

RESIDENT HANDBOOK



VISTAPRAIRIE
COMMUNITIES™

Life looks great from here.™

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Welcome to Vista Prairie Communities

CORE PURPOSE

We are a trusted nonprofit senior care organization dedicated to serving the older adult population as well as their loved ones. We are committed to learning, growth, and innovation for the wellbeing of our residents and staff.

MISSION & VISION

- **Mission** – Vista Prairie Communities is dedicated to serve those who entrust us with their lives, health, and well-being. We transform lives by providing compassionate care and joyfilled environments in the communities we serve.
- **Vision** – Vista Prairie Communities will continually evolve in order to enrich the lives of those we are called to serve and to meet the growing needs of the greater community. We are committed to the highest possible quality. We strive to provide innovative and relevant services through collaborative partnerships; making a significant difference in the lives of those we serve and their loved ones.
- **Values:**
 - **Caring** – Kindness, compassion, and concern for the wellbeing of people throughout life's journey.
 - **Respect** – Honoring the dignity and unique needs of all people.
 - **Collaboration** – Achieving common goals through teamwork and partnerships.
 - **Innovation** – Finding new and better ways to fulfill our mission in an ever-changing environment.
 - **Stewardship** – we are mindful of our responsibility to wisely use the talent, knowledge, and financial resources that have been entrusted to us as we fulfill our mission.

WHO IS VISTA PRAIRIE COMMUNITIES?

Vista Prairie Communities is a mission driven, non-profit organization that owns and operates senior living communities, providing compassionate care and joy-filled environments for older adults. Our services include Assisted Living, Independent Living, Memory Care and Care Suites in Minnesota, Iowa, Wisconsin and Ohio.

For more than 25 years, Vista Prairie Communities has been dedicated to the highest possible quality, striving to provide innovative and relevant services through collaborative partnerships; making a significant difference in the lives of those we serve and their loved ones. Our signature lifestyle program Aspire, focuses on social connections and physical, intellectual, emotional and spiritual wellness.

1.0 RESIDENCY REQUIREMENTS

The Resident must maintain the Apartment in a manner that is not detrimental to the safety or physical, mental, or economic well-being of themselves, or to the safety or physical, mental, or economic well-being of other Residents or *Vista Prairie Management, LLC*.

In the event, that the Resident becomes incapacitated or is unable to properly care for themselves, and in the event has not designated a person or legal entity to serve as their guardian or conservator, the Resident hereby grants authority to *Vista Prairie Management, LLC* to apply to a court of competent jurisdiction for the appointment of a conservator or guardian to act on the Resident's behalf.

If *Vista Prairie Management, LLC*, in its sole discretion, determines that the Resident cannot meet the residency requirements, *Vista Prairie Management, LLC* shall have the right to terminate the Lease or Contract Agreement immediately upon notice to the Resident. In this event, rent shall be payable only through the last date of possession of the Apartment or the removal of all personal belongings, whichever is later. *Vista Prairie Management, LLC* shall make immediate arrangements, at the expense of the Resident, for such additional services deemed necessary until alternate housing accommodations are available and the Resident vacates the Apartment.

Please refer to the Lease or Contract Agreement for additional information.

NO INDIVIDUAL WHO IS OTHERWISE QUALIFIED WILL BE DENIED RESIDENCE BASED ON RACE, RELIGION, SEX, NATIONAL ORIGIN OR MARITAL STATUS.

1.1 RESIDENCY REQUIREMENTS—INDEPENDENT LIVING

Residency Requirements have been established to ensure that each Resident is receiving the appropriate Independent Living housing arrangements. To qualify for Independent Living, the Resident must be able to function without *Vista Prairie Management, LLC* staffing assistance for self-preservation. Conduct cannot create a danger to self, other Residents, visitors, volunteers, or staff.

As a condition of residency at *Vista Prairie Management, LLC*, and of occupancy of the Apartment, the Resident must possess the ability to live within the terms of this Agreement, independently. *Vista Prairie Management, LLC* staff will regularly observe the Resident's conduct to identify whether residency requirements continue to be met.

1.2 RESIDENCY REQUIREMENTS – ASSISTED LIVING, RESPITE, CARE SUITES, MEMORY CARE

Residency requirements have been established to ensure that each Resident receives the most appropriate services and care. The Resident's ability to function with or without limited assistance must be consistent with the services and care offered by *Vista Prairie Management, LLC*. Also, the staffing level required for Resident care cannot compromise or increase the overall staffing level of the building. Conduct cannot create a danger to self, other Residents, visitors, volunteers or staff.

As a condition of residency at *Vista Prairie Management, LLC* and of occupancy of the apartment, the Resident must possess the ability to live within the terms of the Lease or Contract Agreement in conjunction with supportive and health-related services. *Vista Prairie Management, LLC* staff will regularly observe the Resident's conduct to identify whether residency requirements continue to be met.

It is the policy of *Vista Prairie Management, LLC* to provide assistance with daily living services (ADLS) to keep Residents in our community for as long as possible.

PERSONAL EMERGENCY RESPONSE SYSTEM

Each Resident will be issued an emergency call device that will be specific to the Resident.

It is the responsibility of the Resident to use the emergency call device for appropriate reasons related to emergencies, safety, and/or falls. Inappropriate calls occupy the staff and hinder the timely answering of emergency calls.

If the Resident is going out of the building for longer than 24 hours, please leave the emergency call device in the apartment.

Emergency call devices are water resistant. They should NOT be worn in the shower or submerged under water.

DAILY CHECKS

A daily check is conducted at the noon meal, or other designated time if Resident is not participating in meal plan option.

EMERGENCY RESPONSE

The Resident may call for assistance by using the emergency call system. *Vista Prairie Management, LLC* staff will respond and will answer the call as a priority.

If the Resident discovers another Resident in need of assistance, use the emergency call system to notify staff.

"911" emergency calls are answered by the local County Sheriff's office. Residents only need to dial the three digits, 911, for emergency assistance.

HEALTH SUPERVISION AND NURSING SERVICES

On-site staff is available 24 hours per day, every day. Staff is here to respond to Resident emergencies. *Vista Prairie Management, LLC* staff will be able to provide selected services according to the Resident's Individualized Service Plan. The Registered Nurse delegates services to staff through Registered Nurse delegation procedures.

Residents are free to make arrangements for health-related and supportive services with the appropriate provider of their choice, whether or not *Vista Prairie Management, LLC* has a relationship with that provider. The Resident is responsible for negotiating those arrangements and for payment. *Vista Prairie Management, LLC* encourages the Resident to obtain services from appropriately licensed agencies and individuals.

Vista Prairie Management, LLC relies on community-based services for emergency assistance. As a reminder, Residents are responsible for the cost of emergency transportation services. If a medical emergency should occur, *Vista Prairie Management, LLC* staff will call 911 and provide them with the Resident location and a description of symptoms that the Resident is experiencing. *Vista Prairie Management, LLC* will attempt to make the Resident comfortable until the arrival of EMS.

Emergency Care: *Vista Prairie Management, LLC* staff are not trained to provide CPR. In the event of a medical emergency, emergency services (911) will be summoned (unless ordered otherwise).

***Vista Prairie Management, LLC* unlicensed staff cannot provide opinions regarding any medical procedure or provide diagnostic medical assistance. The Resident must maintain communication with their primary physician.**

MEDICAL APPOINTMENTS

The Resident may consult with the Licensed Nurse for assistance with scheduling medical, dental, hearing, and optometry appointments, as well as transportation to such medical appointments.

ADVANCE DIRECTIVES

The Resident must provide copies of their living will, health care power of attorney, POLST or other advance directives. In an emergency, *Vista Prairie Management, LLC* staff will inform the emergency personnel of the directives you have provided.

MANAGED RISK AGREEMENT

Vista Prairie Management, LLC acknowledges the shared responsibility for identifying and meeting the needs of the Resident. *Vista Prairie Management, LLC* stresses the concept of privacy, dignity, comfort, and safety. With maximum Resident control and minimized staff control, we cannot guarantee protecting the Resident from potentially negative consequences of their choices.

If *Vista Prairie Management, LLC* is notified that the Resident's choices or refusal of care may negatively impact the Resident's health or well-being, *Vista Prairie Management, LLC* staff will discuss the possible consequences with the Resident and/or the Resident's responsible party. Should the Resident decide to continue with the choices and/or refusals, *Vista Prairie Management, LLC* may ask the Resident and/or the Resident's responsible party to execute a Managed Risk Agreement. The Managed Risk Agreement will identify the Resident's choices and/or refusal of services that may lead to poor outcomes to the Resident's health and will include an acknowledgment signed by the Resident and/or the Resident's responsible party, the Director of Health Services and the Resident's Health Care Provider. A copy of the Managed Risk Agreement will be placed in the Resident's health file.

Vista Prairie Management, LLC provides reasonable protection and security for possible negative outcomes resulting from the Resident's decisions. However, the Resident is responsible for their actions.

SHARED APARTMENTS / ROOMMATES:

Each prospective Resident will be offered a private apartment or their own bedroom; however, access to this may be limited by the Resident's available resources or by their choice to live in a certain setting or location. If the Resident's financial situation requires them to reside in a shared apartment, every effort will be made to provide the Resident with a compatible roommate. *Vista Prairie Management, LLC* will make every effort to allow the Resident's input on the roommate decision. If the roommate is not compatible, the Resident can request a change in roommate. Consult the Executive Director to request such a change.

2.0 EMERGENCY PREPAREDNESS AND DISASTER

We strive to practice safety by being prepared for any kind of disaster. All employees are trained on emergency preparedness at orientation and annually. The Resident will receive emergency and disaster training upon move-in and annually. *Vista Prairie Management, LLC* performs ongoing emergency drills and training.

3.0 STAFFING

Vista Prairie Management, LLC has 24/7 on-site staff. Management staff are on-site during regular business hours.

BUSINESS OFFICE HOURS

The Business Office hours are 8:30 am to 5:00 pm, Monday through Friday (except for some holidays that fall on a weekday). Non-emergency calls to the Business Office made after-hours will be directed to voice mail; staff will return calls as soon as possible during business hours.

TIPPING / GIFTS TO STAFF

Vista Prairie Management, LLC employees cannot accept money or gift items except for non-monetary gifts of minimal value (such as homemade baked goods or cards). Consult with the Executive Director for authorized and safe methods to express gratitude to employees.

4.0 HOUSING GUIDELINES

Furniture must be appropriately sized to fit in the apartment. Apartments must not be overcrowded. Overcrowding can make the apartment unsafe, causing a risk of falling. The Resident may decorate the apartment and make it feel like home. Consult the Executive Director for guidelines on decorations.

Toiletries, towels, pillows, blankets, and bedspreads must be provided by the Resident.

APARTMENT FURNISHINGS

Furniture should be cleaned and in good repair when brought to the community. It is the Resident's responsibility to maintain their furniture and personal belongings.

Please keep personal items in a safe and acceptable condition. If a personal item becomes a safety issue for the Resident or other Residents, *Vista Prairie Management, LLC* may require the Resident to remove it.

The use of scatter rugs is discouraged as they are a tripping hazard. All extension cords must be UL-approved.

Humidifiers are permitted and are the responsibility of the Resident to keep them cleaned and maintained.

APARTMENT DECORATIONS

Residents are encouraged to decorate their apartment to make it feel like home. The Maintenance Manager (a fee may apply for labor) will secure any wall mounted TV brackets and may be able to help with hanging items on the walls. Do not store items within 18 inches of all sprinkler heads. Do not hang items on the same wall as the electrical panel or the wall behind the electrical panel. Items and decorations cannot obstruct access by staff or emergency personnel.

WINDOW COVERINGS

Apartments are furnished with mini blinds. Decorative curtains can be added per the Resident's personal preference.

ALTERATIONS TO UNIT

Residents are not allowed to make any alterations, additions, remove any fixtures, or to paint the premises without an executed Lease or Contract Addendum. Consult the Executive Director with questions regarding any alteration requests.

MAINTENANCE

If the apartment needs repairs, please notify the Maintenance Manager. All physical repairs are the responsibility of *Vista Prairie Management, LLC*. If the repairs are due to misuse, accident, or improper use, the Resident may be charged for the cost of the repair.

INSURANCE

The Resident is responsible for maintaining insurance coverage, including renter's insurance, personal property, liability, and automobile (if applicable) in adequate amounts. The Resident may be liable for damages to the apartment by the Resident.

It is recommended that the Resident limit keeping high-value belongings and/or cash in the apartment. Please refer to your Lease or Contract Agreement for additional information.

MISSING ITEMS

Please report any missing items immediately to a *Vista Prairie Management, LLC* employee.

Any suspected loss or theft should be immediately reported to the Executive Director. *Vista Prairie Management, LLC* employees will make an immediate search for the item(s). The Executive Director will conduct an investigation with a subsequent update to the Resident. The police department may be contacted if a crime appears to have been committed.

SMOKING

Vista Prairie Management, LLC communities are smoke-free. Smoking is not permitted in the apartment, on the property, or anywhere else in the building; this includes e-cigarettes.

PETS

Vista Prairie Management, LLC may allow pets with an additional fee and Lease or Contract Addendum. Consult the Executive Director with questions regarding pets.

SERVICE / COMPANION ANIMALS

Service animals are permitted. The care of a service animal and any related issues will be discussed with the Resident in advance of moving into the apartment. Consult the Executive Director with questions.

The Resident is responsible for any damages caused by the service animal and for the cost to clean up pet waste.

VISITING PETS

Non-Resident pets are welcome to visit as long as they are well-behaved and are not a disruption to Residents or staff. All cats and dogs must be kept on a leash no longer than six feet and under good control when outside of the apartment. Other than directly to and from the Resident's apartment, pets are welcome only in the community halls. Pets, other than service animals, are not allowed in dining area(s). All pet waste should be disposed of in the proper receptacles. If a pet causes any problems for other Residents, the pet will be required to be removed immediately.

The Resident or the pet owner is responsible for any damages caused by the pet and for the cost to clean up pet waste.

DISPOSAL OF ANIMAL WASTE

Pet owners are responsible for the disposal of animal waste. Animal waste shall be placed in commercial bags designed for animal waste, and disposed of in an outdoor garbage receptacle. Do not dispose of animal waste (especially cat litter) in the toilets, as this may clog the plumbing system (for which the resident will be charged a maintenance fee).

HEATING/COOLING

Vista Prairie Management, LLC maintains heating and cooling systems. Staff personnel may regulate the Resident's heat and cooling setting in appropriate situations.

DISALLOWED ITEMS

Space heaters are not allowed in apartments. Other prohibited items include, but are not limited to, candles (flammable), grills, firearms, and hot plates.

OXYGEN TANK STORAGE

Oxygen tanks in the apartment must be properly secured, kept upright, and properly stored. Empty oxygen tanks need to be removed promptly.

TELEPHONE

Billing for the telephone service is provided by the local telephone company. It is the Resident's responsibility to furnish a telephone and set up telephone service. Consult the Executive Director for more information.

CONTROLLED/LIMITED ACCESS SYSTEM

Vista Prairie Management, LLC does not restrict the Resident's ability to come and go at their leisure. We are happy to assist in coordinating Residents' transportation needs upon request.

The Memory Care area of *Vista Prairie Management, LLC* is a secured community. For Resident safety, doors are secured at all times.

Never open the door for someone you do not know.

VISITING GUESTS

Vista Prairie Management, LLC is pleased to welcome all guests. Residents are responsible for the conduct of their guests and for any damage guests may cause to their apartment or common spaces. *Vista Prairie Management, LLC* reserves the right to ask guests to leave the premises for health, safety, or security reasons. Guests staying longer than one (1) week may be considered additional occupants of the apartment unless other arrangements have been made with the Executive Director. Such guests must meet *Vista Prairie Management, LLC* occupancy requirements.

Vista Prairie Management, LLC asks that the Residents and their guests remember the community is a home for all Residents and that the rights of all Residents be respected. Children must be supervised at all times.

5.0 FOOD SERVICE

Vista Prairie Management, LLC takes special pride in our dining services, offering home-cooked meals prepared on-site. Dining and food service are not just about health and good nutrition; they are also about eating good food and socializing.

Vista Prairie Management, LLC provides meals that are considerate of the nutritional needs of the Residents. Menus are planned to provide the basic requirements of good health, and specific attention is given to digestibility and nutritional needs.

Vista Prairie Management, LLC also provides alternate menu items for Residents who are managing special dietary needs. For the purposes of this information, we define a "special diet" to be a change of the nutritional value of a standard meal, such as: low sodium diet, low carbohydrate diet, limited caloric intake, etc. We can also accommodate modified texture diets, such as: clear or full liquid diets, mechanical soft diets, or a purée diet. However, because Residents are independent in their choice or selection of food served, we cannot guarantee adherence to specific, special diets.

Vista Prairie Management, LLC does not have a Registered Dietitian on staff, but all menus are reviewed by a Registered Dietitian. If a Resident should have a change in dietary requirements, inform the *Vista Prairie Management, LLC* Registered Nurse, who will assist with changes needed, including providing contact information for a Registered Dietitian.

Vista Prairie Management, LLC offers a meal plan option to Residents at a charge. The meal plan includes an option for 3 nutritionally balanced meals every day. À la carte meals are also offered at individual prices. If a Resident is unable to attend a scheduled meal, they can make arrangements through the kitchen to have a meal set aside to pick up.

Meals are available to visiting guests at a charge.

Tray service is available if the need for tray service is health-related. Additional tray service, with or without reason, may be subject to additional fees.

6.0 PRIVACY, DIGNITY AND RESPECT

The Bill of Rights for Assisted Living Residents is provided to each Resident prior to move in and upon admission to our arranged home care agency, which addresses Resident's rights to privacy, dignity and respect.

PROTECTED HEALTH INFORMATION (PHI)

Vista Prairie Management, LLC employees are not permitted to share or disclose information about Residents due to federal laws (HIPAA).

Residents have the right to:

- **Inspect or copy the health information to be disclosed.** Residents may arrange to inspect or obtain copies of health information that they have authorized to be disclosed by contacting *Vista Prairie Management, LLC's* Director of Health Services.
- **Receive copies of any authorizations for disclosure of health information.**
- **Refuse to sign for authorization.** The Resident is under no obligation to sign any form and authorized person(s) and/or organization(s) listed may not condition treatment, payment, enrollment in a health plan, or eligibility for health care benefits on the Resident's decision to sign this authorization.
- **Revoke any future authorization.** Written notification is necessary to cancel any authorization.

Please contact the Director of Health Services if you have questions about your PHI.

7.0 BEAUTY/BARBER SHOP

The beautician is licensed by the State for operation in a facility such as ours. Only the contracted, licensed beautician may provide services in the Beauty/Barber Shop.

Residents of *Vista Prairie Management, LLC* are able to utilize the Beauty/Barber Shop, which provides all customary hair care services. The Beauty/Barber Shop schedule and fees are determined by, and are available from, the beautician.

8.0 ASPIRE – LIFE ON PURPOSE™

Vista Prairie Management, LLC Aspire lifestyle embodies a commitment to honor residents and enhance their quality of life in five critical areas – emotional, physical, spiritual, intellectual, and social. Our goal is to bring purpose and joy to the lives of the Residents who call our community home.

SOCIAL ACTIVITIES

The Activities Manager will visit with Residents after move in. The Activity Manager will ask about activity preferences and will try to schedule activities that are enjoyable for Residents.

Major social events are published. There are social activities scheduled seven (7) days a week.

Vista Prairie Management, LLC arranges for a variety of spiritual services to be offered on-site.

Vista Prairie Management, LLC will support any Resident who chooses to work in the surrounding community.

ACTIVITIES AREAS

There are many areas though the community designated for use of scheduled programming, including organized recreation and wellness activities. Please refer to the monthly activities calendar for the date, time, and location of such organized activities.

WELLNESS OPPORTUNITIES

Resident independence and wellness are important to us. Our goal is to encourage, support, and enhance Resident independence and wellness to the best of our ability. In order to meet this goal, we offer wellness opportunities designed to assist mature adults to live confidently with dignity, grace, and independence. These wellness opportunities are available to all Residents at no extra charge.

OFF-SITE OUTINGS

There may be fees for outings that occur off-site; please see the Activities Manager.

PUBLICITY

We may take pictures at various times and Residents should be aware that we may use them for our own purposes (publicity, scrapbooks, social media, etc.). If the Resident does not want to be included in the photographs, the Resident may update the "Permission and Information & Promotional Materials Release" form at any time. This document is available from the Business Office.

PARTIES AND FAMILY GATHERINGS

Arrangements can be made for private parties. Please see the Activities Manager or designee to make arrangements. Limited food services may be available for a fee, which can be negotiated at the time of scheduling. Residents may bring outside food into the community. There may be charges associated with clean-up. Arrangements are subject to space availability.

HOLIDAY DECORATIONS (COMMON AREAS)

Vista Prairie Management, LLC invites Residents to assist with decorating the common areas of the community for various holidays and celebrations provided they are able to do so safely.

9.0 FINANCE

BILLING AND PAYMENT

A Community Fee is required at the time Residents execute the Contract or Lease agreement.

An invoice identifying all charges will be sent to Residents or their Responsible Party by the 1st of the month. **Rent is due on the 5th of the month** and may be paid through automatic withdrawal. **Payments not received by the 10th of the month are assessed a late fee.**

Failure to pay for rent and services may result in termination of the Contract or Lease Agreement and Service Plan Agreement. Residents will also be charged a fee for the return of any auto withdrawal not paid by their bank for any reason. Please see the Contract or Lease Agreement for additional information.

AVAILABILITY OF PUBLIC FUNDS

Contact the local county Department of Human Services office for information on qualifications and availability of public funds. Refer to the Contract or Lease Agreement for additional details.

MANAGING RESIDENT PERSONAL FINANCE

Vista Prairie Management, LLC will NOT manage Residents' personal finances.

10.0 TRANSPORTATION

Transportation is available during scheduled times on the *Vista Prairie Management, LLC* bus/van.

All passengers must wear a seat belt when the vehicle is in motion. If a Resident chooses not to use a seat belt, the Resident does so at their own risk.

Vista Prairie Management, LLC can assist with transportation arrangements, if necessary. Contact the Executive Director or Business Office for more information.

Vista Prairie Management, LLC employees may not volunteer rides in personal vehicles.

11.0 LAUNDRY: GENERAL CLOTHING INFORMATION AND GUIDELINES

Resident clothing should be machine washable. If not, the clothing must be cleaned by the Resident. *Vista Prairie Management, LLC* is not responsible if such items are included in the laundry. Residents may label clothing but are not required.

Vista Prairie Management, LLC employees do not iron clothing. *Vista Prairie Management, LLC* is not responsible for the condition of any of the Resident's laundry. There may be additional charges for additional laundry services.

Residents may choose to have laundry done outside the community. Residents may wish to make other arrangements for delicate fabrics, or may wish to hand wash or dry-clean those items. *Vista Prairie Management, LLC* is not responsible for such items included in the laundry.

12.0 HOUSEKEEPING & MAINTENANCE

Housekeeping is the responsibility of *Vista Prairie Management, LLC*. Residents may participate, if they choose. *Vista Prairie Management, LLC* employees will not move delicate decorating pieces Residents may have; employees may ask Residents to move certain pieces for dusting purposes. If the Resident needs additional housekeeping services, contact the Executive Director for available options.

Housekeeping is limited to light housekeeping (i.e. dusting, vacuuming, and bathroom sanitization). If the apartment needs extensive cleaning, please see the Executive Director to make arrangements. If the apartment requires cleaning that is beyond “light” housekeeping, *Vista Prairie Management, LLC* may institute an additional charge.

Vista Prairie Management, LLC is not responsible for items of value that might be broken or missing.

Weekly housekeeping is scheduled at the time of Residents’ move-in. Additional housekeeping can be done on a scheduled basis. Consult with the Executive Director if a change in schedule or additional housekeeping is needed.

Maintenance is the responsibility of *Vista Prairie Management, LLC*. Maintenance is limited to basic repairs and upkeep. If items in the apartment require repair or cleaning that is beyond basic maintenance, charges may apply for labor or materials. Maintenance does not apply to Residents’ personal property or equipment.

FIXTURES & STRUCTURAL CHANGES

If a Resident requires a reasonable accommodation to ensure the physical environment meets their individualized needs, they should consult with the Executive Director. Additional grab bars, adaptive devices, or other reasonable accommodations are available at an additional charge. Maintenance staff will install the items. It is encouraged that Residents purchase a shower chair for safety.

TRASH

Trash is removed per individualized schedule.

RECYCLING

Vista Prairie Management, LLC participates in a recycling program, where available, and encourages residents to recycle. Residents may designate an area in the apartment for recycling and staff will remove it from the apartment on the scheduled housekeeping day.

MEDICAL WASTE

Medical waste should be disposed of as regulated. Sharp objects used for care delivery must be properly disposed of in a red sharps container and must not be placed in the trash in the Resident’s apartment. If Resident contracts with an outside provider for services, please inform the agency of the proper disposal of medical waste.

HAZARDOUS WASTE

Please contact the Maintenance Manager for proper disposal of hazardous waste.

PESTS & PEST CONTROL

Vista Prairie Management, LLC contracts with a professional Pest Control Company for preventative measures. Residents must keep food in sealed containers to minimize pests. Per the Contract or Lease Agreement, if *Vista Prairie Management, LLC* determines that pest control services are required as a direct result of the Resident's failure to keep his/her Apartment clean as required by the Contract or Lease Agreement, the Resident will be responsible for reimbursing *Vista Prairie Management, LLC* for such services.

13.0 MISCELLANEOUS

KEYS AND LOCKS

To protect Resident privacy, each apartment has a lockable door and a single key to the apartment and to a mailbox. If you lose either key, you are responsible for letting us know and for the costs of replacing the key.

Vista Prairie Management, LLC employees have a master key to permit them entry into all Apartments in the community. A modification to the Resident's rights can be requested for the individual if they would not be safe with a lockable door. This modification will be an Addendum to the Resident's plan.

MAIL

Mail is delivered by the U.S. Postal Service to Resident mailboxes. Residents are provided a mailbox key at move-in. No additional keys are available for the mailbox.

For Residents in Memory Care and Care Suites, mail is delivered by staff to the Resident Apartments.

Outgoing mail may be placed in the outgoing mailbox, which is located by the other mailboxes.

Be sure to remember to change your address with the Post Office. You should also notify friends and businesses of forwarding address.

TELEVISIONS AND ELECTRONIC DEVICES

Basic cable television may be included in the monthly rent. Refer to the list of community services included in rent. Additional channels may be purchased through the television service provider for an additional charge and will be billed directly to the Resident by the cable provider. A channel lineup will be available upon move-in. For information regarding cable television services, please contact the Executive Director.

Please keep the volume of television and electronic devices (e.g., radio, tablet, etc.) at a comfortable level to avoid disturbing other Residents. If the television or electronic device is too loud, *Vista Prairie Management, LLC* employees may ask you to turn the volume down to avoid disrupting other Residents.

INTERNET

Vista Prairie Management, LLC is not responsible for viruses or other such issues that may be incurred from the use of the internet. Limited bandwidth Wi-Fi may be available to Residents and guests. Staff does not provide technical assistance to Residents' personal devices or the devices of visiting guests. Residents desiring to have their own secured internet access or Wi-Fi should contact the local provider to make arrangements. An "Available Vendor" list is available from the Business Office. Residents are responsible for the cost of internet or Wi-Fi, should they choose to have it.

USE OF CAMERA/RECORDING DEVICE

Electronic monitoring devices including security cameras and audio devices may be present within the community to record people and activity. Consult the Executive Director if a Resident would like a recording device in their Apartment.

EXERCISE ROOM

The Exercise areas are furnished with a variety of exercise equipment for Resident use. Please be considerate of other Residents. Wipe down equipment after use and limit your time if there are others waiting.

Because no supervision is provided, we urge Residents to consult with a physician and/or physical therapist regarding the use of exercise equipment. It is the responsibility of *Vista Prairie Management, LLC* to maintain the Exercise area, but use of equipment is understood to be at Residents' own risk.

ELEVATORS

In the event of an emergency, do not use the elevators (if applicable).

PARKING LOTS AND WINTER

The parking lots require Residents' special attention. Please be aware of curbs and steps in the parking lot, and be especially careful in the winter. *Vista Prairie Management, LLC* makes every effort to keep the driveways as free of snow and ice as possible. Although the decision to go out is always that of the Resident, *Vista Prairie Management, LLC* employees may recommend Residents not go out in cases of inclement weather or icy situations.

Residents must move their vehicles promptly when snow removal is taking place in the parking lot. *Vista Prairie Management, LLC* employees are not allowed to move Resident vehicles unless given written consent and are released from any liability for damages to the Resident's vehicle. Please discuss where vehicles should be moved with the Executive Director.

MOTOR VEHICLES AND PARKING

Vista Prairie Management, LLC maintains an outdoor parking lot for the use of Residents, guests, and staff. It is our expectation that vehicles parked on community property will be maintained in working condition and that spaces in the outdoor lot will not be used for long-term vehicle storage.

Vista Prairie Management, LLC is not responsible for damage to Resident, guest, and staff vehicles on community property.

Vista Prairie Management, LLC is not responsible for the ability (safety) of a Resident to drive, but if an incident occurs on *Vista Prairie Management, LLC* property, the Resident's Responsible Party will be alerted and a recommendation for assessment may be given.

Parking spaces are available "first come, first-served" and there are no saved, reserved, or "traditional" spaces.

GARAGES

- If garage space is available, Residents will be required to pay the applicable garage space rent in addition to the apartment rent each month.
- Intended use of the garage space is for vehicle and personal storage only, and is to be kept in a clean and safe manner.
- For safety and insurance reasons, Residents are to maintain the garage spaces in such a way that prevents fire and does not encourage mold, pests, etc.
- Never allow a party or any type of gathering to take place inside your garage.
- Any mechanical work done to vehicles is strictly prohibited.
- *Vista Prairie Management, LLC* will not be responsible for damages. Residents use garage space at their own risk. Please make sure renters insurance also covers personal property stored inside a garage space.
- NO SMOKING of any kind is allowed in garages.
- Storage of combustible materials is prohibited.
- Use of extension cords is prohibited in garages.
- Heating units are not allowed in garages.

PATIO - DECKS

Patio decks are for pleasure use; they are not for hanging out clothes or for storing garbage or other debris. Patio decks are to be kept clean, well-organized, and in sanitary condition. No grills are allowed on decks or within fifteen (15) feet of the building.

RESIDENT COUNCIL

All Residents are members of the Resident Council. Meetings are held once a month to discuss upcoming events, new ideas for activities, and concerns.

14.0 COMPLAINT RESOLUTION

Please see the Contract or Lease Agreement for information on "Complaint Procedure / Nondiscrimination."

Customer Concern Feedback Forms are available throughout the community and from the Business Office and may be placed in the Suggestion Box, given to the Business Office staff, or mailed to:

Resident Complaints
Vista Prairie Management, LLC
11180 Zealand Ave N
Champlin, MN 55316

15.0 RATE CHANGES

The schedule of prices may change at any time. If the schedule should change, Residents will receive thirty (30) days advance notice. If Residents have not given us notice per the Contract or Lease Agreement and/or Service Agreement, we will assume Residents have accepted the new rate.

16.0 NOTICE

Should Residents decide to move out, they must give proper written notice as indicated in the Contract or Lease Agreement.

17.0 REFERRAL

If *Vista Prairie Management, LLC* terminates the Contract or Lease Agreement for any reason, staff will work with the Resident and their family to attempt to locate a suitable housing and care alternative. Please see the Contract or Lease Agreement for additional information.

NOTES:



Vista Prairie Communities is dedicated to serve those who entrust us with their lives, health, and well-being.

**We transform lives by providing compassionate care and joy-filled environments
in the communities we serve.**

vistaprairie.org

