some of the ways residents can become involved. We are proud of our Residents' involvement, value their opinions and appreciate the time and effort they give to staff, the Organization, and the Greater Concord Community.

Havenwood and Heritage Heights each have their own Resident Association. Residents of each campus comprise the membership of each Association and are led by elected officers, area representatives and standing committee chairs. The Associations serve a communication link promoting mutual understanding and cooperation among residents, staff, volunteers and the Board of Directors. They bring forth the concerns, suggestions, new ideas, and needs of the residents in their living areas and report matters needing attention or resolution to the appropriate Department or to the Campus Housing Administrator. Administration and staff share their plans and accomplishments at Association meetings. The Chairs of the Havenwood Resident Association and Heritage Heights Resident Association attend the Board of Directors Meetings.

Both Associations have elected officers, area representatives from each area neighborhood and committees. New residents moving into the community or transferring accommodations will be contacted by their Resident Area Representative and be invited to attend area and association meetings.

RESIDENT DIRECTORIES & TELEPHONE LISTS

Up to date Resident Directories are available at the Campus Reception Offices. In addition, a Resident Telephone List is published and distributed to all residents twice each year. Residency changes are listed, as they occur, in the weekly newsletter so you may keep your list up to date between printings. If you do not wish to have your telephone number published in the directory, just let the Housing staff know, and we will respect your privacy.

RESIDENT PROFILES

The community has developed the "Havenwood Heritage Heights Profiles" to help residents become better acquainted with one another and to develop new friendships. The two volumes of "HHH Profiles" contain biographical sketches and pictures of residents. Profile Books are available to peruse in the campus libraries. All residents are encouraged to submit their personal profile and have their picture taken so they may become a part of this resident-sponsored publication.

SAFETY & SECURITY

The safety and security of residents is high on our priority lists. We ask your cooperation in keeping your homes, vehicles, and personal items secure and locked when unattended, your porch lights on in the evening, and advising the staff of your medical and safety concerns.

During the evening hours from 7 PM to 7 AM daily, there is one, and often times two, security/emergency responders to attend to resident needs. In addition, certain areas at the Havenwood Administration Building, Health Services Center and Barrows Activity Center at Heritage Heights are protected by video surveillance.

Please refer to the “Emergency, Safety & Security Information” Section of this Handbook on page 72 for more detailed information about safety, security and emergency response procedures.

SNOW REMOVAL

HHH contracts with a local company for snow removal services. The contractor provides a work crew for each campus and is responsible for the plowing of roadways, parking lots, and walkways through the winter season.

Each November, residents receive updated Snow Removal Procedures & Vehicles Cleaning and Moving Service guidelines. The “Vehicle Cleaning and Moving Service” is available for a seasonal fee and the HHH Maintenance staff performs this service.

We need your help during the snow season! Please remove any lawn ornaments that may interfere with the snow removal process and welcome mats on the walkways.

SOCIAL SERVICES

See “CARE MANAGEMENT SERVICES” in the Wellness, Care Services and HHH Continuum of Care Accommodations Section of this Handbook.

SPIRITUAL CARE & EDUCATION

Havenwood Heritage Heights is a spiritually diverse community founded by and affiliated with the New Hampshire Conference of the United Church of Christ. There are a wide range of faith traditions and religious affiliations and meaning making philosophies represented among our residents and staff. We welcome this spiritual diversity as it adds so much to the richness of our community.

The activities of the Spiritual Care & Education Department are designed to support and enrich resident spiritual and religious well-being. Chaplains visit residents in times of challenge and celebration on both campuses and include visits to the Concord area hospitals. They lead and facilitate groups exploring Bible study, prayer, personal growth, ethical issues, transition and grief. Chaplains also facilitate support groups and offer Home Blessings,

especially for those newest to our community. They also lead a wide variety of services including: worship, prayer, memorial services and community services. Communion Sunday is celebrated monthly. Services are offered in various locations including the Havenwood and Heritage Heights Campuses and Health Services Center.

Local clergy and ministers often facilitate specific denominational services throughout the calendar year. On Sundays, HHH bus transportation is available to various local places of worship and is noted in the Transportation Brochure.

The Spiritual Care & Education Department has an accredited Clinical Pastoral Education (CPE) Program. CPE is graduate-level, adult education focusing on theological/spiritual reflection and professional practice, the offering of spiritual care and the development of leadership skills for today's hurting world. CPE interns come from a variety of religious backgrounds to meet the varied spiritual needs of the HHH community. This diverse group of interns offer spiritual care to residents, their families and staff, then reflect on that work in supervision and small group. Through spiritual care practice, written work, individual supervision, seminar and small group participation, and relevant reading, CPE interns are encouraged to develop authentic caring spiritual care relationships with residents, their families and staff members. The program is nationally accredited by the ACPE: The Standard for Spiritual Care and Education and is known as a "center of excellence" for training in the spiritual care of elders. The CPE program attracts CPE interns seeking professional development in older adult ministry and health care chaplaincy.

STAMPS

First class mail stamps are sold in small quantities at the Campus Reception Offices. Stamps may also be ordered in larger quantities from the Post Service "Stamps by Mail Program". See your Campus Receptionist for details.

TRANSPORTATION SERVICES

A variety of transportation services are available for residents. HHH transport vehicles include a 26-passenger bus, a 14-passenger bus and a 9-passenger van. All three vehicles have handicap access. The various services provided include:

- Monday through Friday campus-to-campus shuttles.
- Special event shuttles between campuses, as announced in News & Previews.
- Weekly downtown shopping shuttles.
- Weekly trip to Concord Heights shopping district.
- Personal van service to appointments.
- Special event transportation and concierge services.

Brochures containing a full description of all transportation services are available at the Campus Reception Offices. The Heritage Heights Receptionist maintains the transportation schedule and should be contacted to schedule personal van and concierge service appointments.

Transportation services are provided as part of the service package.

There are times when it is necessary for HHH to interrupt or change transportation schedules due to inclement weather, mechanical malfunctions, or other special circumstances. We make every effort to provide advance notice of schedule changes in *News & Previews*. When advance notice is not possible, cancellation announcements are posted in the Campus lobbies and will also air on HHH Channel 918.

Concord Area Transit (CAT) provides bus transportation to various points around the City and is available from the Havenwood Campus. CAT Senior Transportation Service is available from each campus and may be arranged through the CAT Business Office.

Questions about transportation services on weekends should be directed to the Havenwood Reception Office.

WELLNESS & CARE SERVICES

WELLNESS PHILOSOPHY

Havenwood Heritage Heights believes strongly that wellness is achieved at any age. We strive to meet the health and wellness needs of each resident at their individual level, encompassing their physical, mental and spiritual well-being. We promote a culture of wellness throughout the Community. Residents will find opportunities abound to engage in wellness activities and practices.

FITNESS PROGRAM

Current literature continues to reinforce the beliefs of the benefits of strength training, which include maintaining mobility, fighting depression, enhancing sleep, maintaining weight, increased stamina and better balance, all of which we provide to our residents and staff. As evidence of our strong commitment to wellness, we have Fitness Centers on both campuses that are an active part of community life at HHH. Both campuses contain NuStep recumbent steppers, Landice treadmills with full rails, Keiser air-pneumatic fitness equipment and SciFit recumbent steppers, for a well-rounded workout. At the Havenwood Campus, we have a Life Fitness G5 machine and SciFit recumbent stepper, both of which allow people to use resistance exercise while seated in a wheelchair.

Rehabilitation Services, together with the Therapeutic Recreation Department, successfully manage fitness programs on both campuses providing assistance, instruction, training, and encouragement to residents and staff. We have many fitness classes beyond the fitness rooms, which include armchair exercise, yoga, water exercises, walking clubs, Tai Chi, aerobics, Matter of Balance Program and Line Dancing.

CARE MANAGEMENT SERVICES

The Care Management staff helps residents and families to prepare for level of living changes and the adjustments associated with transitions. The Social Workers assist residents as they move into Health Services Center living areas or Lodge Assisted Living and coordinates assessments prior to any transition of residence. Social Workers are available for confidential discussions about loss, grief, concerns about friends or family members, health insurance reimbursement questions, advance directives, home care services available from outside vendors and other personal concerns. They also serve as a referral resource for community services available in the Greater Concord Area.

Once a year, the Havenwood Heritage Heights staff led by Care Management will connect with you for a Swell Chat. A “swell” chat is a HHH acronym for “support and wellness”. This is an opportunity to explore and talk about your wishes and needs with a member of the HHH care team in the areas of activities, wellness and support services. Through your chat, you let us know how we may better understand your individual wishes and needs as they are today and how we can continue to provide safe and sustainable support in the future. Let us know what you like to do for fun and recreation, what types of activities will sustain and feed your spirit, challenge you to new levels, as well as the hurdles you encounter and

how we may plan together to overcome them. To state it simply, the care team just wants to help you stay in your home comfortably and safely and provide the continuing care you moved to HHH to receive, if and when you need it.

CENTRALIZED ADMISSIONS

Havenwood Heritage Heights is committed to a Centralized Admissions Process to determine the appropriateness of our various programs to meet each resident's need. The responsibility for the process rests with our Care Management Department, which is active with every one of our programs and familiar with the capabilities of each. The Care Management Department works in tandem with other departments to insure that recommendations and plans are appropriate to the resident's needs and are representative of the entire organization by coordinating an assessment when any transition is considered.

HOME HEALTH SERVICES

The Home Health Department has offices on each campus and offers wellness care and other clinic services such as blood pressure and weight monitoring, medication information, and nurse consultations. The hours of operation for wellness care are posted outside each office.

In addition, registered nurses may assess resident needs, provide nursing services such as medication instruction, dressing changes, injections and other health education. The Home Health staff can also respond to a resident's home when they are unable to get to the Home Health Office. They can also respond to urgent situations; however, this is done in conjunction with 9-1-1 emergency support. If you have an emergency matter, you should contact 9-1-1 first and press your pendant for Home Health assistance, if you are able to do so. Other fee based services available from Home Health include meal delivery, laundry, shopping, RN home visits, wound care and dressing changes, Licensed Nursing Assistant services, nail trimming and ear cleaning. Some of the above services require orders and guidance from your primary care provider. Lodge Residents are also eligible for an additional fee-based program that provides assistance with medication.

The Home Health nurses, in conjunction with the Care Management Team, may also assist residents with decisions about the continuum of care at Havenwood Heritage Heights.

HOUSE PROVIDER GROUP

HHH utilizes a House Provider Group for residents in our Health Services Center, who has access to our medical record system. If the Resident elects to select a primary care provider other than the House Provider Group in the Health Services Center, this provider must be able to meet all of CMS and regulatory standards. The Resident, shall remain under the care of such physician while the Resident is in the Health Services Center. If the Resident's attending physician is unavailable, the Resident consents to Havenwood Health Services' staff calling alternative providers when deemed necessary or advisable by Havenwood. The providers are licensed by the State of New Hampshire and are Board Certified. Visits are billed to your health insurance,

HHH CONTINUUM OF CARE ACCOMMODATIONS

THE LODGE

The Lodge is a congregate, independent living program that includes three meals daily as part of this living program. It includes one and two room accommodations with varying floor plans. This living program's uniqueness is that living accommodations, dining, services and activities are all under one roof making it easier to age in place. In addition, the Home Health Department also offers a special Lodge Level of Care Service that enables Residents to receive some additional activity of daily living supports in their home.

LODGE ASSISTED LIVING

The Lodge Assisted Living (LAL) Program is located on Fir and Holly Court in the Lodge Building and is licensed by the State of NH Bureau of Health Facilities as Supported Residential Care. LAL is managed by an Administrator and is staffed 24-hours daily by Licensed Nursing Assistants and Personal Care Assistants. They provide support in the form of medication prompting, basic nursing services, making appointments and assistance with laundry, bed making and weekly bathing help, if needed. Housekeeping services are included. All meals are served in the LAL dining room. LAL Residents are independent in their own one or two room accommodations and are able to self-evacuate in an emergency.

HEALTH SERVICES CENTER

Residents are able to access the Health Services Center for temporary or permanent nursing care. The Health Services Center is located on the Havenwood Campus and is a licensed nursing facility offering skilled and long term nursing care, supported residential care and dementia care with twenty-four hour support. The criteria for each living area is determined by the Interdisciplinary Admissions Team ensuring residents reside in a setting that is appropriate to meet their needs. Residents entering the Health Services Center do so under the direction of their personal physician.

At the time a Resident moves into the Health Services Center they will also receive a Health Services Center Resident Handbook which provides more details of each living area. If you would like a copy of the current Health Services Center Resident Handbook, you may contact the Health Services Admissions Coordinator located in the Care Management Department.

The Health Services Center Admissions Coordinator can assist you with additional information. A brief description of the living areas are:

SUPPORTED RESIDENTIAL CARE (SRC) – RAINIE UNIT

Havenwood Heritage Heights has beds licensed as SRC, also known as the Rainie Unit, in the Health Services Center. Residents of the SRC receive 24-hour nursing support, medication

management, and some assistance with activities of daily living. Residents are able to manage incontinence with minimal assistance and ambulate safely on the unit with or without assistive devices. This level of living is inspected and licensed annually by the State of New Hampshire Bureau of Health Facilities.

NURSING FACILITY CARE (NF)

Havenwood Heritage Heights has beds licensed as Nursing Facility (NF) level of care in the Health Services Center. Seventy (70) of these beds are dually certified to provide Medicare Part A Skilled Care or for Medicaid reimbursed care. Seventy beds are inspected and certified annually under the Federal OBRA regulations. The additional NF beds are licensed and inspected annually under the State of NH regulations and are restricted to private pay only care. Residents receive 24-hour restorative nursing care including assistance with activities of daily living, medication management, nutritional monitoring, ambulating and incontinence care. Palliative and End of Life Care is also provided at this level of care.

SKILLED NURSING CARE

Skilled Nursing Care is available within the seventy (70) certified NF beds of the Health Services Center. After a 3-day qualifying inpatient stay in a hospital, Medicare Part A will pay for skilled nursing and /or rehabilitation services up to 100 days or as long as the resident meets the Medicare or their insurance company's criteria for SNF level of care.

MELODY LANE

Within the seventy certified NF beds of the Health Services Center, a unit has been designated for care to meet the diverse needs of our residents with dementia.

Twenty-four hour care is provided by staff specially educated in dementia care that facilitates meaningful interactions in accordance with each resident's abilities, interests and life roles.

NURSING SERVICES

The Nursing Department consists of the Administrator, Director of Nursing, Nursing Supervisors, a Clinical Nurse Manager for each floor, Staff Nurses, Licensed Nursing Assistants, Medication Nursing Assistants, the MDS Coordinator and the Director of Staff Development/Infection Control Nurse.

Within the first few weeks after your admission to the Health Services Center a comprehensive assessment is completed by the nursing staff and a multidisciplinary care plan is developed. You and/or family members are encouraged to participate in this process and also to attend Resident Care Planning meetings every quarter (semi-annually for Supported Residential Care). This re-assessment process assures that your needs are being met at the appropriate level of care, and that changes in need are reflected in the Plan of Care.

Much of the daily direct nursing care to residents is provided by Licensed Nursing Assistants (LNA) under the supervision of the registered and licensed practical nurses. All LNAs must complete a State-approved program and pass federally approved competency tests. In addition, they must complete a minimum of twelve hours of nursing related education per year. Each LNA has a basic knowledge of the aging process and is familiar with residents rights of privacy, dignity and respect. The LNA is expected to report residents' needs to the charge nurse and to assist residents with personal hygiene, ambulation and nutrition. These activities must also be documented accurately.

The Nursing Department works with other members of the Health Services Center team to provide services to residents to maximize each individual's highest level of function and independence.

OUTSIDE SERVICES ARRANGED BY RESIDENTS

HHH has developed standards for Residents in licensed areas to access services from non-Havenwood Heritage Heights' personnel. Outside providers must meet these standards to ensure services provided to Residents are consistent with the Resident's plan of care, meet applicable licensure standards, and providers are adequately insured.

Please refer to this section for important information you should seek before hiring an outside service provider.

1. Is the provider licensed or certified to perform the type of service you require?
2. Does the provider have adequate liability insurance?
3. Will the provider be able to identify changing conditions so that you receive appropriate level of care service and are able to remain safe?
4. Will care information be shared with HHH personnel, who may need to provide you with medical or personal care when provider staffing is not available or when you need to transition into HHH services?
5. Are the provider's employees familiar with the Havenwood Heritage Heights organization, continuum of care, and residential campuses?
6. How does the provider deal with their personnel issue?
7. Does the provider complete a criminal background check on their employees?
8. Are the provider's employees screened for communicable disease?
9. Are the provider's employees required to complete mandatory training for Residents Rights and Infection Control?

The HHH Care Management Social Workers are also available to assist you with questions you may want to ask when contracting for outside services. They also maintain a current list of licensed providers of in-home care.

OXYGEN USE IN ACCOMMODATIONS

Residents living independently in cottages and Lodge accommodations are responsible and required to manage their own oxygen use. We request you notify the Home Health Nurses to advise them you use oxygen supplies in your home so we may be of assistance should emergency backup service be needed.

PERSONAL MEDICAL EQUIPMENT

When personal medical equipment is purchased by the resident, it is the resident's responsibility to ensure the equipment is properly serviced for optimum functioning and safety. This applies to a variety of devices and common types of equipment such as hearing aids, power motorized vehicles --scooters and electric wheelchairs, and adaptive computer equipment. For your convenience, a number of area vendors that service equipment is available through Home Health and Rehabilitation Services.

PHARMACY SERVICES

The Health Services Center contracts with a private pharmacy specialized in meeting pharmaceutical needs of long-term health care facilities in New Hampshire. Medications are delivered by representatives and bills are sent monthly. Should you have any questions or concerns about your pharmacy invoice, a member of the Care Management Team will provide information so you may speak with a billing or customer service representative at the contracted pharmacy. Medications from other sources are allowed as a matter of resident choice; medications from outside pharmacies must be delivered directly to the nursing unit in the HSC. It is recommended that pharmacy services are discussed upon admission to provide the highest level of service and overall safety for individual residents.

REHABILITATION SERVICES

The Mission of Rehabilitation Services is to restore, improve, and maximize your physical, cognitive and functional abilities so you may live your Best Life. Our Rehab team consists of an experienced and caring staff that will listen compassionately to your concerns and strive to ensure that you are able to achieve your highest level of independence. We are committed to helping our patients achieve their goals and improve their quality of life. We look forward to supporting you in your return to optimal health and well-being.

THErapy SERVICES OFFERED AT HHH

PHYSICAL THERAPY

Physical Therapists provide skilled evaluation and treatment aimed at deficits in mobility including walking with or without devices, strength, coordination, balance and vestibular systems, oculomotor systems as they relate to mobility, endurance for your personal daily mobility requirements; vital sign monitoring and interpretation as it relates to your physical function and safety; fall risk identification and prevention; non-invasive urinary incontinence retraining; pain management; footwear; and lymphedema therapy . Treatments may include therapeutic exercise, balance and gait training, vestibular therapy including infrared video goggles, CDT for lymphedema, various taping and cupping techniques, as well as other modalities and interventional techniques needed by each individual.

OCCUPATIONAL THERAPY

Therapy may include evaluations and treatment for individuals experiencing a decline in their functional abilities such as eating, grooming, bathing/showering, dressing, toileting, and meal preparation. Functional cognitive assessments also help with evaluating strengths and weaknesses in abilities such as financial management, medication management, and household management. Additional areas of treatment may include functional strengthening, balance, coordination, activity tolerance and endurance, vital sign monitoring and interpretation as it relates to your function, activity and environmental adaptations, adaptive equipment use, visual accommodations, splinting, positioning, pressure relief, urinary incontinence treatment, and pain management. They provide education and training to residents and their caregiver family members. They are specialists in recommending adaptive equipment and environmental changes to help residents' function safely in their environment, as well as specialists in dysfunctions involving hands.

SPEECH THERAPY

Speech Language Pathologists offer evaluations and treatment for individuals regarding all aspects of communication. They provide ongoing assessments of individuals experiencing impairments in speech such as articulation, dysarthria, and stuttering; language including comprehension/ expression of language, social pragmatic language, and aphasia; cognitive-communication which is a collection of thinking processes that people utilize to manage their daily lives and make recommendations for augmentative or alternative communication systems; and swallowing difficulties (dysphagia). Speech-Language Pathologists also treat residents who experience swallowing difficulties due to problems in the oral and pharyngeal phases, which includes the area from your lips to your pharynx.

Special Programs:

- LSVT Big for Parkinson's Disease
- Lymphedema Therapy (certified lymphedema therapists)
- Vestibular Therapy
- Balance and Fall Prevention

HHH Rehab Agency (an outpatient provider of therapy):

The HHH Rehab Agency is certified through Medicare and continues to go through the credentialing process to be an outpatient therapy provider through all the major insurance companies. We currently see patients by appointment only in our outpatient clinic in the Barrows building at the Heritage Heights campus. Once we have a state license, we will also be able to work with residents for outpatient therapy in other locations such as in resident's homes at the assisted living areas. We do currently use the HH Fitness Center and indoor pool during designated days and hours, for those residents who have a medical need to use these locations during their formal therapy appointments. We primarily offer physical therapy, but we also offer limited occupational therapy and speech-language pathology services. In the future we also plan to offer additional one-on-one wellness therapy that is not paid for by insurance but would be of benefit to residents who want specialized assessments and recommendations to remain at their optimal abilities.

HAVENWOOD RESIDENT TELEPHONE DIRECTORY

HAVENWOOD (Receptionist)

Monday – Friday
Saturdays, Sundays & Holidays

603-224-5363

8:00 AM to 7:15 PM
8:00 AM to 7:15 PM

HERITAGE HEIGHTS

Monday – Friday
Saturday

603-225-6999

8:00 AM to 4:30 PM
9:00 AM to 1:00 PM

Havenwood Telephone Attendant
(24-hour voice recording connecting all departments)

603-229-1200

Plus Extension #

NURSING SUPERVISOR

(Including Maintenance Emergencies After Hours)
Monday – Friday
Saturdays, Sundays & Holidays

603-229-1200 X1087

7:15 PM to 8:00 AM

7:15 PM to 8:00 AM

(After 7 PM call (603) 229-1200, Extension 1087. If there is no answer, call the Nursing Supervisor Cell Phone at (603) 573-1157)

HOME HEALTH OFFICE

Seven Days A Week (Havenwood)

603-229-1176

7:00 AM to 7:00 PM

MAINTENANCE

Monday - Friday

603-229-1166

7:30 AM to 3:30 PM

(All Other Times Contact Havenwood or the Nursing Supervisor as listed above for emergencies)

GUEST ROOM -- Havenwood

603-224-3882

GUEST COTTAGE -- Heritage Heights

603-227-6746

POLICE, FIRE, RESCUE SQUAD

7 Days/24 Hour Coverage

9-1-1

HERITAGE HEIGHTS RESIDENT TELEPHONE DIRECTORY

HERITAGE HEIGHTS

Monday – Friday
Saturday

603-225-6999
8:00 AM to 4:30 PM
9:30 AM to 1:30 PM

TELEPHONE ATTENDANT

(24-hour voice recording connecting all departments)

603-229-1200
Plus Extension #

HAVENWOOD (Receptionist)

Monday – Friday
Saturdays, Sundays & Holidays
(24-hour voice recording connecting all departments)

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8:00 AM to 7:15 PM
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POLICE, FIRE, RESCUE SQUAD

7 Days/24 Hour Coverage

9-1-1

EMERGENCY INFORMATION

This section of the Resident Handbook explains the procedures HHH has in place to respond to emergency situations such as maintenance, security, medical, fire and natural or man-made disasters. Our best response in emergency situations is achieved through the cooperation of residents, staff, and city and state services working closely together.

TELEPHONE SUPPORT

Twenty-four hour telephone support is available to residents. If additional assistance is needed, a maintenance technician or medical emergency responder will be called.

Emergency telephone numbers are listed at the beginning of this Section. Also, additional information on the HHH Administrative Telephone System is outlined on page 46.

In addition to HHH telephone support service, information about emergency support is outlined in the Medical and Fire Emergencies Section on page 74 & 75.

WEEK-END “ON-CALL” DUTY

Each weekend and holiday a member of the Management Team is “On-Call” to deal with emergencies or answer any concerns you may have that cannot wait until the next business day. If you wish to speak with the Administrative Person On-Call, contact the Havenwood Reception Office or Nursing Supervisor and they will have the staff member “On-Call” contact you.

CAMPUS SECURITY

The safety and security of residents is very important to us. We want you to feel secure and comfortable in your HHH home. During the evening hours from 7 PM to 7 AM daily, there is one, and often times two, security/emergency responders to attend to resident needs. In addition, certain areas at the Havenwood Administration Building, Health Services Center and Barrows Activity Center at Heritage Heights are protected by video surveillance. If, for any reason, you feel your security, or that of your neighbors, or HHH property is compromised, please contact the Concord Police immediately and notify the Havenwood Reception Office for administrative follow-up during the day and the Nursing Supervisor in the evening, weekend or holiday.

We ask for your help and cooperation with security guidelines in this way:

- Always, lock your unit, including doors and windows, when unattended
- Always, lock your vehicle when unattended
- Do not “hide” your key to use as a spare when locked out

-
- Report campus lighting problems to Maintenance
 - Turn on your porch light in the evening and turn it off in the morning. In some areas, the lights automatically turn on and off at dusk and dawn.
 - Contact the Concord Police Department by dialing 911 immediately, if you feel your security, or that of your neighbors, or HHH property is compromised. Otherwise, to report a situation please call Reception at 603-224-5363 from 8:00 AM to 7:15 PM. Call the nursing supervisor at 603-229-1200, x1087 from 7:00 PM to 8:00 AM.

MAINTENANCE EMERGENCIES

(Maintenance Emergencies should be reported to the Campus Reception Office or Nursing Supervisor—Please do not use pullcords or pendants for Maintenance Service)

Maintenance is available 24-hours daily to handle emergencies. However, all emergency matters should be discussed with the Campus Reception Office or Nursing Supervisor as listed below.

The **Heritage Heights Reception Office** is open Monday – Friday from 8:30 AM to 5:00 PM. If there is an emergency at any other time, please contact the Havenwood Reception Office at 224-5363.

The Havenwood Reception Office is open from 8:00 AM to 7:15 PM daily (with the exception of Thanksgiving and Christmas when the office is open from 8 AM to 1 PM). When the Reception Office is closed the Nursing Supervisor will assist with coordinating Emergency Services.

During non-staffed Maintenance Shop Hours, Emergency Call-In Service is available when warranted. Some examples are:

- Water leaks, which will damage property
- Backed-up toilets
- Lack of heat or hot water
- No electricity (not related to Electric Power Failure)
- Malfunctioning refrigerator or stove
- Chirping smoke detectors
- Other problems which, if left unattended, would cause immediate damage, loss of property or endanger residents, visitors or staff

MEDICAL & FIRE EMERGENCIES

(HHH Emergency Response System)

HHH has a 24-hour Emergency Response System. Three devices in your home, the pullcord, smoke detector, or security pendant, can activate a "CALL FOR HELP" and send a signal to the central monitoring station on your campus and also to specific pagers carried by the care and security staff. When a Central Monitoring Station receives the signal for help, the computer translates the code to determine who needs help and the location. A staff member will immediately respond by telephone and dispatch additional support to you, if needed, which may include HHH staff or local emergency responders, or a combination of both care teams.

If you have a medical emergency or fire emergency matter, you should contact 9-1-1 first, if you are able, and press your pendant for HHH Home Health or HHH Security assistance. In that way, you will have both 9-1-1 and HHH staff responding simultaneously.

When the Campus Reception Offices are closed, activated alarms are transmitted to emergency responder pagers carried by staff 24 hours a day, 365 days a year.

EMERGENCY RESPONSE SYSTEM EQUIPMENT

PULLCORDS

Pullcords are attached to the wall with a cord hanging to the floor in each bedroom and bathroom. When "pulled" the front door automatically unlocks and the campus central monitoring station receives a signal. Your furnishings should be arranged so that you have full access to the pullcords. Please do not tie or tape pullcords out of reach!

SECURITY PENDANTS

Security pendants are designed to provide security in an unobtrusive way. They may be worn as a necklace, clipped over a waistband or placed in a pocket. They provide the best access to emergency assistance because this device can be kept on your person. HHH recommends you wear your pendant.

Security pendants are assigned to individuals and will travel with you as you transition between living units within your campus. Your pendant will not work on the campus where you do not live or between the campuses.

The security pendants also have a location feature built in. This means that when your personal security pendant is activated, it will have the ability to let HHH Emergency Responders know if you activated the pendant in your home, or if you are located in another area of your campus. For instance, if you live in a cottage and needed help in the campus library, the central monitoring system will let us know that a locator feature picked up the signal in an area that is close to the library. Although the system cannot tell us exactly where you need help, it will provide an area to search for you.

It is important to note that your personal security pendant will only work on the campus where you reside.

SMOKE DETECTORS

All units are equipped with smoke detectors and connected to the central monitoring system on each campus. They **do not** connect to the fire department. They may not be tampered with in any way—this means, disconnecting devices, changing your own batteries or covering them with foil, etc. The detectors are very sensitive for your protection. Please remember to use the exhaust fan when cooking to avoid false alarms.

Smoke detector flashers are available for residents with a hearing impairment. If you are in need of a flasher, please contact the Campus Housing Office so that it may be installed in your home.

EMERGENCY PREPAREDNESS

Preparing for emergency situations is a smart thing to do and needs to be a combined effort by HHH and Residents. Havenwood Heritage Heights has a Disaster/Fire Evacuation Plan approved by the Concord Fire Department. The Campus Administrators and Director of Maintenance are the HHH liaisons for emergency preparedness and work closely with the City's Fire Department and other Emergency Services. The Disaster Plan is shared and reviewed with staff and residents and emergency preparedness drills are conducted. Your attendance at resident information sessions and drills is very important and we ask for your full participation and cooperation when information sessions and drills are conducted.

The Emergency Preparedness Section of the Resident Handbook provides information about evacuating the various types of living accommodations on both campuses. Be sure to look at the section where you currently reside. There is also additional information on preparing for severe weather conditions, random acts of violence, and suggestions on creating your own "In-Home Emergency Kit" at the end of this section. In the event of a severe emergency, it may be necessary to evacuate off campus. You should be prepared with your Grab And Go Bag. Please read this section in the following pages carefully.

If you have a special requirement and will need to be checked on during unusual weather or special situation, you should discuss your need with the Home Health Nurses and make arrangements to be on a welfare contact list.

WHAT TO DO IN THE EVENT OF SEVERE WEATHER CONDITIONS

HHH monitors weather conditions. If necessary, HHH will activate its Disaster Plan and work with City and State emergency officials should emergency actions be necessary. In the event there is severe weather, we want you to know what to do. We've outlined some "What To Do" scenarios below. If you leave HHH property during severe weather conditions to be with your family or move to a local shelter—please let the Reception Office or Nursing Supervisor know. It is very important HHH knows which residents need our help during an emergency situation!

POWER OUTAGES: When either campus loses power, the HHH Administration is advised. Power outages can involve either campus or only a small section of one campus. It depends on the type of equipment failure the electric company has experienced. HHH is quickly in touch with Unitol, our area provider, to learn what has caused the outage. In many instances, they are able to project how long we will be without electricity. HHH staff will make a decision on what actions need to be taken considering such things as indoor/outdoor temperature, weather conditions, time of day/night, etc. As a general rule, when outages occur during the night, we usually make the decision to keep residents at home and contact them in the morning, unless the conditions or the situation warrants a different path.

HHH has areas within our facility that are on backup generators where we can relocate some residents, if it becomes necessary. In the event of a wide-spread, long term outage, HHH will work with City and State emergency officials and other area providers.

What Should You Do? Plan to stay in your home, if you feel safe and are able to do so. However, if the outage is prolonged, we encourage you to take advantage of the arrangements HHH makes during such situations to keep residents, safe, warm and fed in our community gathering rooms or if necessary, to relocated to shelters that the city and state officials direct us to.

If you stay at home, have your flashlight or home lantern with batteries handy. **Please do not use candles for light in your home.** Two-thirds of HHH homes are heated with electricity, so in this circumstance, homes will get cooler over time. Keep your doors and windows closed, and use extra blankets. Food will keep in your refrigerator for several hours—try to minimize how many times you open it. To eat without electricity, use your ready to eat foods from your In-Home Emergency Kit.

TORNADO: We suggest residents keep up with local weather by watching Channel 9, WMUR News or listening to a local radio station. When weather conditions are of concern, the national weather service issues a “watch or warning notice”. A watch means that the weather conditions could create a tornado. Should a “warning” be issued, you need to take emergency action and get to a safe area right away as there may be very little time to react.

What Should You Do? Get your “Grab And Go Bag” from your In-Home Emergency Kit, and get to the lowest area possible. Take shelter in a basement or a first floor room, or corridor/hallway without windows. In your home, this may be a closet or a bathroom—Look around your apartment to see where you might take immediate shelter in an emergency. Crouch or laydown and cover your head and body with pillows or blankets until the storm passes. Stay in your home, if it is safe to do so. Staff and emergency officials will check any areas affected, when it is safe to do so.

HURRICANE: Although infrequent, it is possible that a hurricane could affect New Hampshire and the Concord Area. We suggest residents keep up with local weather by watching Channel 9, WMUR News or listening to a local radio station. We expect there would be a couple of days to prepare for a hurricane. HHH will work with City and State officials, as necessary.

What Should You Do? Tune in to local news and radio stations as well as HHH Channel 918. Be sure you have a portable radio, flashlights and extra batteries of various sizes on hand. Stock up on recommended items mentioned in your In-Home Emergency Kit. Bring in lawn furniture, potted plants, anything that can be picked up by the wind. During the hurricane, close your windows and keep away from window areas, in case of flying debris. In the event of high winds, take shelter in a small interior, windowless room such as a bathroom, closet, interior hallway, on the lowest level not likely to flood. Follow HHH and emergency personnel directions, if an evacuation is recommended. If evacuating, be sure to take your “Grab And Go Bag” from your In-Home Emergency Kit.

RAIN OR SNOW STORMS WITH HIGH WINDS: If there is a storm with high winds that are less than hurricane status, we suggest residents keep up with local weather by watching Channel 9, WMUR News or listening to a local radio station and check HHH Channel 918 to see if the Community is delivering a message to residents over our in-house television channel.

What Should You Do? Tune in to local news and radio stations as well as HHH Channel 918. Be sure you have a portable radio, flashlights, and extra batteries of various sizes on hand. Bring in lawn furniture, potted plants, anything that can be picked up by the wind. Close your windows and keep away from window areas, in case of flying debris. Follow HHH and emergency personnel directions, if an evacuation is recommended. If evacuating, be sure to take your “Grab And Go Bag” from your In-Home Emergency Kit.

EARTHQUAKE: Earthquakes strike suddenly, without warning and they can occur at any time of the year, day or night.

What Should You Do? If you are inside when the shaking starts, drop, take cover and hold on. If you can, get under a large heavy object that can help protect you from falling objects or against an interior wall away from windows, bookcases or tall furniture that could fall on you. If you can, hold on to a strong object and move as little as possible. If there is not sturdy furniture to hold onto or get under, sit on the floor next to an interior wall and cover your head and neck with your arms. If you are in bed, stay there, curl up, hold on and protect your head with a pillow. Stay away from windows and stay indoors until the shaking stops and you are sure it is safe to exit. When it is safe, use the stairs instead of an elevator to exit. Be aware that fire alarms and sprinkler systems frequently go off in buildings during an earthquake, even if there is no fire.

RANDOM ACTS OF VIOLENCE: Unfortunately, in today's world, acts of violence are being committed around the globe and in all types of areas – government, businesses, and public places. HHH wants you to be prepared to take action if there were to be a violent person or active shooter on our campuses. We will do all we can to send out a verbal warning. Depending upon the situation we may or may not be able to provide warning. Staff and residents have been instructed to call out a warning **“AS IT IS”**, so people can quickly understand and react. An example of an “As It Is” warning could be someone calling out “Shooter, Gun, Violent Person”, etc. Heed that warning and take action immediately. The immediate action is: **RUN, HIDE, FIGHT.**

Each person must take the action that is best for them. We realize not everyone will be able to run or run quickly enough. You need to make the decision that is best for you in a situation.

What Should You Do? Listen and heed verbal warnings. Take action as appropriate for you.

RUN: If you can, get out of the building. Get as far away from the building or campus as you can.

HIDE: If you can't run or get away quickly without being a target then get behind a door that you can lock. Try not to select a room that is full of windows. Once inside, barricade the door and lock the windows. Make the room dark by pulling shades, and turning off lights. Make the room quiet by turning off televisions and telephones and stay quiet.

FIGHT: If you have to fight, then fight with all of your might and fight for your life.

FIRE: HHH has evacuation procedures that are designed to meet the needs of various living areas on both campuses, the Health Services Center, Havenwood Administration Building and at Heritage Heights, the Barrows Activity Center, Tad's Place, Ruth Somes House and Fitness Center. When an alarm is sounded, the HHH staff will immediately respond according to our Fire/Disaster Plan.

What Should You Do? If a fire is discovered or an alarm is activated, follow the procedure outlined below for that living area, as well as the directions of the Administrative staff and/or fire and police emergency personnel.

HAVENWOOD ADMINISTRATION BUILDING

FIRE EVACUATION PLAN

(Code Red Protocol)

Whenever the Fire Alarm System in the Havenwood Administration Building or the Health Services Center is activated, all residents and staff will follow the procedures outlined in the Fire/Disaster Plan. Cottage and Lodge accommodations are units in an independent living setting. **Residents residing in these living areas must be able to evacuate independently.**

- A “Code Red” announcement will be made by HHH personnel over the fire alarm system. Residents and staff should stop and listen for the area of the “Code Red” and follow the directions from the HHH staff. Staff will direct residents to evacuate to the safest area beyond the nearest fire door, or to the outside of the building, if necessary.
- Residents and staff will remain beyond the fire doors until a “Code Red, All Clear” announcement is made.
- During a “Code Red”, even if it is a drill, residents, staff and visitors, will not be permitted to enter the Administration Building until the “Code Red” is cleared.

HHH BUILDING EVACUATION PROCEDURES

Cottage & Garden Suites Accommodations On Both Campuses

In the event of fire in your cottage unit or Heritage Heights Garden Suites Building, follow the steps below and evacuate to the outdoors using the safest, closest exit. Before exiting, feel the door of your unit with the back of your hand to see if it feels hot. If the door is cool, open the door slowly and check for smoke. If it is possible, exit the apartment and report to a safe area. Follow these steps if possible:

- **ACTIVATE** the Emergency Pull Cord or Pendant in your unit.
- **EVACUATE** to the outside, if it is safe to do so. If possible wear sturdy shoes and take a sweater or coat when evacuating, during cold weather.
- **ALERT** your neighbors, if it is safe to do so.
- **CALL 9-1-1.**
- **NOTIFY** a HHH staff member as soon as you reach an area of safety.

If you cannot safely evacuate, notify 9-1-1 and the Receptionist by dialing 603 224-5363 and/or activating your pull cord or security pendant. Place a damp towel at the bottom of your door(s) and try to get out the window or stay by it so rescue workers will see you are in the unit.

Heritage Heights Garden Suite Units(Buildings 50, 51 & 52)

Follow the procedure for cottages above. If it is safe to do so, alert your neighbors on your way out of the Garden Suite’s building. Residents of the these Buildings should congregate in the dining area at Barrows Activity Center.

LODGE AND LODGE ASSISTED LIVING FIRE EVACUATION PLAN

Whenever the Fire Alarm System in the Lodge or Lodge Assisted Living is activated, all residents and staff will follow the procedures outlined in the Fire/Disaster Plan.

Residents residing in the Lodge should step out into their corridor when the fire alarms activate, if it is safe to do so. Before stepping out into the corridor, feel the door with the back of your hand, if it is cool to the touch, open the door slowly and assess the corridor for smoke or fire. If it is safe, step into the corridor and listen for the Code Red Announcement to learn if you need to evacuate for safety or if you should stay behind the fire door where you are.

If you cannot safely evacuate, notify 9-1-1 and the Receptionist by dialing 603 224-5363 and/or activating your pull cord or security pendant. Place a damp towel at the bottom of your door(s) and try to get out the window or stay by it so rescue workers will see you are in the unit.

EXAMPLE:

The Lodge Fire Alarm System has been activated for (NAME OF CORRIDOR – *Example: Apple Court*). Please evacuate (CORRIDOR NAME – *Example: Apple Court*) by using the safest route and move beyond the nearest fire door.

CONTINUOUS REPEAT OF THIS ANNOUNCEMENT

HHH Staff will respond to assist residents in the Lodge or Lodge Assisted Living in accordance with the procedures outlined in the facilities Disaster Plan and proceed as follows:

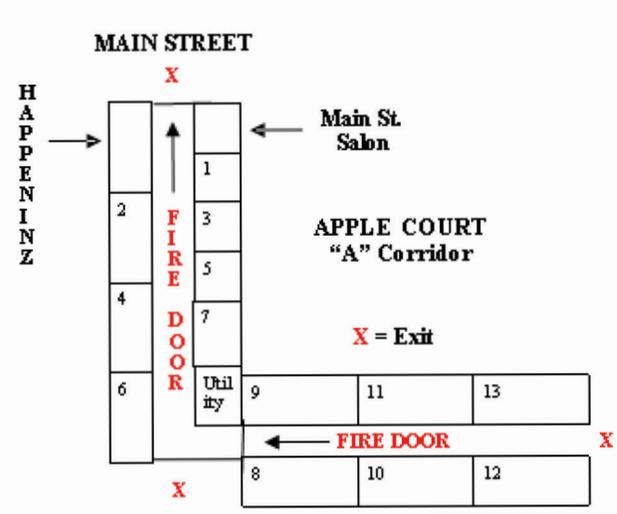
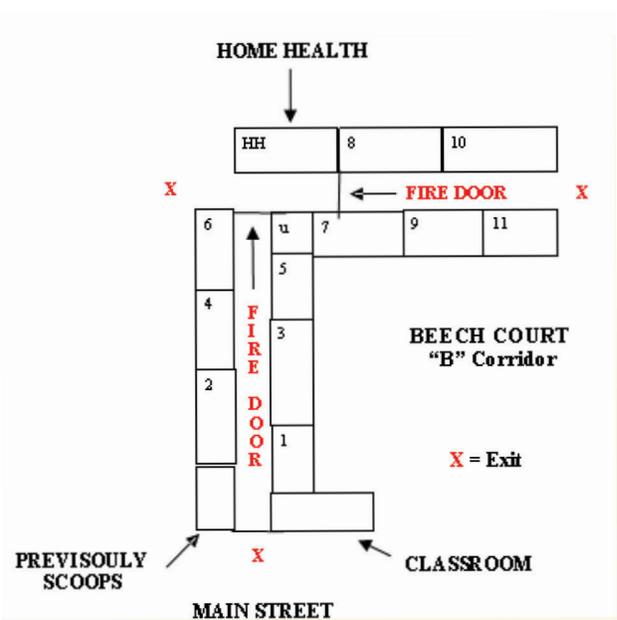
- All residents and staff in the corridor **where the alarm has been activated must evacuate that corridor.**
- Individuals should stay calm and evacuate to the safest area beyond the nearest fire door, or to the outside of the building, if necessary.
- Depending on the location of the Code Red, the nearest fire door may be on the same corridor **OR** across Main Street to the corridor directly across from the affected area. The location of fire doors are noted at the end of this section.
- On the short corridors, Cedar and Gingko Lanes, residents may be escorted out of the building and brought into the nearby corridor as follows, if it is safe to do so. If necessary, use another safe corridor, Administration Building or the Health Services Center for a safe gathering space.
 - Cedar Lane will enter into Apple Court, if it is safe to do so.
 - Gingko Lane will enter into Elm Court, if it is safe to do so.
- On longer corridors, Apple, Beech, Dogwood, and Elm Courts, it may be necessary to

evacuate some residents to the outdoors, depending on the location of the Code Red. If necessary, residents will be escorted as follows, if it is safe to do so:

- Apple Court residents will enter into Cedar Lane
- Beech Court residents will enter into Dogwood Court
- Dogwood Court residents will enter into Beech Court
- Elm Court residents will enter into Ginkgo Lane
- Residents of Lodge Assisted Living are able to move beyond fire doors into other areas of the Lodge without evacuating to the outdoors, if safe to do so.
- If there is a fire or smoke condition that has not set off the fire alarm system, notify the Fire Department by activating the nearest pull station.
- Assigned staff positions will report to the Code Red area and assist with evacuating residents, if it is safe to do so.
- After the resident's room is evacuated, staff will check all rooms, if it is safe to do so, including bathroom(s), and place masking tape across the door frame and door handle creating an unbroken closed barrier with the tape, or place a pillow in front of the door as a secondary alternative.
- Assigned staff will assist residents to evacuate via the safest route to the safest area beyond the nearest fire door or to the outside of building, if it is necessary to do so.
- Attendance will be taken for residents, staff and visitors safely relocated beyond the designated fire doors or to the outdoors.
- Corridor attendance sheets are located in the wall-mounted file pockets on each corridor containing a copy of the Disaster and Fire Evacuation Plan.
- Residents and staff may return to the affected corridor when the **“Code Red All Clear”** announcement is made over the fire alarm system.

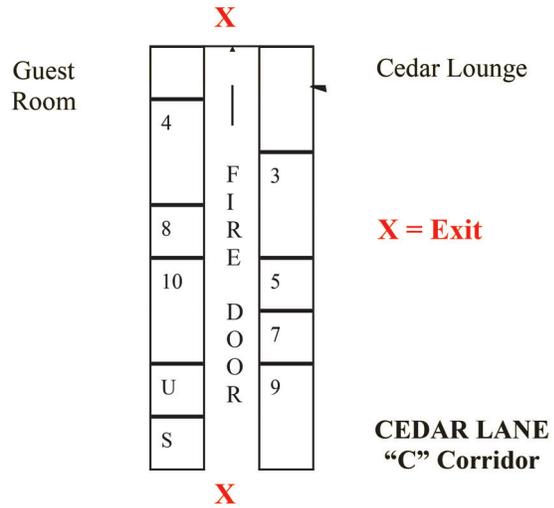
LODGE CORRIDOR EVACUATION ROUTES AND FIRE DOOR LOCATIONS

**NOTE ON CORRIDOR MAP: U = Utility or Trash Rooms
S = Sprinkler Controls**

Lodge Living	
<p style="text-align: center;">Apple Court Evacuation Route And Fire Door Location</p> <ul style="list-style-type: none"> • East Corridor Exit between Units A-12 and A-13 • Mid Corridor Exit to Christian Avenue beyond Unit A-6 • Apple Court Exit onto Main Street • Fire Doors located at entrance to Main Street and in front of Unit A-12 and A-13 	 <p>The diagram shows the layout of Apple Court 'A' Corridor. It features a vertical corridor with units 1 through 7. Unit 6 has a utility room. Units 8 through 13 are arranged in two rows: units 9, 11, and 13 on the top row, and units 8, 10, and 12 on the bottom row. A 'FIRE DOOR' is indicated on the vertical corridor between units 6 and 7. Another 'FIRE DOOR' is shown on the horizontal corridor between units 8 and 9. 'X' marks indicate exit locations: one at the top of the vertical corridor, one at the bottom of the vertical corridor, one at the end of the horizontal corridor between units 8 and 12, and one at the end of the horizontal corridor between units 9 and 13. Labels include 'MAIN STREET' at the top, 'HAPPENING' with an arrow pointing to the vertical corridor, 'Main St. Salon' with an arrow pointing to the top of the vertical corridor, 'APPLE COURT "A" Corridor', and 'X = Exit'.</p>
<p style="text-align: center;">Beech Court Evacuation Route And Fire Door Location</p> <ul style="list-style-type: none"> • East Corridor Exit between Units B-10 and B-11 • Mid Corridor Exit to Loop Road by Home Health Office • Beech Court Exit onto Main Street • Fire Doors located at entrance to Main Street and in front of Unit B-7 	 <p>The diagram shows the layout of Beech Court 'B' Corridor. It features a vertical corridor with units 1 through 6. Unit 7 has a utility room. Units 8 through 11 are arranged in two rows: units 8 and 10 on the top row, and units 7, 9, and 11 on the bottom row. A 'FIRE DOOR' is indicated on the horizontal corridor between units 7 and 8. Another 'FIRE DOOR' is shown on the horizontal corridor between units 8 and 10. 'X' marks indicate exit locations: one at the top of the vertical corridor, one at the bottom of the vertical corridor, one at the end of the horizontal corridor between units 8 and 10, and one at the end of the horizontal corridor between units 7 and 11. Labels include 'HOME HEALTH' with an arrow pointing to the top of the vertical corridor, 'PREVIOUSLY SCOOPS' with an arrow pointing to the bottom of the vertical corridor, 'CLASSROOM' with an arrow pointing to the bottom of the vertical corridor, 'BEECH COURT "B" Corridor', and 'X = Exit'.</p>

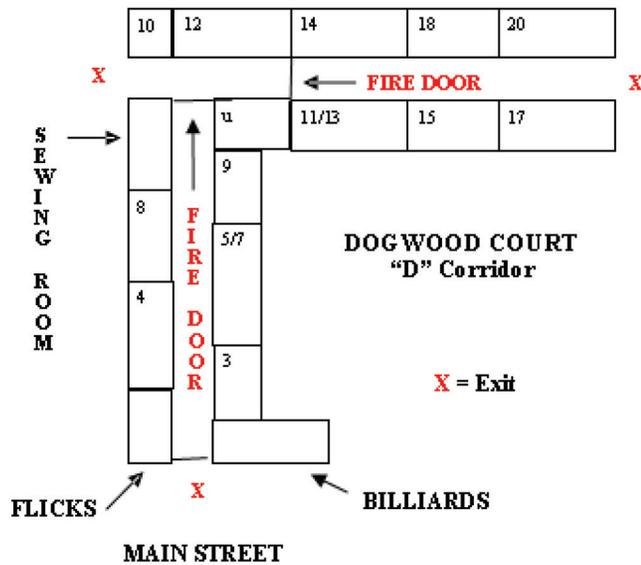
**Cedar Lane Evacuation Route
And Fire Door Location**

- Corridor Exit to Christian Ave. beyond Unit C-9
- Cedar Lane Exit onto Main Street
- **Fire Door** located at entrance to Main Street



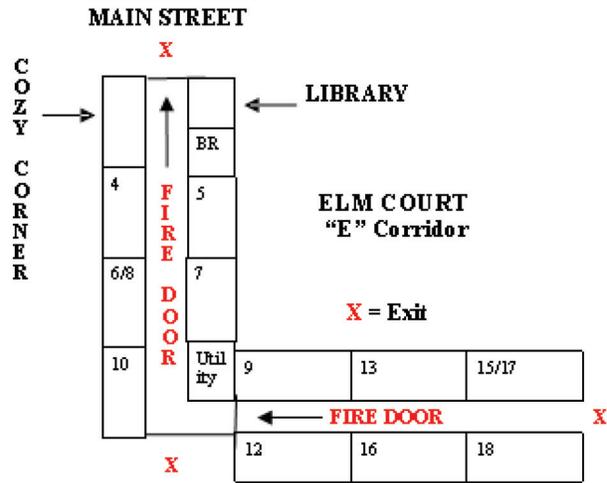
**Dogwood Court Evacuation Route
And Fire Door Location**

- East Corridor Exit between Units D-17 and D-20
- Mid Corridor Exit to Loop Road beyond Unit D-10
- Dogwood Court Exit onto Main Street
- **Fire Doors** located at entrance to Main Street and in front of Units D-11/13 and D-14



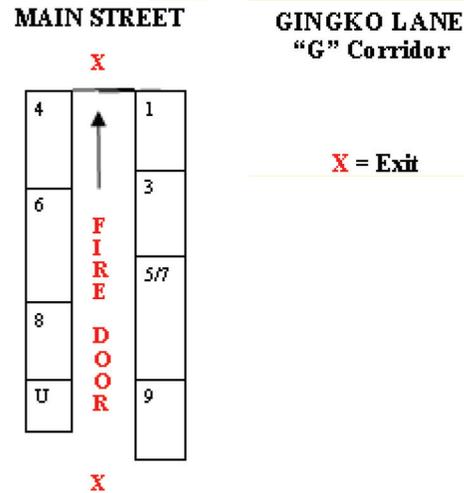
Elm Court Evacuation Route And Fire Door Location

- East Corridor Exit between Unit E-15/17 and E-20
- Mid Corridor Exit to Christian Avenue beyond Unit E-10
- Elm Court Exit onto Main Street
- **Fire Doors** located at entrance to Main Street and in front of Units E-9 and E-12 .



Ginkgo Lane Evacuation Route And Fire Door Location

- Corridor Exit to Christian Avenue beyond Unit G-9
- Ginkgo Lane Exit onto Main Street
- **Fire Door** located at entrance to Main Street



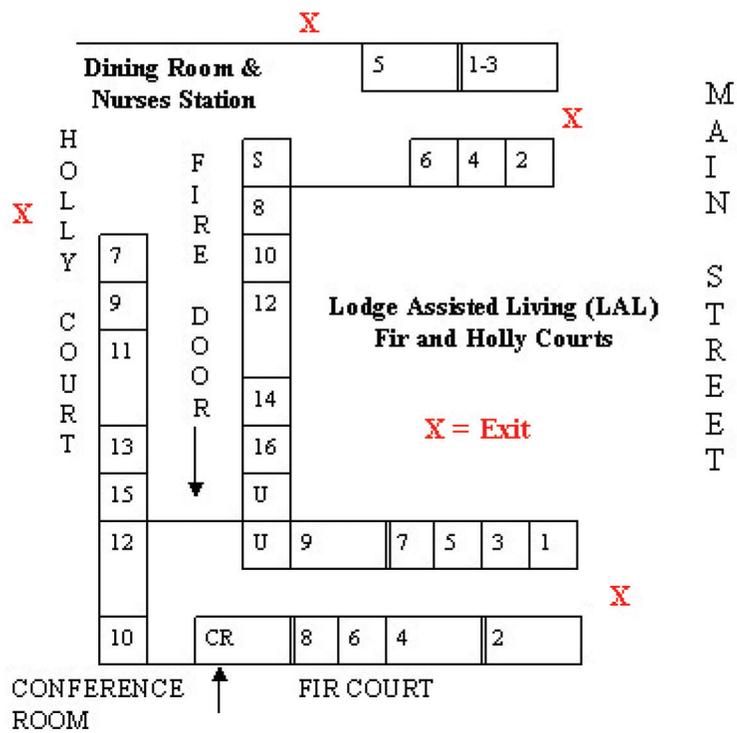
LODGE ASSISTED LIVING

Fir Court Evacuation Route And Fire Door Location

- Mid Corridor Exit to Loop Road beyond Unit F-10
- Northeast Corridor Exit--Also the "Loop Road" Main Entrance to LAL from outdoors . This door is located beyond the LAL Nurses Station and before Unit H-7
- Fir Court Exit onto Main Street
- Dining/Living Room Exit into 100 Area from Holly Court
- **Fire Doors** located at entrance to Main Street and in front of Units
- H-15 Utility Closet and H-16

Holly Court Evacuation Route And Fire Door Location

- Living Room Exit into 100 Area from Holly Court
- Northeast Corridor Exit--Also the "Loop Road" Main Entrance to LAL from outdoors . This door is located beyond the LAL Nurses Station and before Unit H-7
- Mid Corridor Exit to Loop Road beyond Unit F-10
- Holly Court Exit onto Main Street
- **Fire Doors** located at entrance to Main Street and in front of Units H-15 Utility Closet and H-16



MAIN STREET STORE FRONTS & COMMUNITY ROOMS

Apple Court

- Happeninz

Beech Court

- Classroom
- L&B Country Store

Cedar Lane

- Cedar Lounge
- Guest Room

Dogwood Court

- Corner Pocket (Billiards Room)
- Flicks Movie Theater

Main Street Center Hall

- Great Room

Elm Court

- Library
- Cozy Corner Living Room

Fir Court

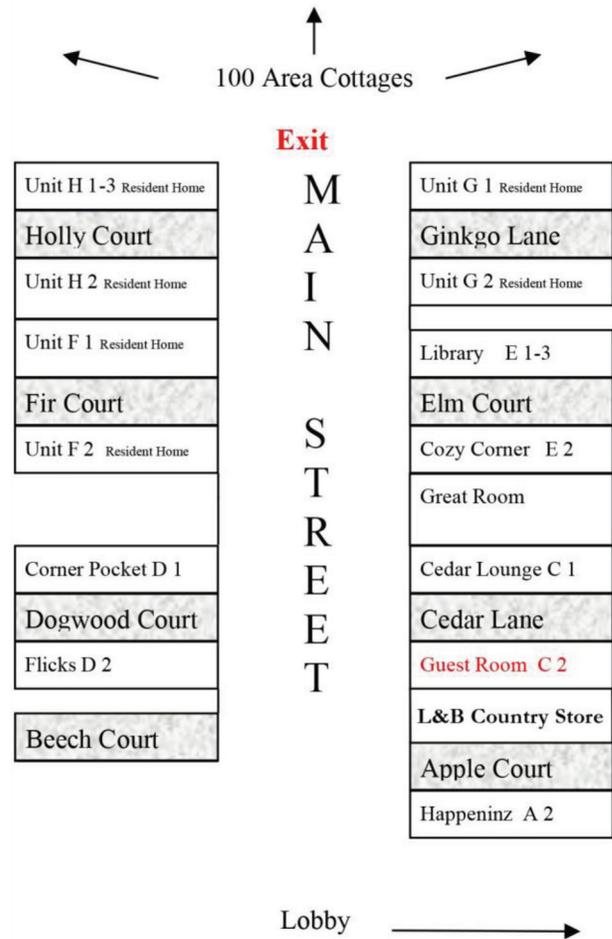
- No Shops At This Time

Ginkgo Lane

- No Shops At This Time

Holly Court

- No Shops At This Time



HERITAGE HEIGHTS COMMON AREA BUILDINGS

BARROWS ACTIVITY CENTER, TAD'S PLACE, HH FITNESS CENTER AND THE RUTH SOMES HOUSE FIRE EVACUATION PLAN

Whenever the Fire Alarm System in the Barrows Activity Center, Tad's Place, HHH Fitness Center or Ruth Somes House is activated, all residents, visitors and staff must immediately evacuate the building in accordance with fire regulations and the Fire/Disaster Plan. Designated receiving areas for residents are the Main parking lot if there is a problem in the Barrows Activity Center, Tad's Place or Fitness Center.

Bathrobes and swim sandals are available in the Barrows Activity Center pool area to assist swimmers with immediate evacuation. Emergency apparel is not provided for Ruth Somes House swimmers, as the pool only operates in summer months.

The receiving area for evacuation of The Ruth Somes House will be the cul de sac area between Buildings 17 & 18.

RESIDENTS "IN-HOME EMERGENCY KIT"

Residents should also take steps to prepare for emergency and severe weather situations in their own homes. The most common in our geographic area would be an ice storm or power outage; however, we must also be prepared for severe weather such as tornados, hurricanes and earthquakes. We have looked through a variety of resources from the Red Cross, Homeland Security and Ready.Gov. and have compiled a list of suggested items to include in your personal "In-Home Emergency Kit". More information is available on these websites.

HHH encourages residents to prepare an "In-Home Emergency Kit". We suggest you include 4 categories in preparing your "personal kit". Once completed, check it every few months to be sure your information is current and use items before their expiration date and replace them with fresh supplies.

Your Personal Home Kit

- Flashlight for each room (**Please do not use candles during a power outage!**)
- Battery powered radio
- Extra batteries of each size for your flashlights and radio
- 3-day supply of water—1 gallon, per person, per day
- 3-day supply of water, food and other supplies for your pet
- Bottled, canned or boxed beverages and juices
- 3-day supply of canned or packaged prepared foods such as nuts, peanut butter, jam, canned fruit, tuna, meat spreads, crackers, etc.

-
- Handheld can opener (Non-electric)
 - Wired telephone or charged cell phone (Note: Cordless phones do not work during a power outage)
 - ABC- type fire extinguisher
 - Carbon monoxide detectors (if you have gas heat) A current list of medical, allergy information as well as prescription and over the counter medications.
 - First aid kit.

Remember to...

- Plan for your animal: Have extra food, water and medication for your animals.
- Store supplies in a dry, cool place.
- Use supplies before they expire and replace what you use.

Your Grab And Go Bag

Have a “Grab And Go Bag” ready to go in case you ever need to leave your home quickly in an emergency, or evacuate to an emergency shelter for you and your pet. Place it in an area that is close to your exit door. Suggested items to include are:

- 2 day’s clothing and sturdy shoes for each person
- Personal care products such as hygiene products.
- Towel
- Blanket
- Flashlight and extra batteries
- Portable radio with extra batteries
- Granola bars/trail mix, bottled water
- Extra set of car keys
- Cash and change
- Cell phone charger or Prepaid phone card
- Copies of important documents: medical & prescription information, allergies, passports, birth certificates, driver’s license or other picture identification, insurance papers, bank account information
- Pad of paper, pencils and pens
- Pet supplies such as food, water, medications, food dish, bedding or rug,
- Litter box and supplies, animal first aid kit, plastic bags for cleanup, leash, treats and toys, veterinary records and picture and description of pet

Remember to...

Take your eyeglasses, hearing aids with extra batteries, and prescription medications and related medical supplies.

Your Communication Plan

You should have a family communication plan for situations on and off the HHH Campuses.

- Have a HHH neighborhood meeting place and share it with your housemate.
- If you are off of the HHH Campuses and become separated and cannot get in touch with your family, each family member should call the same pre-arranged local contact.
- If your local contact cannot be reached, then call the same pre-arranged out-of-state contact.
- Place a "Communication Plan" in your "Grab And Go Bag" and include emergency contact information complete with addresses, phone numbers and other important information about you such as allergies, medical conditions, current medications, health care provider.

Evacuation Plan

HHH will do its very best to communicate with residents in advance and help to coordinate evacuation plans; some emergency situations may prevent this.

- Fire evacuations plans differ depending upon your home at HHH. Please refer to your area of living in this Section beginning on page 80.
- Tune into local radio and television stations for severe weather updates.
- Tune into HHH Channel 918 for special announcements or instructions from HHH Administration.
- Be prepared to relocate to an emergency shelter, if required. Have a Grab And Go Bag Ready as suggested on page 87 & 88.
- Independent Living Residents (Cottage and Lodge Residents) must be able to relocate independently in an emergency situation, if HHH is not able to safely accommodate sheltering residents in Campus community areas.
- HHH will relocate residents living in licensed living areas such as Lodge Assisted Living and the Health Services Center, to other licensed facilities, in an emergency situation, if necessary. Supplement to the HHH Resident Handbook

The HHH Trust Fund

Authored: MAP and Leadership Team - August 28, 2023

INTRODUCTION

Over the 50 plus years of Havenwood Heritage Heights (“HHH”, “the Community” or “the organization”) and its development, the Havenwood Heritage Heights Trust Fund (“Trust Fund”) has played a very significant role in the organization’s sustainability and success. This supplement provides an overview of its story and is designed to serve the residents of today and those to come in the future with a solid foundation of its contribution through history.

HISTORY AND BEGINNING

Havenwood Heritage Heights, legally known as the United Church of Christ Retirement Community, Inc., was born in 1967 as a United Church of Christ sponsored retirement community. In fact, the original name of the organization was called The Retirement Community. By 1968 a more formal name was adopted and we were known as Havenwood.

As is often the case with new businesses and healthcare startups, a tremendous amount of financial planning and challenges came with this new territory. Even in today’s modern healthcare world, it is not uncommon for not-for-profit mission driven organizations to be challenged by the rigors of a global economy. There is no doubt that this organization, as well as many others, faced those challenges in the 1960’s and beyond.

As the organization continued to grow in the 1960’s, 1970’s and early 1980’s many organizational financial roadblocks emerged in one form or another. In the early 1980’s as the economy changed and healthcare became more sophisticated there was a cost of doing business and paying for expensive infrastructure. HHH was no stranger to that and stood ready to face the task of a changing environment. Times were challenging financially.

In 1983, a campaign for the future was started and raised approximately \$300,000 and at that point in time the Trust Fund was established. The funds raised were for the “good of the order” and with the intention and vision for helping those who outlived their financial resources.

In the late 1980s the organization expanded with the addition of purchasing a property and building cottages on what is now known as the Heritage Heights campus. This now lengthened our name to Havenwood Heritage Heights And, the debt structure of the organization grew at the same time.

Fast-forward to modern day HHH, the end of a three year worldwide pandemic (2020-2023) and the financial world continues to be challenging and unpredictable on a global basis for all businesses and for healthcare organizations as well.

HOW IT IS STRUCTURED

The Trust Fund is separate from Havenwood Heritage Heights in that it has its own 501©(3) tax exempt status, its own Board of Directors (with two cross over members from the Community's Board), and has a relationship with an investment advisor from the Lee Munder Group out of Boston Massachusetts. The Trust Fund's sole purpose is to provide financial support to Havenwood Heritage Heights and its residents. Over the years, the Trust Fund has experienced typical ups and downs in market performance but has had great long-term success in the overall growth of the portfolio. By mid-2023 the fund has grown to nearly \$29 million from approximately \$3 million in 1998.

The Trust fund is separated into two categories that are defined as Restricted Funds and Unrestricted Funds. Approximately 32% of the Trust Fund is Unrestricted, with the remaining balance comprised of Restricted Funds. Restricted Funds are comprised of donations that are designated for a specific purpose by the donor. A very common example is a restricted donation received by the Trust Fund for the Resident Support Fund, which is used to provide financial support for those residents who have outlived their assets and who have met the eligibility requirements for resident support. Unrestricted donations are not designated for a specific purpose by the donor. Unrestricted donations provide the Trust Fund with the opportunity to help the organization grow and develop.

Prior to 1998, the Trust Fund used its Unrestricted Funds to support the Community's capital budget. This spending was quickly depleting the Unrestricted Funds principal. In 1998, Community leadership was instrumental in discontinuing the use of the Unrestricted Fund for the Community's capital budget and guiding the Community to stand on its own financially and fund its capital budget without the support of the Trust Fund. This significant change in spending policy has enabled the Trust Fund to grow its principal over the years and provide opportunities to financially support the Community's strategic projects for growth and sustainability.

A case in point, the Trust Fund worked closely with the organization in the early 2000's to assist in the financing of the seven new cottages on Eastside Drive, a significant success story in HHH building and innovation, providing constant rent, consistent occupancy and a significant new anchor project on the corner of Eastside Drive and Christian Avenue demonstrating its strategic initiative for modernization.

ACCEPTING DONATIONS

Donations to the Community and/or the Trust Fund can be made through the office of the President/CEO and can come in a wide variety of ways. We have the ability to strategize over structured gifts, campaigns large and small, numerous programmatic opportunities such as the Tree of Life, bequests, appreciated securities, appreciated property, and real estate to name but a few. Part of that process allows us to plan whether the gift is restricted or unrestricted. An example of this is a gift we received that funded the purchase of a significant piece of property on the Heritage Heights campus now known as the Ruth Somes House. In this case the gift was unrestricted recognizing the innovation and leadership of the organization to do something spectacular for the "good of the order".

ITS OVERALL FINANCIAL PERFORMANCE

Given the fact that investments can and will vary based on market conditions and a global economy that can be tumultuous, expected performance is not guaranteed. The writings in this history suggest something completely different. The Trust Fund has been extremely successful and has endured significant market downturns in the 1990's and 2000's and also some interesting Pandemic upsides. These are all carefully managed and strategized by its Board and its Investment Advisor.

As the fund has grown, it has offered us unique opportunities to do innovative things for the benefit of the organization. Some of these things are illustrated in different sections within but two come to mind as important strategic events in our world.

The first centers around Tad's Place. In the 1980's, based on some financial challenges within the organization the Trust Fund was the land owner of the property where Tad's Place now lies. That land had been occupied by a medical practice building in the 1980's. The changing guard of how physicians' functioned and who they worked for in the late 2000's provided opportunity for HHH when the physicians moved to a new location based on their employment relationship with Concord Hospital. The Trust Fund was quick and extremely supportive to work with the leadership of HHH and their vision to turn it into an auditorium for the "good of the order". The Trust Fund transferred ownership to the Community for an extremely low price, enabling the organization to consolidate this property with the Heritage Heights property in a filing with the City of Concord. In the meantime, the Trust Fund also paid down the debt of the building owed to the doctors' group in a sequential way. And, in 2012, Tad's Place became a reality and has been a superstar among all HHH amenities providing residents a new and highly enjoyed venue and is a critical satisfier.

In addition, in 2017, the organization worked closely with the Trust Fund on a concept called the Medicaid Gap Funding program. This innovative program created new funding for the organization that annually designated funds as a supplement to its annual budget. This funding, from the Resident Support Fund, is intended to supplement the Medicaid reimbursement the organization receives for those residents who transitioned from private pay to Medicaid or who were admitted as Medicaid in the Skilled Nursing Facility, and partially offsets the rate differential in the private pay rate versus a much lower State Medicaid rate received for these residents. A complex, yet surprisingly simple, program which allows the organization to recoup part of the Medicaid rate differential and ensure that all residents in the Skilled Nursing Facility receive the same type of care regardless of their payer source. This funding began in 2018 and is still a highly successful program today.

RESIDENT SUPPORT PROCESS

One of the incredible and unique attributes of HHH is the fact that it has a Trust Fund that exists to assist those individuals who outlived their financial resources. This is commonly known as the Resident Support Fund; its purpose restricted to provide financial assistance to those residents meeting organizational requirements for financial support. Hundreds and hundreds of thousands of dollars have gone to those who experienced a financial hardship and were unable to pay their expenses

It is our policy to ensure that this program is equitable for all, and as such all residents are required to provide three-year financial updates to our Financial Services Department on a regular basis. Residents can and have been deemed ineligible to receive resident support due to noncompliance with organizational policy. This policy protects the organization so that residents do not inappropriately divest their money and then seek financial assistance from the Trust Fund. In the early years of the Trust Fund, history tells us that this had occurred and as a result HHH has put in processes to ensure that it does not happen again. In addition, strengthened policies in the early 2000's in the areas of income and asset requirements on one's entrance to the organization have acted as additional safeguards.

When a resident seeks out the assistance of the Trust Fund, the process is extremely professional and confidential, and all approvals for support require a minimum of two signatures in the organization, those of the President/CEO and the Chief Financial Officer, as well as approval by the Budget and Finance Committee of the HHH Board of Directors. While there are periodic signoffs it is important to note that the memories of these two key positions are quite short relative to whom is approved. Once an approval is made the staff simply move on to the next challenge of the day.

IT'S GROWTH OVER TIME

As illustrated earlier, the Trust Fund originated in 1983 with a small fundraising campaign. Over the next 15 years it supported numerous organizational activities including some funding to the operating budget and capital expenditure assistance as well as assistance to those who outlived their financial resources. In 1998 a new initiative was launched to ensure the organization had the ability to stand on its own and allow the Trust Fund an opportunity to grow its resources through its investment strategy. These strategies have been very successful throughout the years.

As we look at our sustainability into the future is important that the Trust Fund continue to strategize its investments and continue to grow. It is not uncommon to the organization and the Trust Fund to work cooperatively on projects that lead into the future by making the organization more modern and marketable. This type of work is done through careful coordination of the Unrestricted Funds in our portfolio.

Depending on world conditions in our global economy we stand poised to achieve additional milestones in the portfolio. The organization has incredible recollection of when the Trust Fund was \$3 million and when it hit its first \$10 million, \$15 million, \$20 million, \$25 million and \$30 million. Each of these milestones were dictated by market conditions, specific situations in our world and the organizations efficiencies in its mission work.

