

Warm Hearth Village

Founders Forest Independent Living

Resident Handbook

2023



Warm Hearth Village
Living and Learning Together

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Warm Hearth -- Mission Statement

Fostering a person-centered approach to aging in an inclusive environment that redefines retirement.

Warm Hearth Village was founded in 1974 by Wybe and Marietje Kroontje, Dutch immigrants who came to the U.S. after World War II. Eager to give something back to the country that had given so much to them, they envisioned an elder living community surrounded by and in tune with nature, a community where people's differences would be celebrated, and most importantly, a community where the respect and dignity of seniors would be of utmost importance.

A nonprofit retirement community, Warm Hearth Village is committed to enriching the lives of seniors, regardless of socioeconomic circumstances. Our history makes us unique. Our mission to serve seniors regardless of their income makes us a leader. Our vision continues to set us apart as the best in retirement living. And the legacy of our founders gives us a stable foundation and a clear direction for the future. We must never lose sight of their dreams, their sense of enthusiasm, their sacrifices and their accomplishments. These are the cornerstones of Warm Hearth Village.

Founders Forest: Overview

Founders Forest is made up of 115 single-level townhouses in five neighborhoods: Hawthorne Ridge (30), Dogwood Circle (27), Hollyhill Place (8), Woodside Terrace (22), and Oakland Square (28), where the number of units for each neighborhood is in parentheses. Residents have life leases for their townhomes and pay a monthly service fee that covers interior and exterior maintenance, snow and trash removal, and a variety of other services. All Founders Forest residents are automatically members of the Founders Forest Resident Council. As put forth in the By-Laws for the Founders Forest Resident Council, the Council Executive Committee includes representatives from the neighborhoods who act as liaisons between individual residents and the Executive Committee and with the Warm Hearth Village Management. The Council Executive Committee, in conjunction with the Huckleberry Café, puts on two meals annually for a nominal charge in the Village Center: one in December, and the other in May.

Warm Hearth Village – A Brief History

In September of 1948, Wybe and Marietje Kroontje emigrated to the United States of America from The Netherlands. They set two objectives for themselves: To become established in the US by obtaining a college education, and to make a contribution to the well-being of the American people. This contribution would be their expression of gratitude to the United States and its armed forces for having liberated Europe, and specifically the Netherlands, from five years of Nazi occupation and oppression during WW II.

By 1956, Dr. Kroontje had earned his Bachelor's Degree from Cornell University and his Ph.D. in Agronomy from The University of Nebraska, after which he accepted a faculty position at Virginia Polytechnic Institute. Thirteen years later, in 1969, while visiting Marietje's mother at an assisted living facility in The Netherlands, the Kroontjes discovered the answer to their second objective. They determined that their contribution to the American people would be to build an innovative retirement community. They envisioned a community surrounded by nature, a place where older persons could reach and maintain their maximum potential, dignity, and self-worth.

The next five years were focused on planning and organizing for the development of Warm Hearth. Initial funding came in the form of a \$60,000 grant from the Trolinger Trust, which continues to support our charitable mission to this day. A merger with the AM Showalter Memorial Foundation resulted in an additional \$331,000, and a group of New River Valley residents, known as "The Founders," donated \$100,000. These resources enabled the eventual purchase of 220 acres of land in Montgomery County and Blacksburg. Subsequent donations from Robert F. Karr and the general public were used to install water, sewer, electricity and roadways.

Once the desired land was acquired, attention turned to the creation of a 100 year plan for Warm Hearth Village. This map for the future was based on a neighborhood concept, wherein five distinct neighborhoods would be built at twenty year intervals to allow contemporary innovations with regard to the changing needs of seniors in the modern world. A Village Center and health and

wellness facilities would be centrally located to serve residents of all neighborhoods.

As the 100 year plan was being developed, the Warm Hearth Board made two key decisions that would guide the future of Warm Hearth Village:

- 1) To make the community financially accessible to all socioeconomic segments of the older population.
- 2) To develop relationships with institutions of higher learning located in the region.

From the 1980s to the present, Warm Hearth's story has been one of growth and development. Trolinger House and The Karr Activity Center were the first two facilities to be completed in 1982. New River House and the first of our townhome neighborhoods, Dogwood Circle, followed soon after in 1983, and the Showalter Center was completed in 1984

The remaining townhome neighborhoods of Oakland Square, Hollyhill Place, Woodside Terrace and Hawthorne Ridge were built over the intervening decades. The Kroontje Healthcare Center was completed in 2000 and The WWII Memorial Park in 2003.

In addition to the development of housing and related campus services, the 100 year plan anticipated that Warm Hearth would extend its services to the residents of Southwest Virginia, allowing the rural elderly to stay in their respective communities and homes. This has been realized through the development of Warm Hearth at Home, which began serving clients in 2009.

Dr. and Marietje Kroontje have passed away, but their legacy lives on at Warm Hearth Village. Our Board and staff have followed the 100 year plan, resulting in the development of single family homes at WoodsEdge starting in 2007, and the completion of The Village Center in 2013.

LEASE

The rules in this handbook are considered part of your lease. Your lease however has a great deal of important information and is a legal document. Please read and be aware of all aspects of your lease as it is the principal governing document used

by management. Residents are also expected to abide by changes and additions to the Resident Handbook established after the effective date of your Lease Agreement if:

- 1) The rules are reasonably related to the safety, care, and cleanliness of the building and the safety, comfort, and convenience of the residents.
- 2) The Housing Office provides written notice of any rule change or addition to the residents at least thirty (30) days before the rule is to take effect.

TELEPHONE

Your residence is pre-wired for easy installation of your own telephones in the kitchen and most of the bedrooms. We suggest you contact the local telephone company for service and for any phone related issue. The local carrier is **Verizon** at **1-800-826-2355**.

GAS COMPANY

The homes in Hollyhill Place, Woodside Terrace, and Hawthorne Ridge are equipped with gas furnaces and gas water heaters. You will need to call **Atmos Energy** at **1-888-286-6700** to have the account switched to your name.

ELECTRIC POWER

When you move into your residence, the electricity will already be connected, but in Warm Hearth's name. You need to immediately arrange to have the electricity switched into your name. **American Electric Power** can be reached by phone at **1-800-956-4237**.

CABLE TELEVISION / INTERNET / TELEPHONE

All residences in Warm Hearth Village are pre-wired for Cable TV service and high speed Internet. Both are available for a fee. To obtain television cable service and/or Internet, or network phone service, call Network Services at **443-0408**. Channel 3 is the Warm Hearth event and special announcement channel. Sign-up sheets and fee schedules are included with the move-in packet.

TRASH COLLECTION

Trash is picked up on Monday and Thursday in all of the Founders Forest neighborhoods. Notices will be placed on the bulletin boards if service is going to be changed for any reason (such as holidays). Each neighborhood has trash depots except for Oakland Square and Dogwood Circle which place their trash bags curbside or in the adjacent breezeways on Monday and Thursday. Trash collection begins at 2pm. Trash placed out for pick up should be in a container or tied garbage bag the morning of collection (not overnight please).

RECYCLING

Recycling bins are located in the central trash depots at Holly Hill Place, Hawthorne Ridge, and Woodside Terrace; and in breezeways at Dogwood Circle and Oakland Square.

Warm Hearth Village's waste stream is divided into two parts: **Single-Stream Recycling (SSR)** and **Trash. Do not mix them.** Separate containers for both parts of the waste stream are found in the corrals and/or on the breezeways.

SSR items should be placed in the proper container **without bagging** since items must be visible for further processing.

Trash items **should be bagged** for easier handling.

There is a third option at WHV, Trex: Grocery bags and other thin plastic will be rejected by SSR but if put in the five *Trex* collection bins on campus will be collected and turned into *Trex* to be used to make wooden benches and decking. See the poster outside the Village Center main entrance for details.

Single Stream Recycling (SSR) at WHV

Montgomery Regional Solid Waste Authority (MRSWA), who is the recycle deposition agency for WHV has a "Single-Stream" Recycling (SSR) program, meaning that all recyclable materials can be placed in the same recycle container. We strongly encourage you to recycle within the following guidelines:

- Please **DO NOT** add any additional containers to your recycling area, without obtaining prior approval from the Housing Office (552-2419). Any

unauthorized containers found in the recycling area will be removed by our maintenance staff.

- Recycling is picked up twice per week, generally Tuesdays and Fridays in the early morning. If the recycling containers in your area are full, please **DO NOT** leave additional materials on the ground next to the containers. Please take those materials to the Blue Recycle trailer at Showalter or take them back into your home and wait until the containers have been emptied. Otherwise, put them out with the Trash.
- Cardboard is allowed in your recycling containers. Break down all cardboard boxes. If they do not fit in the SSR containers without jamming, then take them to the Blue Recycle trailer at Showalter. As a last resort place them in the Trash. However, the cardboard must fit in plastic bagging when placed in the Trash. Do not leave cardboard on the ground as it can get wet causing rejection and extra disposal expense.
- **DO NOT** bag any recyclables in plastic or paper bagging. These are sources of rejection of the entire SSR load to the Trash with an additional fee currently of \$21.50 per ton.

Montgomery Regional Solid Waste Authority (MRSWA) accepts the following in:

Single-Stream Recycle with NO bagging of any sort, combine items loose in the recycle container)

- **Plastic Products**
 - ONLY #1 & #2 plastic bottle, jugs, and “food containers”
 - Bottle and jugs are preferred with lids in place (don’t check the recycle code of the lids.)
 - Acceptable “Food Containers” are defined as #1 or #2 plastic units with a lid in place and closed.
 - **No** plastic trays, even if they are #1 or #2 plastic!
 - #1 or #2 drinking cups are not acceptable—these are not “Food Containers”.
 - No other #1 or #2 plastics are allowed.
 - If you are uncertain look for the #1 or #2 arrow symbol on the plastic. If you can’t find or can’t read the symbol, then **THROW IT IN THE TRASH.**

- Please recycle plastics food-free & dry items.
- Paper labels need not be removed.
- Shrink-wrapped plastic labels should be removed
- **Paper Products-Dry**
 - Newspaper, Magazines, Catalogs, Office paper,
 - Paper-backed books and Junk mail
 - Envelopes without liners, but cellophane windows are OK.
 - Cardboard Boxes (Cereal, Pizza, Gift, etc. Boxes) empty without liners or bags. Break them down. Clean, Stained pizza cardboard is OK.
 - Corrugated Cardboard, shipping, and packing, boxes broken down.
 - Paper Grocery Bags must be folded flat. Nothing in the bags.
 - Paper Tube Cores (from paper towels & toilet paper)
 - Phone Books
 - Envelopes, Any Color (with or without cellophane windows), but no Tyvek® envelopes (non-tear able envelopes).
 - Manila Folders
 - Wrapping Paper (brown & Christmas wrapping)
- **Glass-Empty**
 - Bottles and Jars, preferred without caps-any color..
- **Cans-Empty**
 - Aluminum Beverage Cans. Attached tabs OK.
 - Steel and Tin cans without lids unless lids are firmly attached.

Montgomery Regional Solid Waste Authority (MRSWA) rejects as UNACCEPTABLE in Single-Stream Recycle the following:

Note: Contamination of the Single-Stream will raise disposal costs and result in the entire "LOAD" being sent to the Trash.

- **Paper towels, napkins, and tissues**
- **Jar, bottle, or can tops unless attached to the containers**
- **Cat food cans**
- **Composite containers such as cardboard containers with metal bottoms and/or rims**
- **Aluminum foil or aluminum disposable cook pans or sheets**

- **Hard cover books**
- **Styrofoam of any form, especially foam food containers!**
- **Shredded paper-bagged or not**
- **Used or new aerosol spray cans**
- **Plastic bags**
- **Bagging of any kind in Single-Stream Recycle**
- **Foods or liquid**
- **Hoses, wires, chains, or cords.**
- **Electronics**

IF IN DOUBT, THROW IT

For more information about what items are and are not recyclable, please visit the Montgomery Regional Solid Waste Authority (MRSWA) website at www.mrswa.com. For general questions, contact the Director of Housing and Resident Services rhickerson@warmhearth.org or 443-3410.

MAPS

Maps of the community and walking trails are available from the Housing Office and the Village Center Concierge Desk upon request.

NEWSPAPERS

For newspaper subscriptions and deliveries, please make the necessary arrangements with a carrier. *The Roanoke Times*, our local newspaper, can be reached at 1-800-346-1234. Please remember to stop your paper if you plan to be away for an extended period of time.

TRANSPORTATION

Warm Hearth residents have several options for local transportation. Our village mini-bus makes periodic trips into Blacksburg and Christiansburg, and

transportation is provided for off-site activities scheduled by Warm Hearth. Additionally, several full days each week are devoted to shuttling residents to their physicians. Please call the Housing Office (552-2419) to sign up for any regular or special trip. You can also call the bus phone numbers to speak with directly with a driver #540-320-9368 (Off Campus) or #552-239-1600 (Intra-Village)

EMERGENCY PENDANTS

If you have a medical emergency, **please call 911 immediately**. While our emergency system is very reliable, no computer or pager system is perfect. 911 is your primary source for emergency help.

Permanent emergency pendants are/or portable pendants are also provided and should be kept on your person or in an easily reached location inside your home. Please use only in case of emergency. Pressing the button on your pendant will send a signal for help to Warm Hearth staff.

The range on the pendants is limited; it will generally work **ONLY** inside your unit. However, we do suggest that if you are walking the Warm Hearth trails, you should carry both your pendant and a cell phone so that in the event of an emergency, you can alert help to your location.

Calling 911 and The Housing Office by telephone should be your first actions in case of an emergency. If you cannot reach a telephone, push your pendant alarm. All of these systems work together to increase the speed and effectiveness of getting you the assistance you need.

Should you move away from Warm Hearth, you must leave your pendant. A \$100 replacement fee will be applied to any lost or unreturned pendant. The pendants self-check and alert the staff when their batteries get low.

KEY PHONE NUMBERS

Emergencies, Police, Fire:

Dial 911

Office of Housing and Resident Services/Security or Maintenance (24 hour coverage):

552-2419

Activity Coordinator Office / Village Center Desk:

443-3457 / 443-3800

Montgomery County Sheriff/Animal Control:

382-5795

MAINTENANCE AND REPAIRS

Reporting Maintenance Issues

Non-emergency maintenance issues will be repaired between the hours of 8:00 A.M. and 4:30 P.M. Emergency calls have priority over all routine requests.

All work orders **MUST** be reported through the Housing Office, either by phone or through the online work order system by logging onto www.founderforest1.com. In cases of emergency maintenance needs, call **552-2419** immediately. Either a staff member or the Answering Service will relay the message to the Maintenance Department and someone will respond as soon as possible. Please do not report maintenance requests to housekeeping, maintenance personnel, or other staff members.

Mechanical problems or failures should be reported immediately to insure your safety and to prevent further damage. We strive to resolve all non-emergency work orders within 48 hours. Emergency orders are handled ASAP.

The following are considered to be emergency situations:

- Water leaks (other than faucets)
- No heat (during winter)

- No air conditioning (during summer)
- Water heater inoperable more than one day
- Commode stopped-up or overflowing
- All sewer back-up
- Oven inoperable more than one day
- Entrance lock broken
- Electricity out and breakers in proper position
- Refrigerator not working
- Anything that endangers you or your guests

Ongoing Maintenance: Warm Hearth Village will:

- Clean all common areas of the village
- Maintain the common areas and facilities in a safe condition
- Arrange for collection and removal of trash and garbage (except cardboard) from designated areas
- Maintain all company equipment and appliances in a safe and working order
- Make necessary repairs with reasonable promptness
- Maintain exterior lighting in good working order
- Maintain grounds and shrubbery
- Manage snow removal from parking lots and walkways

Ongoing Maintenance: Each Resident will:

- Keep the unit clean
- Use all appliances, fixtures and equipment in a safe manner and only for the purposes for which they are intended
- Not to litter the grounds or common areas
- Promptly notify the Housing Office of any defects in plumbing, fixtures, appliances, heating/cooling equipment, or any other part of the unit
- Remove garbage and other waste from the unit in a clean and safe manner, taking care to thoroughly seal food and refuse so as not to attract insects or rodents.

BREAKER BOXES, OUTLETS, FIXTURES

Outlets: There are double receptacle wall outlets throughout each residence. **To reduce the risk of fire, please use power strips rather than extension cords.**

Fixtures: A work order should be placed with the Housing Office should you need a bulb to be replaced in any permanent light fixture in your residence. If you need help changing the bulbs in your personal lamps, you may also put in a work order, although you will need to supply your own light bulbs.

Circuit Breakers: Each residence is equipped with a circuit breaker in case of power overload. If you lose the electricity in your residence, check to see if the circuit breakers are all in the "ON" position. Wait approximately five minutes before you reset the breaker. A tripped breaker must be switched to the "OFF" position, then back to "RESET". If this does not correct the problem, please call the Housing Office.

HANGING WALL DECORATIONS

Your residence is your home. Feel free to hang wall decorations using standard picture hangers.

INSURANCE

Although Warm Hearth Village is a very safe community, we do strongly recommend that you acquire rental insurance for personal items such as furniture, jewelry, rugs, and other valuables that are in your residence. Warm Hearth Village insurance covers only property belonging to the Village. Any damage, through either action or neglect, to any building or residence by a resident which is not covered by the Warm Hearth Village policy will be the responsibility of the resident.

PARKING

Parking space is limited at Warm Hearth. All vehicles **MUST** be registered with The Housing Office. We require the following information: Year, Model, Color and License Number. If at any time you change vehicles, please register the new vehicle and receive a new parking sticker.

Upon registration, you will be given a Warm Hearth Village parking sticker which must be affixed to your vehicle's rear window and displayed at all times.

Each home has one assigned parking space; second cars may be parked within each neighborhood's additional parking areas on a first-come first-serve basis. Campers, boats, wagons, and other such vehicles can be parked in our overflow parking lot with prior approval and for a monthly fee if applicable. Please check with Housing for availability and costs. The spaces marked for "Future Resident Parking" by the Village Center are to be left open for the Office of Marketing during all work hours.

Overnight guests must obtain a visitor parking permit from the Housing office. **Residents should ask their visitors to park in the Visitor parking areas only.**

Warm Hearth is not responsible for any damage to vehicles left in our parking lots. All cars parked on Warm Hearth Village property are required to be running and operable according to Virginia State ddlaws. We suggest you keep your vehicle locked when not in use for security.

SOLICITING

Soliciting on the premises, including political canvassing, is prohibited. If anyone should come to your door soliciting, please notify the Housing Office immediately. Promotional activities (Tupperware parties, cosmetic programs, etc.) may not be held in the public areas of Warm Hearth Village without prior approval, but you are free to sponsor such parties in your residence.

TRESPASSERS

If you see any person or persons on the grounds or in the hallways that cause you to be suspicious, call the Housing Office so that an employee can investigate.

PETS

Residents are permitted to have pets. Any resident who owns a pet must sign the Warm Hearth Pet Policy Agreement. All pets must have current inoculations, be spayed or neutered, and have proper licenses and tags. Licenses may be obtained at the Montgomery County Court House in Christiansburg. For more information, call 382-5723.

All dogs and cats must be walked **ON LEASH** away from the buildings and lawns. They must be on a leash at **ALL TIMES** they are not inside your home. This includes parking lots, trails, and all common areas. Owners must remove pet waste from village property. Verified violations of this policy will result in a progressive disciplinary action. **NO** animal deemed aggressive by Animal Control or the Health Department is ever allowed on Warm Hearth Property.

Warm Hearth is a pet friendly community. Please be aware that you will likely encounter and interact with pets on the common property from time to time.

FIRE

Fire Extinguishers are located in each Founders Forest home. Remember to always call 911 once you are in a safe place in case of a fire even if you are able to extinguish it on your own. The fire department will respond and verify that all fire has been extinguished. A fire safety company will inspect the fire extinguishers yearly. When using any fire extinguisher remember the following acronym: P.A.S.S.

- P = pull the pin
- A = aim the fire extinguisher
- S = squeeze
- S = sweep/spray the area

EXTERMINATING SERVICES

Exterminating services are provided throughout the village on a set schedule, and are also available to residents on an "as needed" basis. Please notify the Housing Office if you see any sign of pests or rodents. Good housekeeping practices are essential to keeping the buildings pest free.

Our exterminator comes on the 2nd Tuesday of each month. In January, March, May, July, September, and November, they treat Hawthorne Ridge, Holly Hill Place, and Dogwood Circle. In February, April, June, August, October, and December, they treat Oakland Square and Woodside Terrace.

LOCK-OUTS

If you should lock yourself out of your home, please call the Housing Office. Charges will be assessed only for repeated lockouts.

BULLETIN BOARDS

Bulletin boards are located near the mailboxes in each neighborhood. Any special information or communications will be posted on these boards. You may post announcements of your own on these boards provided they are first approved by the Housing Office. The beige "Letters" box located near the bulletin board is ONLY for mail to the Housing Office (surveys, suggestions, and service fee checks). Do NOT put outgoing US Mail in these as they are checked infrequently.

COMMUNICATIONS/VILLAGE NEWS AND UPDATES

The President and CEO of Warm Hearth Village conducts a Town Hall Address every other month to present updates on the status of our community. This meeting is announced in The Warm Hearth Log, a monthly publication distributed throughout the Village. The Log is available in each mailbox area, on our website (retire.org), or by email. Hard copies may also be found at the Karr Activities

Center and the Village Center. Channel 3 of cable network is also a good source for Village updates.

THE VILLAGE CENTER

Fitness Suite

Fitness center membership for all residents is one of the benefits of living at Warm Hearth. We encourage you to take advantage of these facilities for your continued health and social well-being. Showers, dressing rooms, and towels are available for your use. Storage space is available in all workout areas for your personal belongings. Equipment orientation may be scheduled by calling 443-3474.

Schedules for land and aquatic fitness classes will be posted in the building, on cable channel 3, and on our website at retire.org.

Daily guest passes may be purchased from Fitness Center staff. Full day guest passes are \$10.00 per day, and a limited \$5.00 pass is available for group fitness classes. Guests must be over 18 years of age.

Periodically our fitness staff will schedule family swim time. Each family swim day is free for all Warm Hearth residents and their family members of all ages. Children must be actively supervised at all times. **There is no lifeguard on duty.**

The Huckleberry Cafe

The Huckleberry Café features a variety of fresh, local food and drink options in a casual setting. The daily specials are posted in the Village Center vestibule and on the café menu board. Menu selection changes seasonally. You can call ahead for faster service at 443-3801.

Events and Catering

Warm Hearth organizes a variety of events at the Village Center. Tall Oaks Hall features a stage, catering kitchen and outdoor terrace. A schedule of upcoming events is posted on the bulletin board in the fitness center hallway, on cable Channel 3, in The Log, and online at retire.org under the Village Center tab.

Tall Oaks Hall, Woodland Studio, Magnolia Terrace and Locust Square can be reserved for private events.

Social Gathering Spaces

The Village Center Living Room is a welcoming place to gather with friends or to enjoy the offerings of The Huckleberry Café. This inviting space includes a lending library, a large stone fireplace, a flat screen television, comfortable seating, and beautiful views. Free Wi-Fi is available throughout the building and a computer station is located in the living room for use by our residents.

A small conference room is located off the fitness hallway and is available for reservation. It features a conference table and chairs to seat eight people. Anyone interested in reserving this space should contact the marketing department at 443-3416. The social spaces are accessible during regular building hours and we encourage residents to think of these areas as an extension of their home.

The Village Center -- Hours of Operation

Building and Fitness Center Hours

Monday through Friday

7:00 AM – 5:00 PM

Saturday

10:00 AM – 2:00 PM

Sunday

Closed

The Huckleberry Cafe

Monday - Friday

8:00 AM - 2:00 PM

Closed Saturday and Sunday

The Village Center Welcome Desk is staffed by volunteers and Village employees from 9:00 AM to 5:00 PM during regular business hours. A variety of concierge

services are available at the Welcome Desk, such faxing, providing stamps and shipping materials for purchase. Call 443-3800 for details.

CARSON LIBRARY/VILLAGE CENTER LIVING ROOM

Warm Hearth Village maintains two lending libraries. **The Frances Carson Library** is located on the first floor of New River House and the Village Center living room also has books available for your use. Check out is on the honor system; just be sure to return the books you borrow. The books and magazines in the library have been donated by residents and community patrons.

ABSENCES

You are, of course, free to come and go as you wish; however, we would appreciate it if you would notify the Housing Office when you plan to be away overnight or for any extended period of time. This will help us to provide for the safety and security of your home. During prolonged absences, management will check on your residence and may perform preventive maintenance services (such as cutting off water to a unit or making sure heat is set to an appropriate level) for the safety of the community.

ALCOHOL, DRUGS, AND NO SMOKING POLICY

Warm Hearth Village is a drug-free and smoke-free campus. Smoking is strictly prohibited in all common areas inside any of our buildings. Any person who uses medical oxygen is prohibited from smoking or having any visitor smoke inside their residence.

Wine is served at Showalter social events, and beer and wine are available at the Village Center, a licensed ABC vendor. We trust that you will be tolerant of others whose views on the use of alcohol may differ from your own. The consumption of alcoholic beverages within your own residence is a personal matter. **Please remember that YOU are responsible for the behavior and safety of all visitors to your residence.**

The use, sale or manufacture of illegal drugs is strictly prohibited.

RESIDENCE ALTERATIONS

All proposed alterations to a townhome must be submitted to the Housing Office for consideration. If approved, Warm Hearth will work with the resident in arranging for an approved contractor to make the alterations.

Certain alterations, with prior approval by the Housing Office, may result in an increase in your Life Lease and therefore increase your refund amount. Certain Green Upgrades and even other upgrades that would result in an increase in the long term value of the home will be considered (for example, adding sunrooms, converting an unfinished basement to livable space, and the like). Please check with the Housing Office for eligibility prior to any alterations.

The resident may not do any of the following without first obtaining written permission from the Housing Office (please refer to contractor's policy included in your move-in packet).

- Change or remove any part of the appliances, fixtures or equipment in the unit.
- Paint or install wallpaper in the unit.
- Attach awnings or window guards in the unit.
- Place any aerials, antennas, or other electrical connections in the unit.
- Install solar panels, sky lights or other alterations to the roof of residences.

COPIER

Copiers are located at the Karr Activity Center and at the Village Center. They are available for use during normal office hours. Please ask a staff member to help with the copier. There is a small charge per copy.

FAXING

There are fax machines located in the Karr Housing Office and Village Center Marketing Office for use by residents during normal office hours. There may be a charge for long distance faxes, please check with staff.

DINING

There are several on-campus dining options for residents, guests, and visitors of Warm Hearth. **Showalter Center Dining Room** (located on the first floor of Showalter Center) offers three wholesome meals a day. Reservations can be made with the Dining Room by calling 443-3429. Weekly menus are listed on Channel 3 and prices are available from the Showalter Office. The **Fireside Grill** located adjacent to the Dining Room serves light lunches made to order. The **Huckleberry Café** at the Village Center is open for breakfast and lunch Monday through Friday and offers a wide variety of food. Please call 443-3801 for daily menu specials. Catering from the **Village Gourmet** at the Village Center is available.

ACTIVITIES AND OPPORTUNITIES

Here at Warm Hearth, there is always something going on. Each week you will find a wide variety of music performances, plays, school visits, off-campus lunch trips, religious events, classes, educational sessions, monthly birthday celebrations and holiday events at the Showalter Center, The Karr Activity Center and The Village Center.

Please let the Life Enrichment staff know if you have suggestions for activities.

VOLUNTEERING

Whether helping out at the Treasure Trove, visiting shut-ins, or stapling newsletters, volunteers are always much needed and greatly appreciated! For

more information about opportunities to volunteer, please contact the Activity Staff in the following locations: Showalter (443-3435), Kroontje Center (443-3453 and 443-3411), and The Karr Center (443-3810).

COMPLAINTS

Please remember Warm Hearth Village is a community, and the things we do affect those around us. Complaints regarding noise, resident conduct, or other incidents that you are unable to resolve should be made in writing to the Director of Housing. Do not take it upon yourself to enforce the rules of this community.

Management is NOT at liberty to discuss confidential actions either taken or planned with regard to the resolution of resident complaints. A generous sense of community spirit can solve almost every conflict. One of the true keys to enjoying life is finding a way to get along with others.

PROGRESSIVE DISCIPLINE

In resident surveys, Warm Hearth was given the clear message that although enforcing rules is necessary, it should be done in a compassionate manner, starting with a reminder of the rules, progressing through a series of fines and finally, if all else fails, formal lease termination.

To this end, we use the following system for all but the most serious of violations. A first offense will result in a friendly letter reminding the offender of the rules. A second offense will result in a letter and a \$10.00 fine will be assessed. The third violation will incur a \$50.00 fine, and the fourth will escalate to a \$200.00 fine.

Persistent violations or refusal to pay fines will necessitate cancellation of the resident's lease.

YARD SALES

Individual yard sales are not permitted within the village without written approval from the Housing Office.

WILD ANIMALS

Pets

Any animal found outside without a leash will be considered a wild animal and will be subject to capture and removal. Refusal to abide by these rules will result in progressive disciplinary action.

Feral Cats

Feral cats are wild animals and should be treated with caution. Warm Hearth is not authorized to remove these animals. Please call Montgomery County Animal Control at 382-2951 with any questions or complaints about cats or other wild animals.

Warm Hearth does work to trap, neuter, vaccinate, and release feral cats. We also have volunteers and approved feeding stations to ensure they are humanely treated. If you wish to know more or volunteer, please contact the Housing Office.

Wildlife

Residents are not permitted to feed wild animals anywhere on Warm Hearth property without approval (see above, **Feral Cats**). This includes, but is not limited to, feral cats, squirrels, raccoons, deer, and other wild mammals. Any unauthorized food or food containers will be removed without notice.

Bird feeders are acceptable. Please store any seeds or feed inside where it cannot attract animals.

Feeding animals on your patio or deck is a violation of our rules and poses a danger to you and your neighbors. Warm Hearth is set in a lovely wooded campus, and with this beauty comes a wide variety of wild animals, birds, and reptiles. While we will work to relocate any troublesome animals, it often takes time to coordinate our efforts, particularly if we have to work with other agencies. If you have an emergency concern, please call Montgomery County Animal Control, 382-2951.

GUESTS / OCCUPANCY

Only those persons listed on your Lease Agreement are permitted to occupy your residence. **All visitors** to your residence are your responsibility. Please instruct your guests to abide by the rules and regulations of Warm Hearth Village. You are welcome to have guests in your residence; however, due to Federal housing regulations, **NO GUEST IS ALLOWED TO STAY MORE THAN 14 DAYS WITHIN A 12 MONTH PERIOD.** Visiting children must be supervised by you or another adult at all times while they are on Village property.

The following rules will be enforced for the protection of children, guests and residents, as well as for the security of our buildings:

- Children/guests/residents may not play with the Emergency Cords/Pendants in any residence.
- Children/guests/residents may not ride bicycles, roller-skates, or use skateboards, scooters, Heelys, hoverboards, or the like, on sidewalks, trails, grass, hallways, parking lots or other common areas.
- No water or recreational outdoor toys (swimming pools, sliding boards, water guns, swing sets, etc.) are allowed.
- No remote control toys are allowed including drones.
- No BB or pellet guns are allowed on Warm Hearth property.

KEYS

When you move in, you will be given the required keys for your home. Key replacement may require a new lock for your protection, so please be careful not to lose any of these keys. All keys **must be returned** to the Housing Office upon your move out. Duplicate house/apartment keys may be made at any local hardware store or key shop at your expense.

The resident may not install additional or different locks or gates on any doors or windows of the unit without written permission of the Housing Office

EMPLOYEE RELATIONS

Warm Hearth Village employees are expected to be courteous and helpful at all times. Complaints about employee behavior should be made in writing directly to the Director of Human Resources.

Tippling any employee is prohibited. If you are pleased with an employee's work, a kind word is always appreciated. If you would like to make a gift in an employee's name, please consider contributing to The Warm Hearth Foundation and/or The Employee Appreciation Fund.

RESIDENT DIRECTORY

The Office of Housing and Resident Services maintains a directory of each resident's home/apartment number and phone number. If you would like a copy, a small fee of .25 is charged to cover copying expenses. If you wish to be unlisted, please contact the Housing Office.

FOUNDATION AND CHARITABLE GIFTS

Warm Hearth Village is a non-denominational, nonprofit community. The Warm Hearth Foundation is led by a volunteer Board of Trustees who implement annual and capital fund raising campaigns for charitable causes throughout the Warm Hearth community and for the continued support and improvement of the village.

Please stop by the Development offices in the Karr Center and the Village Center, or call 443-3406 for more information about ways of giving to Warm Hearth.

EMERGENCY GENERATORS

Townhome residents may install a personal generator at their own expense and with prior approval from The Housing Office. Please submit your request prior to purchase.

Non-permanent generators (gasoline or propane) may be purchased and **stored empty of fuel** in basements or crawlspaces. Fuel must be stored **outside the home** in approved containers with a stabilizer added. For further information on requirements, please contact the Housing Office for a copy of our Generator Policy.

HEALTH CARE SERVICES AT WARM HEARTH VILLAGE

All residents of Warm Hearth Village enjoy priority access to our full continuum of health care services, for both short and long-term solutions. Please call the Marketing Department at 443-3415 for more details.

Showalter Center: Residential & Assisted Living

Spacious studios and one or two bedroom apartments are ideal for seniors who either require daily assistance with up to four activities of daily living (ADL), or for those who prefer a more catered lifestyle within a safe and secure environment. Meals, housekeeping and most nursing services are included.

The Willows: Level Two Assisted Living

The Willows provides intensive assisted living support for residents who require assistance with more than four ADLs. The Willows features private, deluxe semi-private, and semi-private rooms. Rooms in the Willows are unfurnished, giving residents the opportunity to bring their own furniture from home so they may create a space which is uniquely their own.

The Arbor: Memory Care

At Warm Hearth Village, we recognize that people living with cognitive impairments need specialized care. The Arbor offers care for persons with middle to late-stage cognitive impairments. Private and deluxe semi-private rooms provide a secure, home-like environment.

The Cove: Long-Term Nursing Care

The Cove provides a caring, home-like environment for seniors who require long-term care. Rooms are available with private, deluxe semi-private, and semi-private settings. Each room is furnished and residents are encouraged to bring some of their own furniture and decorative items from home to personalize their space.

The Cove: Short Term Rehabilitation Care

The Cove also offers rehabilitation and skilled nursing care for those needing recuperative treatment following a qualifying three-day hospital stay. Therapy services are individually tailored to allow patients to return safely home. We offer physical therapy, occupational therapy, and speech therapy. Our nurses help with education, nutrition, medication management, wound care, and personal care. We provide a safe and caring environment to maximize the potential for a successful recovery. Upon discharge we will devise a continued plan of care to provide support when you return home.

Warm Hearth at Home

There's no place like home, and Warm Hearth offers many in-home health and companion services. Companions/Homemakers and Personal Care Attendants are available for a minimum of 4 hours and up to 24 hours a day for in-home services. Available services include companionship, light housekeeping and errand running, and assistance with Activities of Daily Living (ADLs).

In the very near future Warm Hearth at Home will offer Home Health services as well. These offerings will include: rehabilitation, licensed nursing services, and skilled therapies. Details will be provided as these services become available.

From time to time, a resident may require a caregiver for in-home support due to recovery from surgery or illness. If you contract with a caregiver other than Warm Hearth at Home, they should be made aware of the following:

- Warm Hearth is a Non Smoking Campus
- Requirements for Trash and Recycling
- 25 mile per hour Speed Limit
- Food delivery from Showalter may be arranged by calling 443-3429.

Caregiver Guides are located at the neighborhood Bulletin Boards or from the Housing Office.

EMERGENCY PREPAREDNESS PLAN

Purpose of Plan:

The purpose of this plan is to ensure that communication channels are in place to identify and report unforeseen service outages and/or potentially hazardous conditions in a timely manner so that appropriate steps may be taken to address the situation while continuing to ensure resident safety. The Plan also addresses steps to be taken to communicate the status of the situation to residents as information becomes available. Since unplanned interruptions occur with virtually no warning and at any time and place, it is of critical importance that all residents familiarize themselves with this Plan and understand their role and responsibilities.

Resident Roles and Responsibilities

- Upon discovering or identifying a problem, the first step is to remove yourself from any imminent danger.
- If the situation presents an immediate health threat, call 911.
- Call the Housing Office main number at 552-2419. Please provide as much detail as possible about the nature of the service outage or emergency to the Housing Office staff or answering service personnel. Give your name, your location and how you may be contacted. Note: If local phone service is unavailable please locate a cellular phone in order to place the call.
- If you do not receive a response within 15 minutes, please call the answering service back to get an update. The answering service is responsible for continuing to try to reach the on-call maintenance technician until they are successful.
- If the answering service does not respond please call the on-call maintenance technician directly at 540-605-0711.
- If this is not successful, please call the Director of Physical Plant Services at 540-577-1401.
- If you cannot reach the on-call maintenance technician, please page or call the Director of Housing and Resident Services at 540-392-8030.

- After receiving notification of the situation, the individual receiving the call will then take the lead in coordinating staff to assist residents as needed.
- If it is determined that the service outage will be of a prolonged nature, The Karr Activity Center will become a communication and support center.

DISASTER EVACUATION PLAN

Warm Hearth Village Disaster Evacuation Plan – Independent Housing Residents

Purpose of Plan:

The purpose of this Plan is to ensure the safety of all residents and staff in the event that evacuation of one or more Warm Hearth facilities becomes necessary. Following the responsibilities and steps outlined in this Plan will result in a safe and orderly response to potentially hazardous situations, thereby minimizing the risk of injury to residents and staff. Since a disaster can occur with virtually no warning and at any time or place, it is of critical importance that all residents familiarize themselves with this Plan and understand their roles and responsibilities if the need to evacuate should arise.

Resident Roles and Responsibilities:

1. Upon discovering or identifying a disaster, the first step is to remove yourself from imminent danger.
2. Call 911
3. Activate the nearest emergency pendant and call the Office of Housing and Resident Services at 540-552-2419. This will alert the staff member on call for Founders Forest, WoodsEdge, New River House, and North and South Trolinger House. That individual will then take the lead in coordinating staff to assist residents as needed. All Warm Hearth employees have been trained to respond to emergency situations in accordance with the Village-wide Emergency Preparedness Manual, copies of which are kept in each facility throughout the Village.
4. Assist in the evacuation of other residents as needed. Independent living residents may of course choose to leave Warm Hearth at any time and at their own discretion. However, in the event that residents elect to remain in

the Village and provide/receive assistance, the following protocol will apply:

- If a disaster is contained to one area of Founders Forest, WoodsEdge, New River House, or North or South Trolinger House, evacuate to an unaffected area within the facility/neighborhood.
 - If a disaster is more widespread and warrants evacuation from the facility or neighborhood, evacuate to The Karr Activity Center.
 - If a disaster requires Village-wide evacuation, staff will arrange for temporary shelter and assistance with transportation. Warm Hearth has secured the services of the following organizations in the event of a Village-wide evacuation: Montgomery County Red Cross, Montgomery County Public Schools, Heritage Hall, Lifeline and Carillion Transportation.
5. If an evacuation is Village-wide, staff will direct residents to the safest, most appropriate exit route. In the event that you happen to be visiting Showalter Center or the Kroontje Health Care Center, the following protocols apply:
- If a disaster is at Showalter Center, evacuate to stairwells if safe; if not safe, evacuate to outside of building. If the entire building is involved, evacuate to the Cove and Willows dining rooms at The Kroontje Center.
 - If a disaster is at The Kroontje Center, evacuate to uninvolved wings behind fire doors; if not safe, evacuate to outside gazebos. If the entire building is involved, evacuate to The Showalter Center dining room.

SHELTER IN PLACE

In case of a power failure, The Karr Activity Center, located between North and South Trolinger Houses, has full generator capability, providing heat/air conditioning, lights and electricity. During a power outage, residents are encouraged to make temporary use of The Karr Center to warm up/cool off, charge electronic devices and equipment as needed, and prepare food.

It is important to understand that the Karr Center cannot provide continuous shelter for all of our independent living residents. Having a plan to stay warm and safe in your own residence is essential to your safety and comfort.

While the staff of Warm Hearth makes every effort to prepare for emergencies, each individual resident should also be prepared.

ALL residents are encouraged to:

- Keep emergency supplies in their homes.
 - 3 gallons of water per person.
 - Food that won't spoil or need cooking and a can opener.
 - Flashlights and extra batteries.
 - Battery powered radio.
 - First Aid Kit.
 - Warm clothes, blankets, sleeping bags.
 - Photocopies of credit and identification cards.
 - Special personal needs items, such as prescription medications, eye glasses, contact lens solutions, and hearing aid batteries.
- Keep their emergency pendants in predictable, reachable locations, preferably on their person at all times.
- Have a cell phone and keep it charged.
- Give some thought to the question, "What will I do if the power is out for several hours or days?" and make a plan. Oxygen users should have a supply of emergency tanks. CPAP users should consider purchasing a battery backup for their CPAP device.
- Keep emergency contact numbers for relatives in an easily accessible location.

Who to contact:

- Call 911 if there is any immediate danger or illness.
- Call 552-2419, the Warm Hearth Answering Service, to report power outages, HVAC problems, water leaks and similar emergencies.
- If the power is out and the land line phones do not work, if you have a cell phone, you can call the On-campus Maintenance/Security cell phone at 605-0147 or the Maintenance On-call cell phone at 605-0711. Staff will make every effort to be on site to check on residents, assist with transporting residents to The Karr Center if needed, and to help those with special needs.

Tips for Staying Warm

- Close blinds and drapes to keep the heat inside.
- Move from windows to an interior space in the building.

- Use extra clothes and blankets to keep warm.
- Make use of body heat. Gather in a shared space in a relatively small room.
- **DO NOT** use kerosene or gas-fired space heaters indoors!

WEAPONS POLICY

Warm Hearth (the Company) prohibits all persons who enter the property from carrying a handgun, firearm, or prohibited weapon (as defined in the Code of Virginia Section 18.2-308(A)), **OF ANY KIND** onto the property regardless of whether the person is licensed to carry a weapon.

This policy applies to all Warm Hearth employees, residents, family members, volunteers, visitors, and contractors who enter company property. Weapons are strictly prohibited in any part of Showalter Center, The Kroontje Health Care Center, and in all common areas throughout Warm Hearth Village. **This prohibition extends to all parking areas and all properties under the control of Warm Hearth Village.**

The only exception to this policy is for law enforcement officers or other persons who have been given written consent by the President and Chief Executive Officer to carry a weapon on the property.

Weapons are prohibited at any Company sponsored function, regardless of whether the function is held on or off of Warm Hearth property, such as parties and picnics.

PROHIBITED WEAPONS include any form of weapon or explosive restricted under local, state, or federal regulation. This includes all firearms, illegal knives or other weapons covered by law. Legal, chemical dispensing devices such as pepper sprays that are sold commercially for personal protection are not covered by this policy. All individuals will be held responsible for ensuring that they do not bring any item onto Warm Hearth property or to a Warm Hearth sponsored function that is prohibited by this policy.

“COMPANY PROPERTY” covered by this policy includes, without limitation, all Company owned buildings and surrounding areas such as common areas,

roadways, sidewalks, walkways, driveways, parking lots and walking trails under the Company's ownership or control. Company vehicles are covered by this policy at all times regardless of whether or not they are on Company property.

Warm Hearth Company reserves the right to conduct searches and/or seek the assistance of proper authorities to conduct the search of any person, vehicle or object that enters onto Company property.

THIS POLICY SHALL NOT BE CONSTRUED TO CREATE ANY DUTY OR OBLIGATION ON THE PART OF THE COMPANY TO TAKE ANY ACTIONS BEYOND THOSE REQUIRED OF AN EMPLOYER BY EXISTING LAW.

WEBSITE

The Warm Hearth website: **retire.org** has a trove of additional information, as well as most recent changes and special announcements. The Founders Forest website: **Foundersforest1.com** has a lot of village and Founders Forest specific information on it and is also the link to the village work order system.

