

The Residences at
Seashore Point
IN PROVINCETOWN



Resident Manual



RESIDENT'S MANUAL INDEX

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DEACONESS ABUNDANT LIFE COMMUNITIES

HISTORY

DEACONESS ABUNDANT LIFE COMMUNITIES, a not-for-profit 501C(3) corporation established originally as New England Deaconess Association over one hundred years ago, provides a broad range of housing and wellness service for older adults. DEACONESS ABUNDANT LIFE COMMUNITIES currently operates communities throughout New England: Rockridge Retirement Community in Northampton; Seashore Point in Provincetown; Wesley Woods in Gilford, NH, Newbury Court and Commons in Concord. They operate the Groves in Lincoln in partnership with Masonic Health Systems.

Over the years, it became apparent there was a need to address the increasing and changing needs and desires of the aging population. Therefore, the Administration and Board of New England Deaconess Association undertook an extensive analysis of demographic and economic characteristics of the service area, as well as an assessment of other facilities offering services to older adults in the general geographic area. New England Deaconess Association concluded that it should look at Concord and beyond for ways to grow their mission to older adults.

When the town of Provincetown put out a Request for Proposal to update their municipally owned nursing home, Cape End Manor, Deaconess responded and was awarded the contract. It was determined by Deaconess and several Provincetown residents that a rebuild was in order and so the concept of Seashore Point started to take hold. In the Spring of 2008, the first phase of suites and a new nursing home opened.

Located in the historic fishing port of Provincetown at the tip of Cape Cod, Seashore Point offers views of the ocean, surrounded by miles of beaches, rich in culture with artistic social influences and an abundance of shopping and local conveniences. Consequently, Seashore Point continues the fine tradition which began with the formation of New England Deaconess Association over a hundred years ago.

DEACONESS ABUNDANT LIFE COMMUNITIES is governed by a Board of Directors which meets six times per year to set policies and assure that operations are effective and efficient. The Chief Executive Officer reports directly to the Board regarding all matters related to the entire operation.



Hello,

Welcome to Seashore Point, Provincetown's and the Outer Cape's premier 55 plus active adult community. We are excited that you have chosen to join our family.

This handbook is designed to provide the details about life here at Seashore Point. It should answer most of your questions, but we are always available when necessary. My office is open to you for comments and concerns. Please let me know how I can help.

The staff is here to provide quality service to you and your guests and make you as comfortable and happy as possible. If you have questions or concerns, please do not hesitate to bring them to the attention of appropriate staff. You may have suggestions. We welcome them as well.

We hope your life here will be enjoyable and rewarding. Again, on behalf of the residents and staff, welcome to Seashore Point!

Sincerely,

Kevin Comick,
Executive Director

Contact information:

Kevin Comick / Executive Director	ext. 111
Kevin Nelson / Director of Nursing	ext. 149
Richard Johnson /Catering Services	ext: 117
Mark Duarte /Maintenance	ext: 118
Dan Kent / Housekeeping	ext: 153
Pam Donahue / Business Office	ext: 138
Concierge Desk (Front Desk)	ext: 134

Please call the main number (508-487-0771) and ask to be connected to one of the extensions above.

When in doubt, you may ask the concierge and they will direct you to the appropriate person.

ORGANIZATION

Seashore Point is a separate 501c3 corporation with its own Board of Directors. The Executive Director of Seashore Point reports to this Board, works cooperatively with the CEO of Deaconess, and is responsible for all of its operations. The ongoing life of the community is carried out under the direction of the various department heads and supervisors.

RESIDENTS' ASSOCIATION – Membership and Meetings

All residents are automatically members of the Residents' Association and participate in the planning and conduct of the many services and activities available to them. The full Resident Association will meet 4 times a year, once at the Annual Meeting in January and 1 time each quarter in April, July and October.

The Executive Committee will meet bi-monthly beginning in February.

Officers

The officers shall be a President, a Treasurer and a Secretary, all of whom shall be elected by a majority vote of those members present and voting in person or by proxy at the Annual Meeting and shall hold office for one year and until their successors are chosen. No person may serve more than two consecutive full terms in the same office.

Should the office of President become vacant for any reason, the Secretary shall become President for the balance of the unexpired term.

Should the offices of both the President and Secretary become vacant for any reason at the same time, the Executive Committee shall call a Special Meeting of the Residents at the earliest practical date for the purpose of electing a President.

Should any other office or the position of any member-at-large of the Executive Committee become vacant for any reason, the unexpired term shall be filled by appointment by the Executive Committee.

The President shall:

- a. Preside at all meetings of the Association and of the Executive Committee.
- b. Act as a liason between the Association, its members, the Executive Committee and Management.
- c. Perform such other duties as may be assigned by the Executive Committee.

The Secretary shall:

- a. Record the minutes of the meeting of the Association and the Executive Committee.
- b. Keep a roster of the membership, officers, committees, their chairs/co-chairs.
- c. Post and distribute notices of meetings of the Association and the Executive Committee.
- d. Perform such other duties as may be assigned by the Executive Committee.
- e. Keep an up-to-date copy of such minutes and roster on file in the library, except as otherwise directed in the case of minutes of Executive sessions.

The Treasurer shall:

- a. Have custody of the funds of the Association.
- b. Disburse the same at the direction of the Executive Committee.
- c. Keep proper books of account.
- d. Render an accounting when requested by the Executive Committee and at each Annual Meeting.

Executive Committee

There shall be an Executive Committee consisting of the officers of the Association and two members-at-large elected at alternate Annual Meetings from among the Residents for terms of two years each, one being elected in year A and one in year B and continuing thereafter by alternate years.

The Executive Committee shall:

- a. Have the general supervision and responsibility for the operation of the Association and its affairs.
- b. Meet at the call of the President or any three members of the Executive Committee.
- c. Meet each year prior to the Annual Meeting with the chairs/co-chairs of Committees to hear their reports, discuss other matters, and take appropriate actions as needed. The Executive Committee shall be responsive for requests for such meetings at certain other times (not during summer months) at the request of three or more chairs/co-chairs of committees.
- d. The committee may hold its meetings by use of teleconferencing and other modern methods of communication.

Committees

In addition to the Executive Committee, other committees may be formed including Activities, Art and Decorating, Caring, Editorial, Fitness, Flower, Food Services, Garden, Library, Scholarship, Staff Appreciation, Welcoming, Wellness (Health) and Workshop.

Subject to the approval by the Executive Committee, each Committee shall define its purposes and areas of responsibility.

Each Committee shall appoint its own members, with their consent.

Each Committee will elect its own chair/co-chair. Each Committee will meet at its pleasure and consider matters falling within its area of responsibility. Its chair/co-chair shall file a report therein with the Executive Committee at least one month before the Annual Meeting of the Association

COMMUNICATION SERVICES

Mail

Mail is delivered Monday through Saturday (except holidays) and is distributed to the individual U.S. Post Office Boxes in the Lobby area. These can be opened only with each resident's personal mailbox key. If you plan to be away from Seashore Point for any length of time, you may have your mail held at the Provincetown Post Office by filling out the proper form.

Cable TV Service and High Speed Internet Service

You may set these up directly or call the Maintenance Department.

Cable TV service is provided by Comcast. For internet service, you have a choice between dial-up, DSL through Verizon, or Comcast Cable.

Verizon Toll Free – 1888-483-6381

Comcast Toll Free – 1-866-804-4303

Computer Support

For service with computer support please contact your local computer and software vendors in your area.

Vendors: Groll Technology Solutions 508-487-8307 , Ptown PC 508-487-8307

Internal Messages

Message boxes for all suites are located across from the mailboxes and are used for all internal communications. The boxes are arranged in sequence by suite number (the number appears at the bottom of the box). Please check boxes on a regular basis in order to stay informed.

Seashore Point Calendar and Message Board

The Seashore Point Calendar, a monthly publication, is edited by the Seashore Point staff. It includes notices of upcoming events and general information regarding life at Seashore Point. The Calendar is distributed to resident message boxes by the first of each month.

Newspapers

Complimentary newspapers are available in the library.

The Boston Globe, The New York Times and The Wall Street Journal can be delivered to your suite. If you wish to subscribe, call the specific circulation department. Subscription phone numbers are:

The Boston Globe	1-888-694-5623
The Boston Herald	1-800-882-1211
The New York Times	1-800-698-4637
The Wall Street Journal	1-800-568-7625
Provincetown Banner	1-508-487-7400
Cape Cod Times	1-508-775-1200

Scheduled Events

Notices of upcoming events are posted on the electronic bulletin boards located throughout the building. The daily calendar of events will be posted at the Concierge Desk. The daily specials are posted on the electronic bulletin boards outside the dining room.

Telephones

The main Seashore Point telephone number is 508-487-0771. If you wish to reach a specific department, you may call the Concierge Desk and your call will be forwarded.

Your private telephone number will be listed in the Seashore Point directory, as well as the Seashore Point Telephone List. The latter is updated periodically. Your residential telephone services will be billed to you directly by Verizon/Comcast. Their number for service is 1-800-870-9999.

Absences from Seashore Point

This is your home and you are free to come and go as you wish. If you plan to be away for any length of time (one night or longer), it is important that you notify us. Please notify the Reception Desk and an "Away and Return" form will be filled out for you. This will help us to better assure your safety and the security of your personal property. If you are on the meal program, please notify us ten (10) days in advance of a two week or longer absence in order to receive a credit on meals. Also, please notify us if you are hospitalized.

GENERAL INFORMATION

Services

Catering Services

Seashore Point Staff are available to help you with many types of events, large and small. Please call Catering Services at extension 117 or ask the Concierge to have someone from Catering Services contact you.

Breakfast

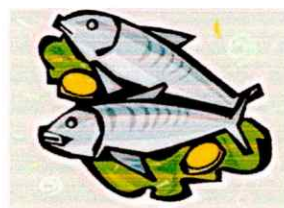
Coffee and fruit are served each morning in the Library at no cost. Periodic coffee hours provide residents with coffee, danish, sweet rolls or bagels at no cost. Please check the calendar for weekly coffee hours.



Dining

The Chef presents a menu that will delight your taste buds. The dining room offers a unique blend of homemade soups, specialty salads, specialty sandwiches and hearty entrees, always using the freshest of ingredients. The Chef uses a creative new approach to old favorites by fusing Eastern and Western cooking styles. Reservations are not required.

‘Catch of the Day’ features fresh, local fish monthly.



The Dining Room

The selections will always be interesting, something new and something old. The Dining Room is a great place to enjoy with family or friends.

Hours of Operations:

Monday - Sunday

Lunch 12:00 noon - 2:00 pm

Dinner 5:30 pm - 7:15 pm

Forms of Payment:Charged to monthly bill

Special Events

On a regular basis, Dining Services offers many special events. These will include seasonal celebrations, traditional holiday events or uniquely themed dinners. All events are publicized well in advance, and some may require special reservations and/or a charge for guests. Watch the monthly Calendar for details regarding events.

Seating, Menus, and Dining Room Service

The host will assist you in finding a seat in the Dining Room. There are no assigned seats. The waitstaff will take your order and serve your meal. If you wish wine with your meal, the Dining Room manager will serve you from a bottle which you provide. Please take any remaining wine with you as you exit the Dining Room. Your signature is required on your luncheon/dinner check as well as your guest meal checks. If you are unable to finish your meal, your server will gladly package your remaining entree to take with you at the end of the meal.

Reservations

Guests are always welcome in the Dining Room. If possible, we ask you to make guest reservations 24 hours in advance. If you wish to bring multiple guests to the Dining Room on short notice, please be advised that we may ask you to accept an earlier or later seating. In extreme cases, we may not be able to seat a large party without a reservation. The dining room must consider the impact of a large number of unannounced guests on the other residents. Reservations are not required for resident dining. If a group of five or more residents would like to dine together, please call Dining Services by 4:00 p.m. to avoid a delay while table arrangements are made.

Room Service to Your Suite

If you are temporarily ill, tray service can be delivered to your suite. If this service is not "medically necessary," there will be a \$2.00 charge. To request this service, please call Catering Services at extension 124 between 4:30 p.m. and 5:00 p.m. All meals may be delivered or picked up between 5:00 and 5:30 p.m. and are served on disposable dinnerware.

Maintenance Services

Routine Maintenance

As part of your move-in schedule, the Maintenance Department will provide you with two hours of complimentary service to hang pictures, move furniture, etc. The Maintenance Department is responsible for routine emergencies and repairs of plumbing, electrical, heating and cooling systems. It handles routine repairs of Seashore Point appliances in each condo. If you have a special request, please call the Concierge. A work order will be filled out and forwarded to our Maintenance Department. Our Maintenance staff will phone you to set up a convenient time to handle your request. You must be present for any work being done in your suite unless you sign a form authorizing that work can be done in your absence. There is a fee for special services. These charges will appear on your monthly statement.

Housekeeping Services –THIS IS PART OF SERVICES FEE ONLY

Routine Housekeeping

Housekeeping Services will be scheduled on a regular basis.

If you are planning to be away when the housekeeper is scheduled, please sign a form authorizing cleaning in your absence. If you are going to be away for a period of two or more weeks, we will suspend your housekeeping services after the first regularly scheduled visit until you return.

The housekeeper is expected to do the following:

- Dust all cleared horizontal surfaces, including furniture and window blinds.
- Vacuum carpets, including corners and along exposed baseboards.
- Attempt to clean small spots on carpets
- Spot clean walls, door casings and exterior windows*
- Clean bathroom(s): walls, bath tub and shower, sink and counter, toilet and floor
- Clean kitchen: spot wash walls and back splash; damp dust cabinet doors and handles; damp wipe counter and stovetop; wipe out microwave; wipe down the front of stove, refrigerator dishwasher and microwave; wash kitchen floor.
- Strip and remake your bed using your own fresh linens.
- Launder your towels and sheets.

(*) Windows are washed inside and out once a year. Residents will be notified in advance as to the date on which the annual window-cleaning will be done.

If you need to request a special service, please call the Concierge and a work order will be sent to the Housekeeping Supervisor. There may be an extra charge for some additional services. These charges will appear on your monthly statement.

Trash Disposal

A trash room with a chute is located on each floor. There is a bin for newspapers and magazines. Please place all other trash in a plastic trash bag, securely closed. These bags should be put down the chute. Large items such as cardboard boxes may be left in the trash room for pick-up. Please do not put individual items down the chute. The trash chute is for household trash only. Trash should not be carried through the dining room whenever food is being served.

Recyclables

Recycling bins are available in the trash room. Please use the guidelines below for household recyclables:

- Glass bottles and jars rinsed of all contents, dry with caps and rings removed
- Bimetallic steel, tin and aluminum cans rinsed and dry
- Bottles and cans rinsed and dry
- #2 plastic containers (milk, H₂O, juice, laundry and personal care products) rinsed, dry and caps removed
- Paper, to include newspapers, glossy inserts, junk mail, phone books and magazines should be clean and dry
- Cardboard should be clean, dry and flattened
- CRT containing items (TV's and PC monitors). Contact Maintenance for proper disposal
- PCB's (capacitor's and ballast's). Contact Maintenance for proper disposal

Business Office Services

First class U.S. postage stamps are available for purchase at the Reception Desk. Large quantities of stamps may be purchased at the US Post Office, 211 Commercial Street, Provincetown.

A copy machine is available in Seashore Point's Administrative Office. There is a nominal charge per copy.

Fax services are available.

Financial Services

The Accounting office is located in Administrative Offices. The Business Manager is available by appointment to discuss any financial matters with you. Please call for an appointment.

At the first of each month, you will be billed in advance for your regular monthly fee, plus any additional charges incurred the previous month. This amount will be due to Seashore Point upon receipt. All checks should be made payable to Seashore Point. This payment can be mailed to Seashore Point, Accounting Office, 100 Alden Street, Provincetown, MA. 02657 or delivered in person to the Business Manager's Office. Payments not received by the 10th of the month may be subject to a service charge.

Billing Procedures

Cash cannot be accepted in the Dining Room. Charges for additional meals or services not typically included, will be added to your monthly statement. As has been explained, tipping is not permitted at Seashore Point. Residents who have chosen the upgraded service package are entitled to one meal a day as part of the Monthly Fee. These meals can be used in any combination within the month. You may use any unused meal credits to bring a guest. Meal credits cannot be carried over from month to month.

If you have guests or wish to take additional meals during the month, the extra charges will be billed to you. Credit for "raw food costs" will be given if a resident is away from Seashore Point for 14 consecutive days. This credit will appear on your next month's statement. In order to receive credit for an extended stay away from Seashore Point, the Receptionist must be informed ten (10) days in advance of your being away, unless you are hospitalized.

HEALTH AND WELLNESS SERVICES

Routine Wellness Programs

A Wellness Nurse is employed by Seashore Point and has regularly posted office hours. Her first priority at Seashore Point involves health promotion. She is available for consultation regarding illness, health care decisions, medication management and resources. She provides assessments of symptoms and injuries, minor treatments and prescriptions, monitoring of problems and health education. She collaborates with residents' primary physicians or specialists as requested. When a resident is hospitalized, the Wellness Nurse is available with discharge planning to assure the best plan for rehabilitation and recuperation.

Wellness Programs are available on a regular basis.

Emergency medical forms are maintained and updated for each resident and are given to emergency medical teams when 911 is called. A copy of this information is kept at the Reception Desk. Please inform us if you have any updates to make with regards to insurances, family contacts, etc.

Seashore Point Wellness and Rehab provides flu and pneumonia immunizations annually. There may be a fee associated with this service.

Home Care Services

Seashore Point Wellness Clinic Staff can help you with consideration of any care needs you may have such as personal care, nursing care, etc. Please stop by the Wellness Office for information.

Additional Services

Reserving Common Areas

Please call the Concierge if you wish to reserve a room for a special event.

Service Carts

In order to provide assistance in transporting heavy or numerous items to your apartment, there are flatbed carts located near the Reception desk. Please return them to their proper location when you are through. Of course, if you need assistance, please notify the Receptionist or Maintenance will help you.

Wheelchair

There is a wheelchair available for transport use. It is located near the Reception Desk. The Receptionist will get it for you.

Storage

Each condo has one storage bin available. You will be assigned a storage area when you move into your suite. Additional storage bins may be made available for a fee. Nothing is to be stored in stairways, hallways or common areas.

Recreational, Educational and Cultural Programs

The Seashore Point staff along with the Residents' Association Programming Committee, coordinates programs and trips of your choice. If you have any suggestions, please make them known. There is a Calendar of Events distributed by the first of each month. There are sign-up sheets for many events at the Concierge Desk.

Transportation

As part of your monthly fee at Seashore Point, scheduled transportation to shopping, banking, medical appointments and trips that are part of the programming schedule are provided, except as noted in Policy 2. We will accommodate individual driving needs to the extent that our driver is available. We will give priority to resident medical appointments. There is no charge for these trips. If you need transportation service other than our scheduled trips, the van is available at a fee of \$20.00 per hour. There is a minimum charge of one hour. See Policy 2 (in Section 2 of this manual) for additional outside transportation information.

Additional information on public transportation is available at the Reception Desk and posted at the communication center.

Gratuities, Tips

No gratuities or tips of any kind may be given by residents to employees. The offering of any gift or favor to employees can easily be misconstrued as a bid for special favors. Acceptance of a tip by an employee may result in the termination of that employee. The residents organize and contribute to an annual appreciation fund which recognizes all staff equally, those visible and those working behind the scenes, based on number of hours worked in the past year.

Pets

Cats, birds, dogs and other pre-approved pets are allowed at Seashore Point. Upon move-in, owners must sign a pet agreement and register their pets with management. There is also a pet deposit required by that agreement to offset any damage to the condo from having a pet occupy it. For the safety and well-being of all residents, pets must be kept under control at all times. Cats and dogs must be kept on a leash or in a pet carrier when outside your apartment. Owners are responsible for cleaning up after their pets. Pets are not permitted to linger in the common areas. If a pet becomes a problem to the community or another resident, management reserves the right to require you to relinquish your pet.

LOCAL AREA BUSINESSES

Banking

Seamans Bank

221 Commercial St. Provincetown, Ma. 508-487-0035
28 Shank Painters Rd, Provincetown, Ma 508-487-6053

TD Bank

103 Shank Painter Rd, Provincetown, Ma. 508-487-9091

Cape Cod Five

Main Street, Wellfleet, Ma. 508-349-3711

Sovereign Bank

51 Main Street, Orleans, MA Toll Free – 1-800-322-9313

Pharmacies

Stop & Shop Pharmacy

56 Shankpainter Road, Provincetown, MA 508-487-3738

Dry Cleaning

Prestige Dry Cleaner, 15 Shank Painter Road, Provincetown, Ma. 508-487-9835
First Choice Cleaners, 120 Rt 6a Orleans 508-240-0300

Livery Services

Transportation	Phone Number
Cape Cab	508-487-2222
Jody's Taxi	508-487-0265
Mercedes Cab	508-487-3333
Pride Taxi	508-487-3400
Black & White Taxi	508-487-7400
Funkmobile	508-487-0111
Wellfleet Taxi	508-349-9969
24 Taxi & Livery	888-688-2424
Abraham Limousine	508-255-6917

EMERGENCY MEDICAL RESPONSE

Emergency care is defined as treatment needed immediately in order to save a life or prevent impairment. Suspected heart attack, stroke, poisoning, fracture, profuse bleeding, sudden onset of severe pain, loss of consciousness, and convulsions are examples that require emergency care.

Pull Cord Activation/911

In all cases when a Seashore Point resident requires immediate medical attention, the resident should pull the emergency cord, activate their emergency pendant, or call 911.

Seashore Point staff will respond to emergency pull cord or pendant activation as follows:

The Receptionist immediately telephones the condo to determine if the cord was pulled intentionally or accidentally. If the pendant indicates it was activated outside the condo, we will immediately conduct a search for you to determine if there is an emergency. If the cord was pulled and there is no answer to the telephone and we cannot locate you, the Receptionist will send a staff person to your condo and respond accordingly.

Fall/Lifting Residents

When a Seashore Point resident falls and is unable to get up without assistance, Seashore Point staff will respond by calling the Provincetown Fire Department to safely assist the resident.

Urgent Care

Urgent Care at Cape Cod Hospital is appropriate for problems such as a fall, sprain, earache, high fever or cut requiring stitches. Medical evaluation and clinical treatment for emergency or urgent illness/injury are rendered by either an emergency room physician or the resident's personal physician.

Conditions such as suspected colds, flu, headache, stomach upset and minor pain/discomfort are not considered emergencies or urgent needs requiring immediate nursing response. The Wellness Center Nurse is available for consultation.

RESIDENT PROPERTY AND AUTOMOBILES

Personal Property

Seashore Point will do its utmost to assure that your personal belongings are safe. However, we cannot be responsible for loss due to theft, fire, or any other unforeseen causes. Your Residency Agreement requires that you purchase the standard tenant's insurance plus liability insurance to cover your possessions. You also may wish to have a safe deposit box at a local bank for valuable documents and possessions.

Automobiles

Each resident who owns a car is entitled to one space for that car as long as it is registered to that resident. If a resident has a second car, please notify the Executive Director and accommodations will be discussed. Your guests are also welcome to park in the outside lot. Please provide your license plate # to the Receptionist.

COMMON AREAS

Fitness Center

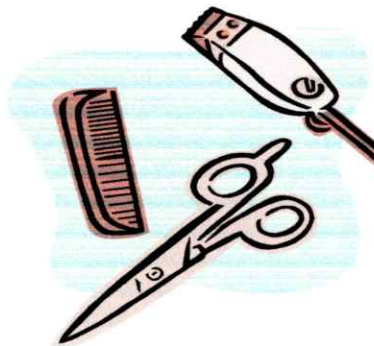
The Fitness Center is temporarily located on the second floor. The Center is available for use at anytime. You should always work out with a companion. There is a variety of equipment in the center. Seashore Point Staff will be happy to orient and instruct you on any of the equipment. Please call the Concierge to set up a time to do this.

Point Room

The Point Room is located on the second floor and may be used for meetings and activities. You may schedule this room through the Concierge .

Hair Salon

The Salon is located on the first floor corridor to the right of the elevators. It is managed by a licensed stylist. The Salon provides full service to men and woman and is open on Wednesdays from 9am to 4pm. Please call the Concierge if you have any questions or would like to schedule an appointment.



SERVICE:	PRICE:
BUZZ CUT	\$15.00
SHAMPOO AND SET	\$15.00
SHAMPOO, CUT AND BLOW DRY	\$25.00
SHAMPOO AND BLOW DRY	\$21.00
PERMANENT WAVES	\$40.00
COLORING	\$40.00
MANICURE	\$15.00

Library

The Library is located on the second floor adjacent to the elevator. It is always open. Donations for large print books, periodicals, videos and talking books are welcome. If you have questions or would like to volunteer for the Library Committee, please call the Concierge Desk.

Storage

Each condo is assigned a storage locker. The storage areas are located at the basement level. When you move in, you will be issued a separate key for the storage room door as well as a lock and key for your storage locker.

SAFETY

Balcony Grills

Barbeque grills are not permitted on Seashore Point balconies because of the danger of fire and smoke.

Christmas Decorations

Regulations prohibit internal decorations with dead wood or evergreens (i.e. wreaths, cut trees). Only live trees (with a root ball in soil) or artificial trees and wreaths are permitted inside the building.

Electrical Appliances

Please turn off all electrical appliances and unnecessary lights before leaving your condo. In consideration of your neighbors, please keep the volume of television, radio, and stereo equipment low, particularly at night and when windows and doors are open.

Emergency Medical Forms

The Confidential Resident Medical Alert Sheet, with pertinent information regarding medication, emergency contacts, specific health conditions, allergies, and insurance information is kept at the Reception Desk for each resident. A copy is given to emergency personnel if "911" is called, or if a nurse responds from Wellness and Rehab. If you have "Advanced Directives" such as a Living Will, Durable Power of Attorney for Health Care and/or a Comfort Care document, we will include these documents with your Emergency Medical Form. Please make sure we have up to date information since physicians, medical conditions and medications change.

Emergency Pull Cords

Each condo and all common area rooms have emergency pull cords. There is an emergency pull cord in all bathrooms. When activated, it rings an alarm at the Reception Desk. If you have an emergency and cannot use the telephone, please use the pull cord and staff will respond immediately. Your pull cord can be pulled accidentally. If this happens, please flip the switch up. In addition, we provide pendants which can be activated by the push of a button. When activated within Seashore Point, including the basement and outside, but in close proximity to the building, staff are alerted that you need help.

Fire Safety

Seashore Point is a very safe building. If you hear the fire alarm, please stay in your condo. This is the safest place for you to be. If you are able, close all windows in your condo and your hallway door. In the highly unlikely case that evacuation is necessary, fire or management personnel will come to your condo and instruct you. They are aware of all residents needing assistance maneuvering stairs. **IN CASE OF FIRE IN YOUR CONDO, VACATE IMMEDIATELY, CLOSE YOUR SUITE DOOR AND PULL THE FIRE ALARM LOCATED AT EACH STAIRWELL AND IN FRONT OF THE ELEVATOR. DO NOT RE-ENTER YOUR CONDO.** Please remain calm. **DO NOT USE THE ELEVATORS.** Our Fire Procedure is located on the first page of the Policy Section in this manual. We will conduct periodic fire drills so that you become familiar with the Fire Procedure and are aware of what to do in the event of this type of emergency.

Disposal of Used Hypodermic Needles

If you self-administer injections, please ask the Reception Desk to have Housekeeping bring an approved container to your condo. When it is 3/4 full, ask that Housekeeping dispose of the needles and bring you a new container.

Lighting of Corridors

Building codes regulate how brightly lit Seashore Point must keep the corridors. This is a Safety Regulation mandated by the Commonwealth of Massachusetts.

Outlets

In the kitchens and bathrooms there are outlets with two buttons on them. These special outlets are known as Ground Fault Circuit Interrupters (GFCI). The GFCI is a device that protects you from electric shock. Occasionally, one of the switches may "trip". Simply press the upper button and the outlet should become active again.

Thermostats

When you are away in winter, please do not turn your thermostats below 60 degrees. Also, please be sure to close all windows before you leave your condo. We wish to prevent any risk of broken pipes.

SECURITY

Authorization to Enter Your Condo

Except in cases of real or suspected emergencies, we will enter your condo only with your written authorization. The authorization form is included in the information packet given out when you first move to Seashore Point. However, if you are away for an extended period of time we will make a condo check to be sure everything is in order. This subject is elaborated on in Section VIII A of your Resident and Care Agreement.

Keys

You will be issued a condo key, a key for your mailbox and a key to the storage area where your space is located. If you lose a key, please notify the Concierge. A new one will be issued at a standard fee. If you lock yourself out of your condo, notify the Concierge and she/he will either unlock your condo or loan you a key.

Locking of Outside Doors

All outside doors are permanently locked, except the front door. We lock this door at 12:00 midnight. Security staff will open the front door for you if you come in after midnight. Your condo key will unlock the loading dock door located at the rear of the building.

Locking Your Suite Door

Although Seashore Point is a safe place to live, it is recommended that you keep your condo door locked.

Outside Trade and Service Persons

It is necessary for all outside service persons to register at the Reception Desk. It is also important that each vendor who performs work in your condo provide Seashore Point with a certificate of insurance. Any work that changes the interior of your condo must be approved by the Executive Director.

Residents' Guests

The Concierge will notify you when you have a guest. Each guest will be asked to sign in when they enter Seashore Point and sign out when they leave.

Reception

If you have an emergency, call the Reception Desk at 508-487-0771 or pull your emergency pull cord. A staff member will respond immediately. The Reception Desk is manned 24 hours a day seven days a week.

CONDO FEATURES

Appliances

The appliances and equipment provided in your condo have been chosen for their performance, ease of use, and serviceability. Instruction booklets are provided with each appliance. Please read them and familiarize yourself with their use and features. If you have questions, please contact the Receptionist Desk who will notify the Maintenance Department to assist you.

Garbage Disposal

Always run water when using your garbage disposal. Please DO NOT put banana peels, onion skins or celery down your garbage disposal, as these items will cause the unit to malfunction. If you have a problem with your disposal, please alert the front desk and we will assign a maintenance staff person to fix it.

Heating and Air Conditioning

You control the heat and air conditioning in your condo by the digital thermostat. Each condo will be provided with directions for your control panel. If you plan to be away for a period of time, please adjust the temperature appropriately in order to conserve energy, but do not turn the thermostat below 60 degrees in winter.

Window Coverings

For privacy, mini-blinds are provided on each window in your condo. The cord on the right raises and lowers the blind. The rod on the left adjusts the slant to allow more or less light into the room. You are welcome to install window coverings of any type in your home. If you need assistance installing drapery hardware, please contact the Concierge Desk. The Maintenance Department will install them for you at an additional charge.

Fire Response Policy

Topic: RESIDENT PROCEDURE IN EVENT OF FIRE OR FIRE ALARM

To Follow When the Fire Alarm Sounds*

1. Close windows and doors.
2. Turn off appliances.

Unless otherwise told by the Fire Department or Seashore Point personnel, **STAY IN YOUR CONDO**. This is the safest place for you to be. Please wait for either a call from the receptionist or personal contact for status update.

3. Seashore Point is a fire rated building. Unless the fire is in your area, the best thing to do is to close the doors and windows and stay where you are. If evacuation is necessary, Fire Department personnel will come to your condo and direct you to safety.
4. If you need assistance going down flights of stairs, wait in your condo for firefighters or Seashore Point staff to assist you.
5. Remain calm.
6. DO NOT use the elevators.

PROCEDURE TO FOLLOW IF FIRE IS IN YOUR CONDO

1. Leave your condo immediately and close door.
2. Pull the closest fire alarm. There are fire pull stations on every floor. The pull stations on the first floor are located closest to building exits, at the entrance to stairwells or in the kitchen. The pull stations on the upper floors are located near the elevator and stairwells.

Evacuation Route

A framed evacuation route is located on the wall next to each elevator. Please familiarize yourself with each evacuation route.

First Floor
Primary Route
Secondary Route

Second Floor
Primary Route
Secondary Route

RESIDENTIAL POLICY

TOPIC: TRANSPORTATION FEE SCHEDULE

Scheduled Group Bus Trips :

SEASHORE POINT WILL CHARGE A TRANSPORTATION FEE OF \$20.00 PER HOUR WITH A MINIMUM OF ONE HOUR FOR ANY TRIPS THAT ARE OUTSIDE OUR NORMAL SCHEDULE.

Individually requested personal trips must be scheduled in advance and depend upon the availability of Seashore Point driver and car. Trips cost \$20/hour, with a minimum charge of \$20.

Procedure:

1. The schedule for driving appointments is kept at the Reception Desk.
2. If you request an individual appointment, the receptionist will check the schedule to determine if the driver is available. Scheduled trips, activities and medical appointments have priority.
3. If the driver is available, the appointment will be scheduled.
4. Any transportation charges will be added to your monthly invoice.

***If the car is not available, the following Livery Services have been used by Seashore Point Residents:**

Transportation	Phone Number
Cape Cab	508-487-2222
Jody's Taxi	508-487-0265
Mercedes Cab	508-487-3333
Pride Taxi	508-487-3400
Black & White Taxi	508-487-7400
Funkmobile	508-487-0111
Wellfleet Taxi	508-349-9969
24 Taxi & Livery	888-688-2424
Abraham Limousine	508-255-6917

Residential Policy

Topic: PET POLICY

Domestic cats, birds and fish may be kept as pets in the residential condo. Dogs are also permitted as pets at Seashore Point on a case by case review. All pets are permitted at Seashore Point only with approval of the Executive Director. The resident is responsible for cleanliness, litter and any damage caused by the pet.

Pet owners must sign an agreement and register their pets with the Administrator. For the safety and well-being of all residents, pets must be kept under control at all times. Cats must be kept on a leash when outside the owner's condo. Owners are responsible for cleaning up after their pets.

Dogs must be on a leash in and outside the building.

Pets are not permitted to linger in the common areas. If a pet becomes a problem to the community or other residents, the Seashore Point Administrator will attempt to reach an acceptable solution with the pet's owner, but reserves the right to revoke permission to keep the pet on the premises if the pet problem is not solved.

At the time of move-in, the pet must be registered with Seashore Point and a pet deposit paid. A copy of all up to date vaccinations must also accompany this agreement. The agreement will be signed at that time between the resident and Seashore Point. The deposit is refundable (as long as there is no additional damage beyond normal wear and tear) at the same time the entrance fee refund is paid.

Management reserves the right to change or revoke this policy at any time.

Pet Agreement

I _____, a Resident of Seashore Point, wish to have a pet live with me at Seashore Point. I understand that I am fully responsible for the care of that pet. Should I become ill for any length of time and am not capable of caring for the pet, I have appointed someone to handle that care.

This agreement is accompanied by a deposit of \$500.00. This deposit is refundable at the time of the entrance fee refund, so long as there is no damage to the apartment caused by the pet. If extra refurbishing needs to take place, due to damage by the pet, the pet deposit will not be refunded and will be used to defray those costs necessary to remedy the damage.

Pet Registration

Type of Pet _____ Weight of Pet _____

Name of Pet _____

Who will be responsible for your pet if you are unable to care for it?

Name _____

Address _____

Telephone number _____

Pet Deposit Received _____ Date _____
Amount

I have read and understand the pet policy at Seashore Point.

Accepted by: _____ Suite # _____
Resident

Approved by: _____ Date: _____
Administrator

Residential Policy

Topic: DISPOSAL OF CONTAMINATED (used) HYPODERMIC NEEDLES

Used hypodermic needles must be placed in a portable, closable, puncture-resistant, leak proof, labeled container. This container will be provided by the Housekeeping Department. Please call Housekeeping Services and a container will be delivered to your suite.

When the container is approximately three-quarters full, please call Housekeeping to pick up the container at your Suite, and to furnish you with an empty one. The used needles will be disposed of in the facilities hazardous waste.

Residential Policy

Topic: EMERGENCY MEDICAL RESPONSE

Pull Cord Activation/911

In all cases when a Seashore Point resident requires immediate medical attention, the resident should pull the emergency cord, activate their pendant or call 911. Seashore Point staff will respond to emergency pull cord or pendant activation as follows:

If the cord was pulled or the pendant alarm indicates it was activated in the condo, the Receptionist immediately telephones the condo to determine if the cord was pulled intentionally or accidentally. If the cord was intentionally pulled or there is no answer on the telephone, the Receptionist will send a staff person to the condo. If the pendant was activated, the receptionist will send someone to check your condo. If the resident is found to need help, the receptionist will call 911.

Falls/Lifting Residents

When a Seashore Point resident falls and there is injury, Seashore Point staff will respond by calling the Fire Department to safely assist the resident. Seashore Point staff will not lift a resident when there is injury.

A nurse will be paged for support until the Fire Department arrives. Fire Department personnel will determine whether or not transportation to the hospital is needed.

Residential Policy

Topic: GUEST RESERVATIONS FOR LUNCH AND DINNER IN THE
DINING ROOM

The normal procedure for making guest reservations is to do so 24 hours in advance of the expected lunch or dinner. This allows Catering Services to plan on adequate food and staffing patterns so that we are able to provide the best possible dining experience for everyone. Naturally, there are times when a resident will not know in advance that s/he will have a guest for dinner. It is always possible to ask to bring a guest. In the event that you wish to bring multiple guests on short notice, we will do our best to accommodate you. We may ask you to eat earlier or later in order to best serve you. In extreme cases, we may not be able to seat a large party of guests with no notice.

The procedure for making reservations is as follows:
Please call the Concierge. Please leave the time and date you wish to reserve. Catering Services staff will return your call and confirm your reservation.

Residents do not need to make reservations for their own dining.

Residential Policy

Topic: GRATUITIES

As stated in the NEDA Personnel Policy, "Employees of the Deaconess Abundant Life Communities may not accept gifts or gratuities of any kind from the residents or families of residents." This is further clarified in the Supervisor's Manual: "Gratuities normally mean money. These words are meant to also include material items such as jewelry, furniture and favors. Residents and their families should be directed toward giving to the employee recognition fund."

Residents need to understand that a gift given to a staff person could be grounds for dismissal. Consequently, with the kindest of intentions, a gift puts staff in a very awkward position. S/he does not want to hurt a resident's feeling by declining, but knows his/her job could be in jeopardy.

If a resident has items s/he wishes to dispose of, it is appropriate for him/her to discuss this with the administrator, who can post the items so that all staff members can have an equal chance to have these items. For example, if items are to be left when a condo is vacated, the suite could be open to all staff to take items on one particular day.

In cases where a staff member celebrates a major event such as a marriage or new baby, it is natural for residents to want to give gifts; however, this is not permissible. It would be appropriate for residents to give a party or reception, even perhaps to invite the staff person to dinner, but not to give a gift.

When a staff person leaves employment at Deaconess Abundant Life Communities, the gift policy may be construed differently. After discussion with the Executive Director, it might be considered appropriate to give a gift.

It is important to remember that residents give a very generous gift to staff each December. This goes to everyone—those who work behind the scenes, and those more visible. This yearly gift is most appreciated and the only one that is appropriate. It is also permissible to give food to staff if it can be shared e.g. a box of candy or cookies at holiday time.

Residential Policy

Topic: USE OF COMMON SPACE

There is no room rental charge for residents of Seashore Point.

Because common space at Seashore Point may be considered an extension of your home, and you should feel free to invite guests here, we will endeavor to make this possible for you while at the same time being socially and fiscally responsible to the whole community. Therefore, if you are hosting a small group in a common space such as the Point Room, there will be no room rental fee. If tables and chairs need to be set up, if food or wait staff is provided, or a parking attendant needed for over 35 cars, a fee for these services will be charged.

There is a standard catering package provided by Catering Services which is explained in a special section of your Resident Handbook. You will want to discuss food and beverages with the Seashore Point Director of Dining Services. The charges will be explained to you.

Please contact the Concierge Desk initially to set a function date and to reserve a room. Again, this is your home and we hope you will enjoy entertaining your friends at Seashore Point.

Please remember that Common Space is for all Seashore Point Residents. Private property should not be stored in common areas.

Residential Policy

Topic: MEAL DELIVERY TO CONDOS

The purpose of the Seashore Point Dining program is to provide one delicious and nutritious meal per day in a pleasant, social setting in the Dining Room. However, we recognize that, from time to time, residents may be ill and unable to come to meals in the Dining Room.

Consequently, it is possible to have meals delivered to a resident's condo during a temporary illness. Please inform the Dining Services Director for Seashore Point and meals will be delivered at no extra charge. This service is meant to be temporary, however, it can be extended for a longer period of time, if necessary.

If a resident needs or wants meals delivered for convenience, there will be a \$2.00 delivery fee each time a meal is brought to a resident's condo. Examples of this situation might be: a resident is tired after being away all day, might be expecting an important telephone call, etc. There would be no charge if a resident comes to the Dining Room to pick up his/her own dinner.

If you are requesting meal delivery, please call the concierge before 11:30 a.m. for delivery of a noontime meal, and call between 4:30-5:00 p.m. for dinner. You will want to do this on a daily basis so that you can order from that day's menu.

Residential Policy

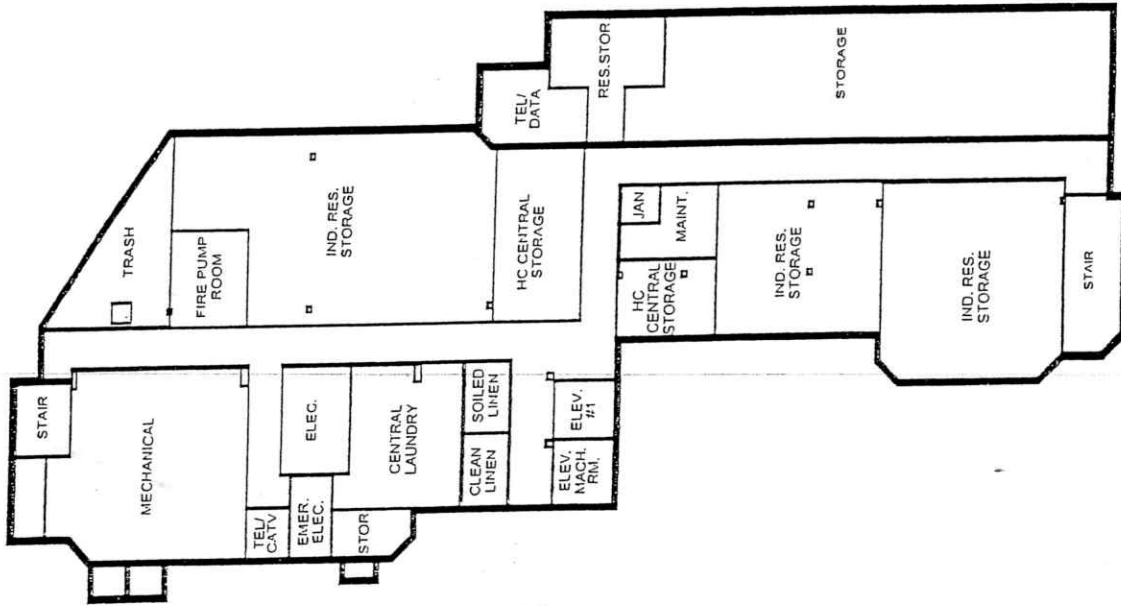
Topic: RESIDENT SAFETY CHECK

Procedure:

1. Each night on midnight security rounds, the staff person assigned will walk the entire building.
2. Each resident may, upon request, receive a wellness check (a phone call from the receptionist on duty) every day.
3. If the resident does not respond to the wellness check, a staff member will check on the resident.
4. In the case that the resident is away or on vacation, they are to fill out a leave of absence form which is located at the Reception Desk.



BASEMENT FLOOR PLAN

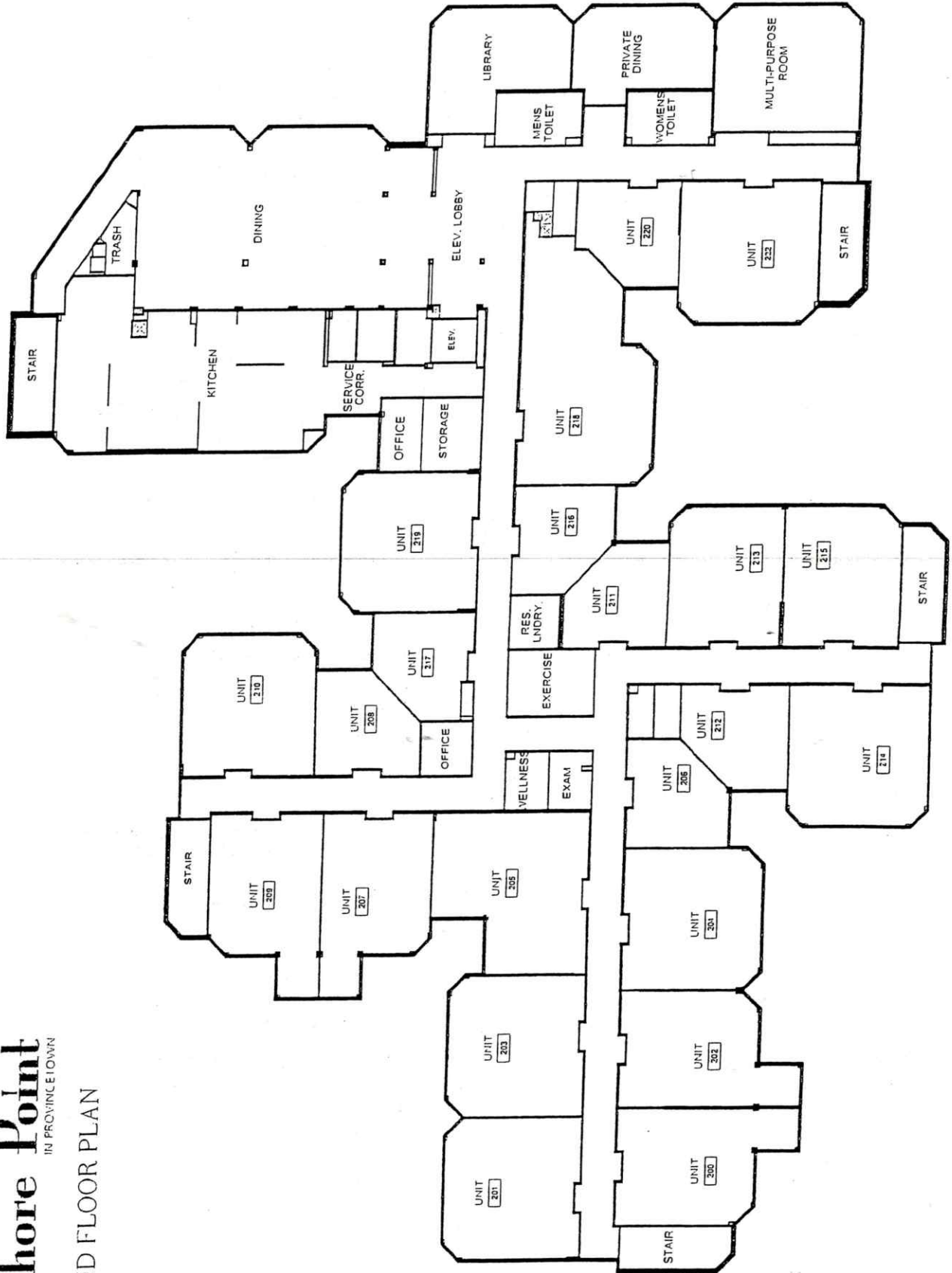




Seashore Point

IN PROVINCE TOWN

SECOND FLOOR PLAN

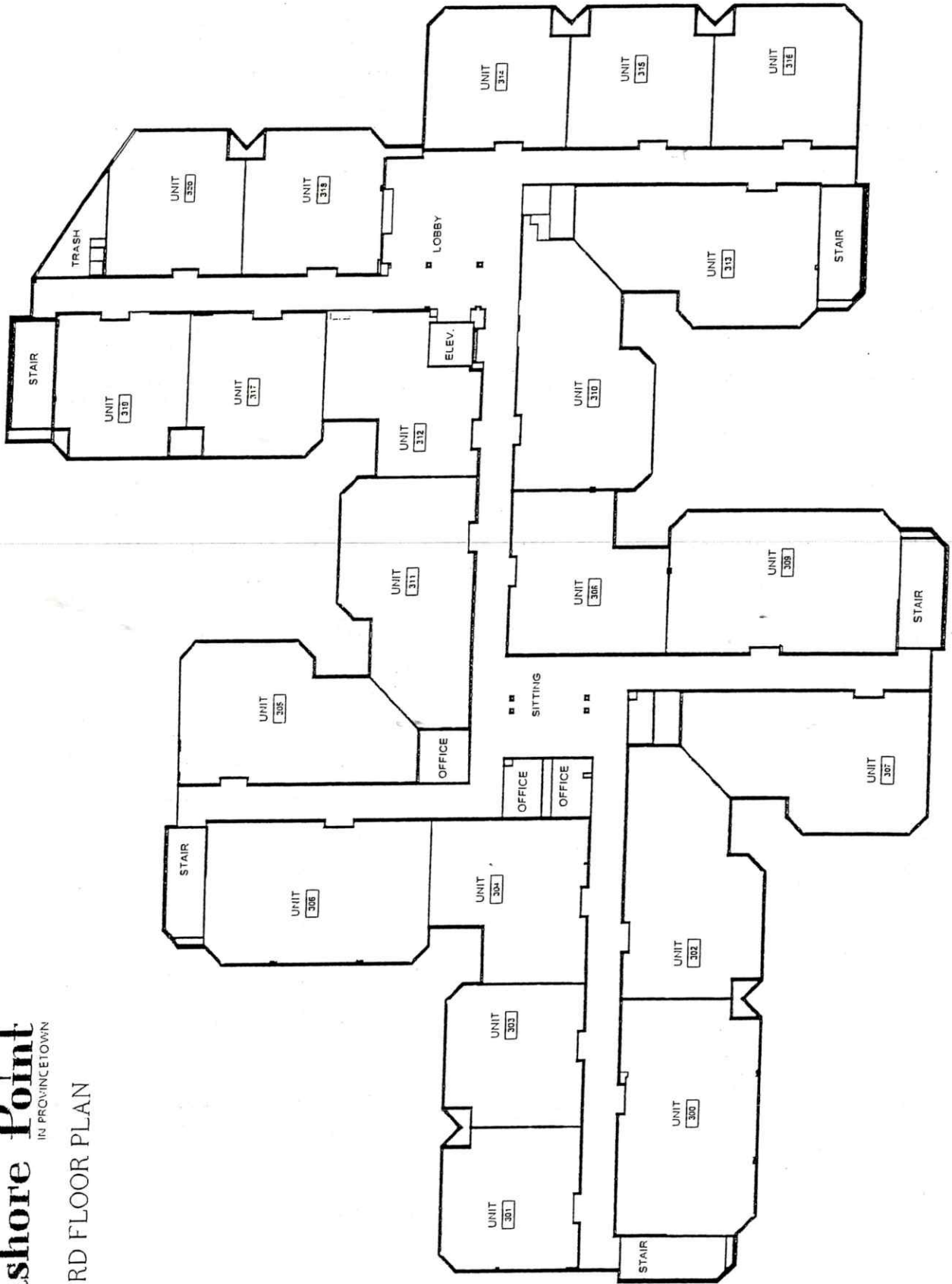




Seashore Point

IN PROVINCE TOWN

THIRD FLOOR PLAN





RESIDENT NAME: _____

SUITE # _____

MAILING ADDRESS _____

Moving In Checklist

ITEM	✓
Confidential Data Profile returned	
Residency Agreements signed	
Resident Handbook	
Emergency Info Form Completed	
Signed copy of R/C to resident	
Copy of settlement statement to resident	
Disclosure Statement to resident	
Keys given to resident	
Move-in gift basket delivered	
Lifeline activated and explained	



To help with your move we have put together a few numbers you will need.
For more information please refer to your Resident Manual.

Please contact utilities and telephone 10 days in advance to ensure service is available for your move in date.

<p><u>Telephone & Internet Access</u> Verizon Customer Service 1-800-870-9999</p>	<p><u>Cable TV & Internet Access</u> Verizon FIOS 1-888-438-3467 Comcast 1-866-804-4303</p>
<p><u>Pharmacies</u> CVS 110 Main St, Orleans MA 508-240-2759 Stop & Shop Pharmacy 28 Shank Painter Rd, Provincetown MA 508-487-3738</p>	<p><u>Hospital</u> Cape Cod Hospital 27 Park Street Hyannis, MA 02601</p>
<p><u>U S Post Office</u> 211 Commercial St Provincetown, MA 02657 508-487-0368</p>	<p><u>Police-Fire-Emergency Service</u> Call 911 <u>Non Emergency number</u> Police Dept -508 487-1212 26 Shank Painter Road, Provincetown <u>Non Emergency number</u> Fire Department - 508-487-7023 25 Shank Painter Road, Provincetown</p>
<p>Seashore Point Executive Director 508-487-0771 Kevin Comick</p>	<p>Seashore Point Director of Nursing 508-487-0771 Dawn Manning</p>

For assistance and questions call 508-487-0771
Seashore Point-100 Alden Street, Provincetown, MA 02657



Consent to Enter Suite
For Delivery of Packages, Flowers, etc

Seashore Point will be happy to deliver packages, flowers, etc. to your suite.

1. If you are not home, we need permission form you to enter your suite to deliver your packages, flowers, etc. With this permission, we will sign for your insured packages.

Signed _____ Suite _____ Date _____

2. If you prefer that we not enter your suite when your not home, the following is the Policy:
 - a. If an insured package arrives for you at Seashore Point, we cannot sign for it and it will be taken back to the Post Office, UPS, Federal Express, etc. and you can pick it up at your convenience.
 - b. For uninsured packages, we will leave them outside your door, or at the Reception desk.

For Housekeeping and Maintenance Services

I give permission for staff to enter my suite when I'm not home.

Signed _____ Suite _____ Date _____

I do NOT give permission for staff to enter my suite when I'm not home.

Signed _____ Suite _____ Date _____

cc: Housekeeping
File
Security
Maintenance



Away and Return

Name: _____ Condo # _____

Vacation: _____ Health Related _____

Approximately how long will you be away? _____

Leaving _____ Returning _____

In case of emergency, where can we reach you?

_____ Telephone # _____

Would you like to have your plants watered? _____ Yes _____ No

If you are scheduled for Housekeeping do you want this service while you are away?

_____ Yes _____ No

If you are away for an extended time do you want your monthly bill sent to you? _____ yes _____ no

Address _____

Seashore Point

Confidential

Resident Medical Information

Date _____

Name _____ Address _____ Tel. # _____

Date of Birth _____ Social Security # _____

Physician _____ Tel. # _____

Medicare Plan _____ Medicare # _____

Supplementary Insurance _____ Insurance # _____

Other Insurance _____ Hospital Choice _____

Health Proxy/Agent _____ Tel. # _____

Living Will: Yes _____ No _____ If yes, please be sure we have a copy on file

Emergency Contacts (Friends/Relatives NOT living with you)

1. Name: _____ Tel. # _____

Address _____

2. Name: _____ Tel. # _____

Address _____

Religious Affiliation _____ Clergy _____ Tel. # _____

Automobile Make _____ License Plate # _____



Physician's Statement

One of your patients is moving to Seashore Point in Provincetown, MA. We are requesting your evaluation of this individual to determine what, if any clinical needs they may have. Residents of Seashore Point purchase one or two bedroom suites within the policies of Deaconess Abundant Life Communities. They may choose to receive light housekeeping and a meal a day in the dining room. Services include trips, maintenance, and transportation to appointments, if necessary. We try to assure occupancy by elders who are able to function independently. If there is a clinical need for assistance now or in the future, we will bring home health services to that resident in their suite. Please evaluate your patient with this in mind. Thank you for taking the time to complete this so that your patient can move in when they desire.

Name of Potential Resident: _____

Date of Birth: _____

City: _____ State: _____ Zip: _____

Telephone: _____

Physical Health

Chronic Illnesses/Disease: _____

Medication: _____

Allergies/Drug Reaction: _____

Mobility Limitations: _____

Assistive Devices: _____

Wheel Chair Walker Cane Difficulty with stairs

Impairment of special Sensation: _____

Vision Hearing Smell Taste

Has this person been hospitalized in the last five years and for what reason? _____

Special Treatments: _____

Please note our community is a smoke-free environment

Does he/she use Tobacco? Yes _____ No _____ Unknown _____

Does he/she use Alcohol? Yes _____ No _____ Unknown _____

Mental Health

Mental Status Testing: _____ Date: _____

Diagnoses: _____

Current Treatment: _____

Behavior Patterns: Appropriate: _____ Inappropriate: _____

Has he/she been confined to a psychiatric hospital for care or detox? _____

Do you agree that this person is capable of self care at this time? Yes _____ No _____

If no please state the reason: _____

Do you have any reason to believe that they have a health problem which could necessitate nursing care in the near future? _____

Are you aware of any other matters we should be informed of? _____

Thank you for assisting us in assuring a pleasant living situation for healthy elders.

Signature of Physician completing form

Please print Physician's name

Address: _____

Date: _____ Telephone: _____

Additional Comments or Concerns: _____

Charges

Administrative

Copies		\$0.10 per page
Fax - With U.S. (except Alaska & Hawaii)	First 3 Pages	\$1.00 for 3 pages
	Additional Pages	\$1.00 per page
Alaska or Hawaii	First 3 Pages	\$3.00 per page
	Additional Pages	\$1.00 per page
International	First 3 Pages	\$5.00 per page
	Additional Pages	\$2.00 per page
Administrative Support	Half hour minimum	\$25.00 per hour

Food Service

Guest Meals - Lunch or Dinner in the Dining Room		\$13.95
Tray Service to Apartment (if not medically necessary)		\$2.00
Catered Functions		Quotes from Food Service upon Request

Housekeeping

Cot & Linens		\$5.00 per day
Personal Requests	Half hour minimum	\$40.00 per hour
Carpet Cleaning	\$15.00 minimum	\$30.00 per hour

Maintenance

Supplemental Services	Half hour minimum	\$40.00 per hour
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Transportation

Personal Requests within Provincetown		Free
Personal Requests Beyond Provincetown		\$20.00 per hour
Must be scheduled in advance		

Dining Services for Residents or Guests

- Express Lunch \$7.95
- Full Service Lunch or Dinner \$15.75
- Monthly Dining Program (1 meal/day, lunch or dinner) \$330
- Meal Delivery Service \$3.00 per tray plus cost of meal
- Catering Services available Pricing available upon request

Additional Services

**Transportation Services Available for Non-scheduled Trips:

	Van	\$35 per hour
	Wheelchair Bus	\$50 per hour
	Certified staff companion for transportation	\$10.00 per trip
Personal Shopper		\$26 per hour, one & ½ hour minimum charge
Companion Services		\$26 per hour, ½ hour minimum charge
Carpet cleaning		\$48 per room
Housekeeping Service		\$30 per hour, ½ hour minimum charge
Building Services (general)		\$40 per hour, ½ hour minimum charge
Building Services (senior technician)		\$55 per hour, ½ hour minimum charge
Trash Pick-up Monday, Wednesday and Friday		\$10 per week
Furniture/Appliance Removal		Priced by the cost for disposal
Guest Suite Available upon Request as available		\$100 per night, (3) consecutive nights max

Fax Machine

Continental US

\$1.00 for 3 pages
Additional Pages - \$1.00 per page

Alaska or Hawaii

First 3 pages \$3.00
Additional pages - \$1.00 per page

International

First 3 pages \$5.00
Additional pages - \$2.00 per page

Photo Copies

10 cents per page

Administrative Support

\$25 per hour, one ½ hour minimum charge

**Based on availability of staff and van.

**For assistance please contact our Receptionist.
Telephone: 508-487-0771**