

Member Handbook

2023

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WELCOME

Welcome to Trinity Woods!

On behalf of the Board and Staff it is my distinct privilege to welcome you to your new home. As a new Member of this community, you will be surrounded by friends and neighbors who are eager to share this new chapter of life with you.

As you make the transition to your new home, I am sure you have many questions. The purpose of this Member Handbook is to provide a ready reference to everything from how to access services to who to call when you want to make dinner reservations in the Charter Oak restaurant.

The table of contents references topics that are organized into sections. Each section includes policies and procedures that explain the provisions of the Membership Agreements at Trinity Woods. If there is a discrepancy between the Member Handbook and your Residency Agreement, the Residency Agreement takes precedence. The Member Handbook is bound in a three-ring binder to make it easy to remove outdated material and replace the revised sections.

Your move to Trinity Woods signals the beginning of a brand-new day! We want you to take full advantage of all of the services and amenities that are offered. The Board of Directors, Management Team and the entire Staff are dedicated to providing you with a comfortable home where you may relax and enjoy life in an atmosphere of service, convenience and security.

We are honored that you have chosen to call Trinity Woods home and we look forward to serving you.

Best regards,

A handwritten signature in black ink, appearing to read "Steven H. Dickie". The signature is fluid and cursive, written over a light blue horizontal line.

Steven Dickie
Chief Executive Officer



Mission

We serve the Trinity Woods family in the spirit of Christ.

Vision

We aspire to set a new standard for Life Plan Community living by redefining aging.

Values

Integrity: We promote honesty and accountability.

Kindness: We create a caring atmosphere that influences everyone around us.

Inclusion: We serve together as one and appreciate the strengths in diversity.

Collaboration: We listen to each other to encourage ideas and cooperation.

Innovation: We foster creativity to imagine what is possible.

Prohibiting Discrimination



In accordance with the Fair Housing Act of 1968 and the Americans with Disabilities Act of 1990, Trinity Woods prohibits discrimination in the usage of our services based upon race, color, sex, religion, national origin, handicap or disability.

Relationship with the United Methodist Church

Trinity Woods (formerly Oklahoma Methodist Manor) is not affiliated with the Oklahoma Conference of the United Methodist Church. While Trinity Woods is financially and legally separate from the Church, a strong relationship between the two has always existed. Trinity Woods is an extension of the Church's commitment to serve "in the spirit of Christ." For many years the conference apportioned financial support that went toward the Good Samaritan Fund, which is designated to help those who have outlived their financial resources.

Contact Information

Trinity Woods
4134 E. 31st Street
Tulsa, OK 74135
(918) 743-2565
www.TrinityWoodsTulsa.com

Brief History of Trinity Woods

For more than 65 years, Trinity Woods has been serving Tulsa seniors and their families by providing quality care which has met the physical, emotional, and spiritual needs of each Member.

The Manor opened with 19 residences, and the first Member moved in October 1956. The site was the original location of The Francis Willard Home. Since then, the Manor has always sought to “break new ground” in meeting the changing needs of seniors.

- “The Central Building” was dedicated in May 1960, adding space for 48 Members.
- In March 1964, the 50-bed Health and Nursing Center was completed.
- The Lyons Buildings were constructed in 1966 and 1969, providing 25 new residences.
- Between 1964 and 1984, 33 Villas along Sandusky Avenue were constructed.
- Construction began on 46 Patio Homes and six Lakeside Homes in 1984.
- The Fleming Center was added for activities and worship in 1987.
- In the year 2000, the new Heath Center opened with 84 accommodations to provide skilled nursing care.
- The Holliman Assisted Living Area opened in two phases in April 2001 and March 2004 and served a total of 41 Members.
- In December 2009, renovation work was completed on The Central Building, and the Felt House opened with 24 newly renovated two-room residences.
- In November 2011, work was completed on the sixth and final household transforming the Health Center into a homelike environment that serves 82 people.
- The Spann Wellness Center opened in March 2012 and includes classrooms, strength and conditioning equipment, an indoor walking track and a salt-water therapy pool and whirlpool.
- Crestwood, with 103 new residences, opened in May 2012.
- In January 2020, the new Holliman Center opened. A three-story assisted living building that included the new main kitchen, Cypress Grille and Tranquility Wellness Spa.

- The Marshall-Gaddy and Barnes House opened in April 2021 providing two houses with 12 rooms each to serve early to mid-stage dementia. The Community Life Center opened in 2021.

That which was originally conceived as a simple call to serve seniors has now grown to encompass a continuum of care that will ultimately serve nearly 400 people with residential living, assisted living and skilled nursing care and memory support.

Today, Trinity Woods is governed by a 27-member Board of Directors representing 11 Tulsa area churches and agencies. The role of the Board is to advance what is now a tradition of outstanding service and quality care.

Campus Map



Philanthropy at Trinity Woods

For more than 65 years, Trinity Woods has been serving people in the spirit of Christ. But that would not have been possible without gracious donors who believed in our mission and purpose. There is not a building on campus that has not been made possible without philanthropy – Spann Wellness Center, Fleming Center, Holliman Center and most recently the Community Life Center. That kind of true partnership is what makes Trinity Woods special.

Trinity Woods has a legacy of giving that is reflected every day in the dedicated efforts of our Board, employees, community members, and donors who have shaped our community for the better.

The power of philanthropy is what changes organizations – some givers may never see their gifts come to fruition but can courageously imagine what is possible. It is the givers who ensure there will always be a home where elders find a life worth living.

We know that our community is made stronger because of philanthropic support. Our goal is to inspire philanthropy by promoting the sacred mission of Trinity Woods. We do this by differentiating ourselves from other senior living communities and nonprofits, building a sense of community, connecting philanthropic opportunities with donors' interests, broadening perspectives, and reminding our community the true meaning of serving in the spirit of Christ. The future will be greater than anything we could ever imagine because we believe in the power of philanthropy.

For more information about giving opportunities contact:

VP of Philanthropy and Community Engagement
918.346.6639
bpolak@trinitywoodstulsa.com

Ways to Support Trinity Woods

Annual Fund

The Annual Fund directly supports programs and services that enhance the quality of life for community members on an ongoing basis throughout the year. It's generally used to cover the costs associated with day-to-day functions to relieve the burden of increasing costs and thus, reassures community members of the affordability of living at Trinity Woods.

Employee Appreciation Fund

This special Fund was created to honor Trinity Woods employees. Trinity Woods policy prohibits employees from accepting gifts or gratuities from community members. This Fund allows community members, families, and other employees to show appreciation to any employee. Trinity Woods uses the donations to provide small gestures throughout the year, as well as a Christmas “bonus” to employees.

Good Samaritan Fund

The Good Samaritan Fund helps people when they need it most. Recently the Fund has become one of the most urgent and critical areas of need for the people living at Trinity Woods. When a community member runs out of money, through no fault of their own, this Fund provides financial assistance to these people to ease their burden. This Fund bridges the gap of expenses not covered by government reimbursement (Medicaid).

Entrance Fee Donation

Contributing your entrance fee refund is a simple way to benefit the community you call home. For individuals making an entrance fee refund agreement, there may be significant tax planning advantages. There are no out-of-pocket expenses to create the gift.

Gifts may also be made in “Honor Of” or “Memory Of” someone to any of the funds listed above.

TRINITY WOODS COMMUNITY GOVERNANCE

Board of Directors

Trinity Woods is a separate §501(c)(3) not-for-profit organization incorporated in the State of Oklahoma. A 27-member volunteer Board of Directors governs the organization and is responsible for defining the mission, vision, and values of the organization. The Board sets strategic priorities for the organization and approves policies. The Board is responsible for hiring the CEO and conducting an annual performance review.

Trinity Woods’ Articles of Incorporation stipulate that it is “organized exclusively for religious, educational and charitable purposes...” None of the net earnings of the organization benefit any director or individual. When income exceeds expenses, the margin is reinvested in the mission of the organization. The IRS classification as a §501(c)(3) organization makes Trinity Woods exempt from federal income tax. Trinity Woods is eligible to accept contributions that are tax deductible for the donor.

The Board of Directors is committed to financial transparency in all of its dealings. Copies of the Audited Financial Statements (which are conducted annually) and the IRS Form 990 are available from the Senior VP of Finance. The organization also publishes an Annual Report each spring.

Member Council

Members will be assisted by the Trinity Woods Management Team in developing and organizing a Member Council. The purpose of the Member Council is to aid in communication between Members and Management, to promote, organize and/or conduct events and activities of interest to Members, and to represent the Member body in forums where appropriate. The Member Councils input to Trinity Woods Management is advisory in nature. The Member Council will elect its own officers in accordance with its guidelines.

Member Handbook and Revisions

The guidelines set forth in this Handbook are for the benefit of the entire Community and are subject to amendment or revision by Trinity Woods as circumstances warrant. Any Member seeking clarification of a stated policy or who otherwise has a comment or question is encouraged to contact the Chief Executive Officer, Director of Member Services, complete a *Member Suggestion Form* or notify the Member Council.

Member Input and Communications

Several channels of communication have been established to encourage Members to convey their thoughts, ideas, concerns, and compliments to Trinity Woods Management. The channels are:

- Members should direct questions regarding any services to the appropriate department manager.
- Members may contact the Chief Executive Officer on any matter concerning any aspect of life at Trinity Woods.
- Members may make suggestions or ask questions, through *The Member Suggestion Program*. Forms may be obtained from the Concierge located at Crestwood, or the Receptionist located near the business office. *The Member Suggestion Program* provides for a written response by the Chief Executive Officer, the appropriate department manager or, at the discretion of the Chief Executive Officer, the Member Council.

Trinity Woods Leadership Team

The Board of Directors appoints a Chief Executive Officer who is responsible for the overall operations of the Trinity Woods Community.

Name	Job Title	Phone (918)	email Address
Steve Dickie	Chief Executive Officer	346-6613	sdickie@trinitywoodstulsa.com
Jerome Steele	CFO & VP of Finance	346-6633	jsteele@trinitywoodstulsa.com
Dennis Graham	Chief Operating Officer	346-6637	dgraham@trinitywoodstulsa.com
Bill Peterson	VP of Human Resources	346-6629	bpeterson@trinitywoodstulsa.com
Bonnie Polak	VP of Philanthropy and Community Engagement	346-6639	bpolak@trinitywoodstulsa.com
Jacob Will	VP of Health Services	346-6625	jwill@trinitywoodstulsa.com

The Transition Team

The purpose of the Transition Team is to provide support to Members and their families when the Member is facing temporary or chronic health issues. Trinity Woods is also responsible for advocating when a change may be needed in order to assure the requirements of residency continue to be met. Trinity Woods meets this obligation through the work of the Transition Team.

Members of the Residential Living community who continually and regularly demonstrate unmet Activities of Daily Living (ADL) needs and routinely do not meet the Requirements of Residency can reasonably be required to furnish supplemental assistance at their own expense or to consider a move to the Holliman Assisted Living Center, Memory Care Assisted Living or to the Health Care Households.

The Requirements of Residency include meeting self-care needs, paying bills, living peaceably in the community, adequately caring for pets, and keeping the premises clean and safe. These requirements apply to all community members. Community members whose unmet care needs pose a danger to themselves, or others do not meet these requirements.

Members of the Transition Team

1. CEO
2. CFO, VP of Finance
3. Chief Operating Officer
4. VP of Health Services
5. Director of Member Services
6. Director of Assisted Living
7. Wellness Nurse
8. Chaplain
9. Health Center Social Services Coordinator

The Transition Team's Process

All staff members, including Dining Services, Housekeeping, Maintenance and Security are encouraged to report concerns about the health and wellbeing of Members to the Director of Member Services. When the Transition Team becomes aware of a health-related concern the Member is added to the "Transition List." The Transition List is monitored by the Transition Team as part of its regularly scheduled meeting agenda.

In the case of temporary health issues, Transition Team guidance is provided until the Member has recovered and the Member is taken off the list. In the case of chronic issues, the Transition Team evaluates the Member's ongoing needs and makes recommendations if and when unmet needs become apparent.

Input into the process is sought from the Member, his or her family, the primary care physician and Trinity Woods staff.

A written recommendation will be made to the Member (and family) by the Transition Team identifying the services required by Trinity Woods for the Member to continue to meet the Requirements of Residency in residential living.

The Transition Team's primary concern is unmet self-care needs and the safety of the community. The principles that guide the Transition Team interventions include the Mission, Vision and Values of Trinity Woods and The Golden Rule: "Do unto others as you would have them do to you." Trinity Woods recognizes that everyone wants to live as independently and as economically as possible for as long as possible and Trinity Woods is committed to supporting these goals for all Members.

Because of the unique concerns associated with cognitive decline, special attention is paid to the issue of personal safety (e.g., assuring the safe operation of appliances and that safety procedures are followed in the event of severe weather or an emergency in the residence) and the safety and peace of other members in the community (e.g., preventing situations where a community member becomes overly reliant on others to the detriment of their neighbors).

When the time comes to discuss changes in the care needs of a Member, Trinity Woods is committed to treating each Member with respect and compassion and to collaborating with the Member and his or her family to determine the best course of action.

Unmet self-care needs prompt concern for the Transition Team under the following circumstances:

- Needs that are beyond the scope of practice of the Wellness Nurse
- Calls from the Member that take an inordinate amount of time
- Frequency of urgent response calls
- Severity of medical issues
- Frequency of issues
- Lack of involvement of Caregivers/Family
- Frequency and level of the involvement of neighbors and staff
- Personal safety (especially as it relates to the operation of appliances and the ability to follow emergency procedures).

The Requirements of Residency Questionnaire

Trinity Woods is responsible for monitoring the self-care needs of its Members. Self-care needs include the “Activities of Daily Living” on the attached Requirements of Residency Questionnaire.

Prior to moving into Trinity Woods, the Wellness Nurse and Director of Member Services meet with all potential Members of the residential living community, to complete and submit a Requirements of Residency Questionnaire. The purpose of this questionnaire is to assure that Members of the Residential Living Community (Crestwood, Villas, Patio Homes, Lakeside Homes and Felt House) are able to meet the requirements of residency, either individually or with assistance, and that they can live peaceably on the campus, keeping the premises safe and clean.

After moving in, the responsibility for monitoring the self-care needs of the Members of the Trinity Woods community rests upon the Transition Team. The Wellness Nurse, in conjunction with the Member, will revisit and revise the Requirements of Residency Questionnaire as often as necessary to ensure all self-care needs are being met. The final determination as to whether or not self-care needs are being met is made by Trinity Woods.

The Wellness Nurse

Beyond the coordination of the Requirements of Residency Questionnaire process with potential and current Members, the role of the Wellness Nurse also includes education, office consultation, and emergency response to the Urgent Response Pendant (SARA). The role of the Wellness Nurse does not include medication administration or set-up, ongoing treatments, non-urgent in-home consultations, or in-home support with any self-care issues.

In-Home Care

As long as all “self-care” needs are being met, individually or with assistance, Members have the option of staying in their homes. In-home care to assist in meeting self-care needs can be provided by a spouse or a family member as long as two conditions are met: The self-care needs of the Member must be met continuously and the spouse or family member must be a volunteer. The state of Oklahoma requires that anyone who is paid as a caregiver must be employed by a licensed Home Health Agency. A summary of requirements for third-party caregivers is attached.

If the Member determines that in-home care is not cost effective, the Member has the option of moving to the appropriate level of care when accommodations are available.

Third Party (Private Duty) Caregivers

All private duty caregivers delivering services on the TW campus must meet the following requirements:

- Comply with the provisions contained within the Member Handbook, “Hiring Outside Services by Members.”
- Provide a copy of the contract for services, or service agreement, and report any changes or updates to the agreement to the Wellness Nurse.
- Report to Wellness Nurse any change in the Member’s condition that creates a risk to either the Member’s health and safety or the health and safety of others.
- Adhere to the same rules of conduct that govern Trinity Woods employees.

Residential Living Requirements of Residency

Trinity Woods is a Life Plan Community that offers a continuum of care that includes residential living, assisted living and healthcare households. Trinity Woods requires that members be able to meet the Requirements of Residency: meet their own care needs, with or without assistance, live peaceably on our campus, and keep the premises safe and clean.

A key part of the Requirements of Residency is ensuring the member can meet his or her Activities of Daily Living (ADLs) needs, either by themselves or with the assistance of another. ADLs are classified as follows:

	Basic Activities of Daily Living (ADLs)	Requires No Assistance	Requires Some Assistance	Requires Full Assistance
1	Personal hygiene and grooming			
2	Dressing and undressing			
3	Obtaining and accessing food; eating meals			
4	Transferring (onto or off toilet/into and out of bed)			
5	Using the bathroom			
6	Walking (with or without walker, cane, or wheelchair)			
7	Taking medications as prescribed			
8	Shopping for groceries or clothing			
9	Selecting and supervising caregivers			
10	Knowing safety procedures and emergency responses			

Because of the unique concerns associated with memory loss special attention is paid to the issue of **personal safety** (e.g., assuring the safe operation of appliances and that safety procedures are followed in the event of severe weather or an emergency in the residence) and the **safety and peace of other members** in the community (e.g., preventing situations where a community member becomes overly reliant on others and to the detriment of their neighbors).

Members of the residential living community who continually and regularly demonstrate unmet ADL needs and routinely do not meet the Requirements of Residency can reasonably be required to furnish supplemental assistance at their own expense or to consider a move to the Holliman Assisted Living Center or to the Health Center Households.

We encourage you to share this document with your family and your legal representatives to familiarize them with this process.

TRINITY WOODS COMMUNITY POLICIES

Appropriate Dress

Members are expected to be appropriately dressed while using the common areas of the Community. The Member Council will determine the dress code for Members when in a Trinity Woods dining venue or other common spaces.

Assistive Devices

Assistive Devices of any kind are not to be left in entryways, corridors or in common areas. This includes but is not limited to canes, walkers, wheelchairs, electric carts, scooters, or other mobility aids.

Barbecues

Outdoor barbecue use by Members is accommodated in designated areas. For Members living in Villas, Patio Homes or Lakeside Homes, the designated area is the patio or driveway. For Members residing in Crestwood, only UL-approved electric grills may be used on the balconies. Members may make arrangements through Member Services to use the gas grill located on the Crestwood patio.

No grill should be left unattended during use due to fire hazard. Equipment should be periodically inspected to assure proper operation.

Firearms

In accordance with section 1290.22 of the Oklahoma Self-Defense Act, firearms are not permitted on the premises of the Community.

Guests

Guests are welcome to visit Members, as well as dine and enjoy the Trinity Woods community. A Guest Suite is available for visitors for a fee and may be reserved by Guests who are age 21 or over. Children must be accompanied and supervised by an adult. The Guest Suite may be reserved for periods of up to three consecutive nights through the Concierge. Pets are not allowed in the Guest Suite.

Length of Visit

A practical limitation must be placed on the length of a Guest's stay in order to fairly and equitably assure all Members will have access to the spaces and services offered on campus. For this reason, Guests should be limited to a stay of no longer than 14 consecutive days without the Member obtaining the prior approval from the Director of Member Services.

Responsibility for Guests

The Member should take special care to ensure that their Guests follow the policies at Trinity Woods. When space permits, guests when accompanied by a Trinity Woods Member are welcome to participate in many events and programs that are available to Members. Please refer to the Wellness Manager regarding Guest privileges of the Spann Wellness Center.

Dining Privileges

Members are welcome to have Guests for any meals offered in the Trinity Woods dining venues as long as space is available. Remember to make reservations. Members may also reserve the private dining room which accommodates a total of 12 people. Members may use their dining dollars or have the amount added to their monthly statement.

Guests under the Age of 16

Children are welcome as guests of a Member, and highchairs and booster seats are available to accommodate younger children. However, to respect the rights of all Members, Guests under the age of 16 must be accompanied by the sponsoring Member at all times when using any of the common areas at Trinity Woods.

Hiring Outside Services by Members

Members may not directly hire current employees of Trinity Woods to perform work during the employees' off-duty hours. Former employees of Trinity Woods are not to return to Trinity Woods to perform work directly for Trinity Woods Members as independent contractors for at least six months following their departure from the Trinity Woods Staff. Members may not utilize the services of any former employee of Trinity Woods who was terminated for cause.

There are two primary types of services contracted by Members with outside contractors: home health care services and environmental services, such as housekeeping. *(Please note that not all Trinity Woods residency contracts include housekeeping services but can be secured for an additional fee. Please contact Accounting for more information.)*

Contracted Home Health Care Services

The Oklahoma Home Care Act governs the provision of home care services in the state. In keeping with the Oklahoma Home Care Act, Members may not hire private individuals to assist with personal care needs. All personal care services, such as assistance with bathing, dressing, getting out of bed, etc., provided for a fee must be provided by a properly licensed home care agency.

Members who engage a licensed home care agency to perform services must coordinate those services with the Wellness Nurse and the Director of Member Services. The Member is to ensure that the home care agency provides Trinity Woods with a copy of the Member's service plan or contract as well as proof of liability and workers comp insurance. In addition, at the time of engaging a licensed home care agency, the agency must complete and sign the Independent Contractor Acknowledgement and Indemnification form. The form can be found in the appendix of this manual or in the Member Services office.

Contracted Environmental Services

If a Member engages an independent contractor, the contractor effectively becomes the Member's employee. Accordingly, the Member is responsible for all wages, taxes and other withholdings such as Social Security, as well as required benefits such as Workers' Compensation Insurance for which all employers are accountable. In selecting an employee, the Member also must ensure that the employee is eligible for work by age and citizenship.

Prior to employing any independent contractor, the Member and their employee must complete and sign the Independent Contractor Acknowledgement and Indemnification form. This form can be found in the appendix of this manual.

All service contractors are to provide proof of liability insurance and workers compensation insurance.

Insurance

Trinity Woods will maintain insurance on all property owned by Trinity Woods against reasonable losses and liabilities. Members are encouraged to purchase personal liability and personal property insurance similar to a "renter's" policy to cover the contents and liability of their residence.

Operation of Motor Vehicles

All vehicles and golf carts must be operated in a safe manner when on Trinity Woods property. Maximum speed of any vehicle or golf cart will be 15 miles per hour or as designated. All posted signs should be obeyed. It is the vehicle or golf cart owner's responsibility to be properly insured for any risks associated with vehicle operation or ownership.

Parking

A Member should park in the assigned area when in his or her residence (underground parking garage and outdoor covered parking space for Crestwood and driveway/garage for Villas, Patio Homes, and Lakeside Homes). There is to be no parking on lawns or in front of another Member's driveway. When parking vehicles or golf carts at or near other buildings, both are to park in designated parking spaces and not on sidewalks or in striped areas.

There is to be no overnight parking on the street in residential areas in order to assure adequate clearance for emergency or service vehicles. Guests should park in the Member's driveway or in designated visitor spaces. Recreational Vehicles or travel trailers must fit in a parking space and cannot be occupied.

In the event of a violation of parking restrictions, Staff will notify the violator for correction of the situation. If it is determined a hazard exists, and the violator is unable to be reached, the vehicle may be towed at the expense of the owner.

Vehicle Identification

All Member-owned vehicles and golf carts will be required to display a small Trinity Woods decal. Such decals will be individually numbered for proper vehicle identification. Vehicle identification will be issued by Trinity Woods Security at the time of vehicle registration. In the event that a vehicle or golf cart is added or disposed of, the Member is responsible for notifying Trinity Woods Security of the change.

Trinity Woods Pet Policy

Members may have domesticated pets (cats, dogs, fish, and birds) in their residences. Requests to have pets must be made in writing and approved by Director of Member Services in advance of the move.

1. Member will acknowledge receipt of the Pet Policy by signing the Pet Policy form. There is a copy of the Pet Policy form in the appendix of this handbook.
2. Members will provide Trinity Woods with a Current Immunization Record and Local License Registration.
3. Pet owners will acknowledge having a copy of the State's Department of Agriculture, Bureau of Disease Prevention Guideline on Rabies provided by Trinity Woods.
4. Pets may not be in any indoor common areas except when being led outside and must be supervised by the member and controlled by a leash at all times. Member Agrees to quickly pass through the common area when leading pet outdoor/indoors.
5. Pets may not live outside the building.

6. Any damage caused by a pet, either within the building or on the grounds, will be repaired or replaced or cleaned at the member's expense.
7. Members will have complete responsibility for the feeding and care of their pet. Staff will not assume any responsibility for pet care. Members are required to clean up after their pet.
8. Members will be responsible for boarding their pet, when appropriate. Pets are not allowed to be left overnight in Member's residence if the Member is not present. Pet Sitters are not allowed to stay overnight in Member's residence.
9. Member agrees to keep pets clean and free of odor and fleas.
10. Member understands and agrees to provide two names and contact information of friends/relatives/veterinarian that agrees to come pick up the pet in case of emergency.
11. Trinity Woods reserves the right to remove the pet from the premises if they impede normal business operation, disrupt, or interfere with any other Member or staff member. One incident of reported disregard for this policy will result in a warning. The second report of an incident will result in Member being asked to take specific action to remedy the situation. The third reported incident will result in Member being asked to remove the pet from the property and/or TW has the right to remove the pet from the property.
12. Member agrees to and has paid a non-refundable pet deposit of \$500.00.
13. When a pet is being taken out on a retractable leash, the leash must be retracted all the way in and locked when inside a building in order to avoid creating a trip hazard for passersby.
14. Pets must not be allowed to relieve themselves in the parking garage at any time, nor within 20 feet of any door of the community.
15. Owners must dispose of dog waste in the pet stations provided outside around the community, not in inside garbage cans or the garbage chutes in Crestwood.
16. In the event of a pet having an indoor (includes CW garage) "accident", the person caring for and/or walking the pet is to remove the feces and or urine and contact Housekeeping immediately for proper sanitization of the area.
17. When cleaning cat boxes please place all content in a sturdy, tightly sealed bag and placed in the trash. Do not flush litter or content down the commode.
18. Member is responsible for informing owner(s) of visiting pet(s) of the Trinity Woods Pet Policy and the compliance to all of the above. Especially, but not limited to:
 - Providing proof of the current immunization records.
 - Location of nearest Pet Station.
 - Pre-approval by the Director of Member Services by completing the Visiting Pet Registration Form in advance of the visit.
19. Pets are not allowed in any Trinity Woods Guest Suite.

Mobility Devices and Golf Carts

Any Member using a form of electric scooter, electric wheelchair, or golf cart (hereinafter collectively referred to as carts) on Trinity Woods's campus or within the buildings of Trinity Woods must submit a written request to the Director of Member Services. Carts that are used indoors require a physician's statement regarding the necessity of the cart and may not exceed 24 inches in width or 46 inches in length. A copy of this request is included in Appendix of this Handbook.

Carts should be driven at a reasonable speed. Indoors, carts should not exceed the walking pace of most Members. Outdoors, posted speed limits must be obeyed. Cart operators will be held responsible for damages to property or injury to others as a result of cart usage. Members are highly encouraged to have personal liability insurance coverage.

Carts may only be parked in designated areas. Indoors, carts are not permitted to park in any corridors or to block passageways. Outdoors, carts must be parked only in designated parking spaces (See "Parking" in this handbook.) To accommodate others in the Dining Venues, a Member using a cart is encouraged to transfer from the wheelchair or scooter into a dining chair. At no time is a cart to be used as seating in the dining room.

Failure to comply with these provisions, or to use the cart in a reasonable and safe manner, could result in the loss of the privilege to use a cart on campus.

Solicitation of Members

Trinity Woods is committed to respecting the privacy of the Members. Trinity Woods management will not endorse, enable, or facilitate solicitations from other charitable organizations, companies or individuals seeking sales, political appeals or other uninvited groups. Exceptions to this policy are rare but may be authorized by Trinity Woods management. Trinity Woods is not responsible for solicitations made through channels not controlled by Trinity Woods.

The only solicitations that have standing approval are the Good Samaritan Fund and the Employee Appreciation Fund— these solicitations benefit Trinity Woods's Members and the citizens of our area. Other solicitations may be approved by the CEO, who may seek the opinion of the Member Council.

Political solicitations through the Trinity Woods message boxes or in the common areas of the campus are strictly prohibited at all times. A member of the Trinity Woods community may, however, temporarily place a political candidate's placard in his or her yard only.

Members may host a private political rally for a candidate in their home or by reserving one of the Trinity Woods meeting rooms and issuing personal invitations by telephone or the U.S. Postal Service.

The solicitation of the general public by Members (i.e., Member-hosted yard sales, garage sales, estate sales, and similar activities) shall be prohibited.

Smoking

To promote the health, safety and well-being of all Members, Trinity Woods is committed to maintaining a smoke-free environment. Accordingly, there is to be no indoor or outdoor smoking at any time.

Tipping

Trinity Woods is committed to providing high quality, consistent and equal service to all Members. Because of its potential to compromise this goal, Members shall not give tips to any Trinity Woods employees. Additionally, Trinity Woods employees understand that they are not to accept tips of any kind. Tipping is broadly defined to include not only monetary gifts but also any gifts of personal items such as clothing, jewelry, furniture, appliances, etc.

Employees accepting tips and/or gifts of any type are subject to disciplinary action, including dismissal.

Donations to the Employee Appreciation Fund can be made in honor of a special employee. The employee will be notified that a gift was made in their honor. The funds raised are used for small gestures of appreciation throughout the year, as well as a Christmas “bonus” to all employees.

Member Emergency Medical Information Form

All Members are required to have an up-to-date *Member Emergency Medical Information Form* on file with the Wellness Nurse. All information will be kept confidential. The purpose of this form is to provide basic information to be used in the event of an emergency. Trinity Woods will request that *Member Emergency Medical Information Forms* be updated periodically. Members are urged to contact the Wellness Nurse to initiate a change whenever appropriate. Emergency Medical Information should be kept on your refrigerator at all times in case of a medical emergency.

Leave of Absence

All Members are requested to alert the Concierge if they will be away from campus for more than 24 hours.

Room Reservation and Fee Policy

Private vs. Public Use

A “public event” is defined as an event to which all members of the residential (independent) living community are invited. A “private event” is defined as an event that is not open to all residential living community members. There is no charge for the public use of common spaces.

Room Use Without a Fee

The five small rooms (Private Dining Room, 4th Floor Members Club, 3rd Floor Conference Room, 2nd Floor Game Room and 1st Floor Hobby Room) all have a standard set-up. Because these rooms do not need set up there is no charge for private use. They can be reserved through the concierge, used and, if returned to normal, there is no charge.

If these rooms require special set-up before **or** clean-up after the event the following fees will apply:

- Private Dining Room (1st Floor)- \$25
- Member’s Club (4th Floor)- \$75
- Game Room (2nd Floor)- \$40
- 3rd Floor Meeting Room- \$25
- Hobby Room (1st Floor)- \$25

Room Use With a Fee

The four large rooms (The Theater, Classroom, Theater-Classroom combination and the Fleming Center) do require set-up and take-down. Only Trinity Woods staff is authorized to set up tables and chairs. Because Trinity Woods equipment is used, and heavy lifting is involved with moving tables and chairs a fee is charged for the private use of these spaces.

- Theater/Classroom Combined Room - \$75
- Theater Only - \$40
- Classroom Only - \$40
- Fleming Center - \$200 (plus a \$100 refundable deposit if the kitchen is used.)

Audio-Visual (AV) Equipment

When reserving a room there is a fee for any needed Audio-Visual Equipment. This includes the portable PA system, TV or portable screens, built-in theatre systems, etc. All AV must be requested when the room is reserved. Later requests for AV equipment may not be able to be approved. Only Trinity Woods staff are authorized to operate the AV equipment. There is a minimum \$100 charge for any AV equipment for private events. This covers up to 2 hours of staff time. If staff is required to operate the equipment during your event, there will be an additional cost of \$50 per hour.

When set-up/take down, clean-up, or AV charges apply they will be billed to the member's account. The Housekeeping Manager and Director of Member Services will be responsible for determining if the room has been left in clean and orderly condition.

Reservation Procedure

Reservations can be made by calling the Concierge Desk (918-346-6653) up to 60 days in advance of the event.

Payment of Monthly Service Fees and Ancillary Charges

On or about the first of each month, each Member household will receive a written statement for said month's Monthly Service Fee, plus an itemized listing of all ancillary charges incurred during the previous month.

For the convenience of the Member and efficiency of operations, payments may be made through the use of electronic funds transfer. If electronic funds transfer is not utilized by the Member, a check payable to "Trinity Woods" should be remitted to the business office or placed in the convenient envelope drop-box provided in the Crestwood lobby or Holliman Center lobby.

Should a Member wish to question any item on the statement, a check should be submitted for the amount not in question. The accounting Staff will work with the Member to resolve the disputed amount. Any sums not in a good faith dispute and not paid by the seventh day of the month shall be subject to a late charge of 1.5% per month until paid.

Public Notices

Announcement centers, which are located in the postal and message center of Crestwood and Felt House, are maintained as a means of conveying information to Members. The announcement centers are maintained by Trinity Woods.

Town Hall Meetings

Members gather monthly for updates and important information from key staff personnel. Meetings take place the second Friday of each month at 10:00 a.m. in the Community Life Center. These meetings promote effective communication between Members and Management. This open communication is essential to the operational success of the community.

U.S. Postal Service

The U.S. Postal Service will pick up and deliver mail to the postal and message center for Crestwood and Felt House residences, as well as to individual boxes for Villas, Patio Homes, and Lakeside Homes, according to its regular service schedule.

A box for outgoing letters is located in the postal and message centers at Crestwood, Felt House and Lobby of Holliman.

The Concierge in the Crestwood lobby and the Receptionist in the Holliman Center will accept parcels and letters from the U.S. Postal Service and commercial carriers. Trinity Woods will accept, on behalf of the Member, items that require signatures unless the Member has specifically requested in writing that this not be done.

Members will be notified of the presence of a letter or package at the reception or concierge desk, either by placing a note in the Member's internal communications box, by email or by telephone.

Non-U.S. Postal Distribution

Because U.S. Postal regulations prohibit the placing of unstamped items in U.S. Post Office mailboxes, an internal communications box will be provided for each Crestwood residence and each Villa, Patio, and Lakeside Home. These boxes are located in the Member's Business Center for Crestwood residences, by the front door of the Villas, and below the mailboxes of the Patio and Lakeside Homes. These boxes may be used for personal cards or invitations. Solicitations and flyers are not allowed.

PUBLICATIONS

Trail Mix

Published monthly, this internal newsletter highlights the campus lifestyle. It updates members, their families, and friends of Trinity Woods on recent news and the upcoming calendar of events.

This & That

Published monthly by the Member Services office, this publication gives information and updates to the Residential Living Community at Trinity Woods.

Member Directory

A Member Directory containing the telephone numbers, email addresses, and residence numbers of each Member is published periodically by Trinity Woods. To protect the privacy of all Members, this directory should be treated as confidential. All changes necessary to this directory should be reported to the Director of Member Services. Included in the Member Directory is a Staff Directory with the name and contact information for the key Management and supervisory Staff of Trinity Woods.

Members' telephone numbers and email addresses will be listed in the directory unless a Member specifically requests in writing that this information be omitted. Members also may have their names and residence numbers omitted if they prefer not to be listed in the directory.

COMMUNITY SERVICES

Treasure Chest

Located in the Basement of Felt House, the Member-run Treasure Chest is currently open on the first and third Friday of the month from 11:30 a.m. to 3:30 p.m. Members may donate and/or purchase household items, furniture, décor, women's clothing and more. All proceeds benefit the Good Samaritan Fund, assisting Members in the Health Center who have outlived their resources.

Bellman's Carts

Bellman's carts are available for the Member's use and must be returned to designated area after each use.

Large shopping carts are located in the Crestwood garage next to the elevators; and the small shopping carts are located in the vestibule behind the 1st floor North elevator. All are to be returned after each use.

In Felt House, small shopping carts are located on each floor. All are to be returned after each use.

Clerical Services

Members may desire certain clerical services, such as facsimile (FAX), copier or notary services, from time to time. If assistance is required, please contact the Concierge or the Member Services Coordinator at Crestwood or the Receptionist in Holliman.

Concierge

A Concierge will be on duty in the lobby of Crestwood seven days a week with the exception of some holidays. The Concierge will be available to all Members to answer questions and assist with miscellaneous tasks. The concierge can be reached Monday through Saturday from 8:00 a.m. to 4:30 p.m. and on Sunday from 9:00 a.m. to 3:00 p.m. at 918-346-6653. Any changes will be communicated to the Members beforehand.

Receptionist

A receptionist will be on duty in the lobby of Holliman Monday through Friday from 8:00 a.m. to 4:30 p.m. except for paid holidays. The receptionist is available to cash checks, reserve rides with transportation, and provide limited postal services until 4:00 p.m. each day.

Housekeeping Services

Housekeeping service is provided once each week to each Crestwood and Felt House residence, with certain exceptions during holidays. With certain contracts, housekeeping services are also available in the Villas, Patio Homes and Lakeside Homes. Service is scheduled for Monday through Friday during normal working hours. Housekeeping services in the residences will not be provided on weekends or holidays. To a degree scheduling permits, housekeeping services will be provided in the residences on the same day and time each week.

Members will be provided with a schedule of housekeeping visits and notified of any anticipated changes. In an effort to provide maximum staff utilization, Management is not able to guarantee that the same housekeeper will service a particular residence each time. Individual housekeepers may rotate from time to time.

Trinity Woods reserves the right to enter a residence to perform routine housekeeping services in a Member's absence, unless the Member has denied access on the Housekeeping and Maintenance Authorization Form allowing entry only if the Member is present. If this form is on file and the Member is not present at the scheduled housekeeping time, then Trinity Woods will not be obligated to re-schedule housekeeping services.

Carpet Cleaning

Carpets will be cleaned as determined by Trinity Woods. Should, in the opinion of Trinity Woods, special carpet cleaning be required in a residence or in a common area due to a pet, unusual wear and tear or general abuse, the Member will be charged for that service.

Extra Housekeeping Services

Extra housekeeping services may be requested from Trinity Woods. Requests for extra housekeeping should be made in writing and turned in to the Housekeeping Supervisor. Charges for extra housekeeping services are outlined in the Trinity Woods Fee Schedule and will be added to the monthly statement.

Members may not have housekeeping service performed by Outside Employees or Independent Contractors who are not employees of Trinity Woods unless approved in advance. Please see the “Hiring Outside Services by Members” of this handbook for guidance.

Services Included in Routine Cleaning

Kitchen

Cleaning the top of refrigerator, stove, countertops, and sink; sweeping and wet mopping the floor.

Bathroom

Cleaning the bathtub and showers, sinks, countertops, mirror, toilet bowl, tank, and tank cover; sweeping and wet mopping the floor.

Living and Dining Room

Light dusting and vacuuming carpet.

Bedroom

Light dusting; vacuuming carpet. Removing linens from bed and remaking the bed with clean linens.

General

Cleaning all windowsills, spot-cleaning carpet, Sweeping the porch or balcony, and trash removal. Trash must be in a trash bag and tied shut. Trash can not be in Walmart or other grocery type bags.

Expanded Cleaning

Certain cleaning tasks will be accomplished by Trinity Woods Staff on a periodic basis, including:

- Window washing, inside and out
- Carpet shampooing, if needed
- Cleaning baseboards, ceiling fans and return air grills

Services Not Included in Routine or Expanded Cleaning

- Washing dishes; preparing food; waxing floors
- Dusting bric-a-brac; moving furniture
- Cleaning inside the refrigerator
- Polishing silver or brass, etc.
- Personal laundry
- Personal services such as bathing, hair styling, dressing, feeding, or administering or assisting with medication
- Cleaning up of biohazards. Biohazards are any materials that can possibly contain infectious diseases.

Laundry Services

For an additional fee, Trinity Woods will launder personal sheets, pillowcases, towels, washcloths, and personal laundry if desired by the Member. This service will be provided on a scheduled basis similar to the housekeeping schedule.

Members must provide their own linens as these are not furnished by Trinity Woods. All linens sent for laundering must be marked with the Member's name and residence number on a permanently affixed tag or in indelible ink. While every care will be taken, Trinity Woods assumes no responsibility for wear, tear, or loss of laundered items. Please contact the Housekeeping Manager for details at (918) 346-6622.

Libraries

Located on the second floor of Felt House and the second floor of Crestwood, the Libraries are open for Members to check out or return books at any time. The libraries are run by member volunteers.

Lost and Found

Trinity Woods will maintain all found property in the security office, Concierge Desk, Receptionist desk or Spann Wellness Center until either the owner is identified, or 90 days have passed, after which time TW may dispose of the found property.

For found items deemed to have material value, Trinity Woods will post a found notice at the Member announcement centers. For lost items, the Member may prepare a lost notice and present it to Member Services for posting.

Maintenance Services

The primary functions of Maintenance are:

- to ensure life safety equipment is functioning properly at all times
- to keep the residences and common areas clean and in good repair
- to maintain Trinity Woods grounds and landscaping
- to perform a program of preventive maintenance, corrective maintenance, and small construction

Maintenance Functions

Corrective Maintenance

Corrective maintenance is generally scheduled between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday. Members will not normally be notified in advance if corrective maintenance is to begin during standard hours. If the Staff plans to visit a residence at other times, the Member affected will be notified in advance. All maintenance on Trinity Woods property and equipment must be performed by Trinity Woods Staff or authorized by Trinity Woods.

Preventive Maintenance

Trinity Woods will follow a written preventive maintenance plan to keep the buildings, equipment, furniture and furnishings in good repair and free of safety hazards.

Grounds Maintenance

Trinity Woods Management is responsible for maintaining the grounds. This includes but is not limited to: mowing grass; fertilizing lawns, trees and bushes; cleaning up debris; pruning trees and bushes; cleaning up dead vegetation; and watering as appropriate.

Landscaping by Members

All landscaping has been done according to an approved master plan which requires extensive watering systems and sprinklers. Members may not install trees, bushes, or other plantings without prior approval from the Chief Operating Officer.

Members so inclined may volunteer to care for specific plantings or plant beds. Requests to do so may be made to the Chief Operating Officer or his/her designee.

Care of Plants in Common Areas

Watering and care of plants in common areas is the responsibility of Trinity Woods. Members are asked not to tend these plants without a specific agreement with Trinity Woods.

Maintenance Service after Move-In

After a Member moves into a residence, the Maintenance Staff will assist in hanging pictures, mirrors and shelves, without a charge for up to two (2) hours of labor. This work must be requested within thirty (30) days after move-in and should be scheduled as a one- or two-hour block of time rather than small increments of time that equal two hours. A Member can schedule such services through the Maintenance work order system as listed in the Routine Reporting Procedure described below. Staff may inspect Member-owned lamps and other appliances and reserves the right to disable these items, if deemed unsafe, until the Member can make arrangements for repairs.

Maintenance of a Residence during a Member's Absence

Regardless of the type of maintenance performed (see below), the individual Staff Member accomplishing the work will leave a notice stating that work has been completed in the Member's absence.

Emergency Conditions

In the event of a maintenance emergency as determined by Trinity Woods, the Maintenance Staff may enter the residence to ensure the safety of the Members at Trinity Woods.

Scheduled Preventive Maintenance

The Maintenance Supervisor will provide advance notice of scheduled preventive maintenance activities requiring access to individual residences. After such notice, unless a Member has provided reason (e.g., illness) not to do so, the Staff is deemed to have permission to enter the residence according to that schedule regardless of the Member's presence. Should a Member require Maintenance Staff to use special entry procedures, the Member should contact the Maintenance Office at (918) 346-6626 to provide special entry instructions. Maintenance will place the instructions on file.

Corrective Maintenance

Corrective maintenance items are initiated by maintenance work orders from Members and Staff. The Maintenance Supervisor schedules all corrective maintenance on a routine basis. The Maintenance Staff will assume access to a residence is acceptable, even if the Member is absent, unless the Member has denied access on the Housekeeping and Maintenance Authorization Form allowing entry only if the Member is present. In that event, the Maintenance Staff will not enter the residence and maintenance will be rescheduled in accordance with maintenance priorities.

Pest Control

Pest control service will be provided on a scheduled basis. Should a Member experience difficulty with pests, the Member should complete a maintenance work order request.

Should, in the opinion of Trinity Woods, special pest control be required in a residence or in a common area due to a pet, the pet's owner will be charged for that service.

Replacement of Light Bulbs

Maintenance will replace light bulbs in the common areas and in-residence light fixtures which are installed as part of the building's original equipment. Members are expected to furnish bulbs for their own lamp fixtures.

Swimming Pool/Spa Maintenance

Care of the swimming pool, including establishing and maintaining proper chemical levels, is the responsibility of Trinity Woods. Water temperatures will be maintained at a comfortable temperature as determined by the Trinity Woods VP of Wellness with input from the Members.

Tools and Supplies

Trinity Woods tools, equipment and supplies may be used only by Maintenance Personnel.

Trash and Recycling Program

A trash chute/recycling room is located on each floor of the Crestwood building. Only disposable trash in tied plastic bags, not loose garbage, should be placed in the chute. Items to be recycled will be collected in accordance with the current City or County recycling program in compliance with the Trinity Woods budget. Pet excrement, including litter box contents, must be placed in a tightly sealed plastic bag and placed in the trash chute. In Felt House, the trash and recycle bins are located in the laundry rooms of each floor. Trash will be removed on a regular basis from these areas by the Trinity Woods Housekeeping/Maintenance team.

Disposal of grease and oil down any sink is prohibited.

A Member with a large or bulky trash item may call the Housekeeping Department to make arrangements for it to be picked up. For safety and to maintain a neat, clean environment, no trash of any kind should be put out in the building corridors of Crestwood or Felt House.

For Members in Villas, Patio Homes and Lakeside Homes, trash service will be provided on a scheduled basis.

Work Orders/Maintenance Requests

Maintenance of Community property or of a residence is controlled by a written work order system that will ensure tracking and follow-up on all maintenance requests. In order to process maintenance requests, a priority system is in place designating maintenance requests as: Emergency, Priority or Routine. Top priority is given to emergencies and any items that constitute a safety hazard to Members or Staff. Maintenance requests should be reported based upon the priority system outlined below.

Reporting Procedures

Emergency: Emergency problems that may involve structural or major equipment problems throughout the property or pose a threat to the safety of Members or Staff, or emergency problems noted in a residence, should be reported immediately, regardless of the time. Emergency problems should be reported to the Operations Coordinator by phone at (918) 346-6631 if during normal working hours. If an emergency occurs after normal working hours, contact the Security Staff on duty at (918) 734-3437.

Priority: Priority maintenance problems are those that create an immediate inconvenience to Members or those that could result in further damage to Community property or a residence if left uncorrected. (Examples include air-conditioning failure, toilet stopped up and water leaks.) Priority maintenance requests should first be reported to the Operations Coordinator by calling (918) 346-6631, secondly to the Concierge at (918) 346-6653 or, if after working hours, to the Security Personnel on duty at (918) 734-3437.

Routine: Routine maintenance problems are those that occur through the course of daily living in the community and do not pose any safety risk or immediate inconvenience to the Member. (Examples include doors/windows not closing properly, faucet leaks, etc.) Routine maintenance problems can be reported to the Receptionist at (918) 346-6610 or the Concierge at (918) 346-6653. The "request for maintenance" can be emailed to the Maintenance Department or dropped off with the Receptionist or

Concierge. (See Staff Directory for email address.) If a Member wishes to enter their own electronic work orders, please contact the Operations Coordinator at (918) 346-6631 for instructions.

Newspaper Delivery Service

Members are responsible for purchasing their own subscriptions to newspapers. The newspaper carrier will deliver directly to the Villas, Patio Homes, and Lakeside Homes. Members living in Crestwood, Felt House and Holliman will have their newspaper delivered by Trinity Woods Staff.

Optional Utilities

Cable Television

“Expanded Basic” is included in the Monthly Fee. "Premium" channels may be contracted for by the Member and will be billed directly to the Member by Cox Communications.

Internet Service

Member residences are hard-wired for Internet access. Members are responsible for obtaining internet service as they desire and will pay their internet bills directly to the carrier.

Telephone Service

Members are responsible for obtaining individual telephone service. The Trinity Woods Move-In Team will assist Members in starting telephone service if desired by the Member.

Local telephone service is currently provided by AT&T or Cox Communications, and Members may select a long-distance carrier of their choice. Members pay their telephone bills directly to the carrier.

Security Services

Uniformed, armed Security Personnel will be on duty 24 hours a day, 365 days a year. Security Personnel carry two-way communication equipment and cellular telephones capable of receiving and acknowledging emergency calls and routine communication with other Staff and Members.

The primary functions of Security are:

- to provide a safe and secure environment
- to protect property
- to assist in urgent call responses which originate within the Community

Transportation Services

Transportation service within the community is offered on a scheduled basis in Trinity Woods vehicles, at no charge, for Members of Trinity Woods wishing to use this service. An on-campus shuttle service will be offered from time to time for Members between Villas, Patio Homes, Lakeside Homes, Crestwood, Community Life Center and the Fleming Center as weather and demand warrant. An appropriately licensed Trinity Woods Staff Member will drive the vehicle.

Off-campus scheduled transportation will be listed in the Life Enrichment monthly calendars. A list of destinations, as well as departure and return times, will be maintained by Trinity Woods, and communicated to Members. Trinity Woods reserves the right to reschedule planned trips in the event of an emergency, equipment failure or because of inclement weather.

Individual Use of Transportation

Subject to availability, Trinity Woods vehicles, with an appropriately licensed driver, will be available for local and area trips (not to exceed 30 miles round trip) when requested by an individual Member or Member group. Individual use is accommodated on a first-come, first-served basis and may be reserved up to 30 days in advance. A car and a wheelchair accessible van are available for this service. Estimated costs will be established in advance. Trinity Woods reserves the right to reschedule Member's trip in the event of an emergency, equipment failure or because of inclement weather. Transportation Service hours of operation are Monday through Friday from 8:30 a.m. to 4:00 p.m.

Transportation Services are scheduled through the Receptionist at 918-346-6610 Monday through Friday from 8:00 a.m. to 4:00 p.m. Please make arrangements at least 48 hours ahead of time.

COMMUNITY HEALTH AND WELLNESS SERVICES

Assisted Living and Health Care

Trinity Woods operates licensed assisted living facilities, The Holliman Center and The Memory Care Assisted Living Houses, Barnes and Marshall Gaddy. Trinity Woods also has licensed Health Care Households. Members have priority access to these three areas. For more information regarding the Holliman Center or Memory Care Assisted Living contact the Director of Assisted Living at (918) 346-6630 and for the Health Care Households, contact the Move-In Coordinator at (918) 346-6623.

Dining Services

Trinity Woods Management is responsible for the operation of all food and beverage areas in the Community. The primary functions of Dining Services are:

- Planning menus for meals served in the dining venues, ordering food and supplies accordingly
- Preparing and serving the meals noted above
- Providing catered services for the Members of Trinity Woods

Dining Account

All Trinity Woods dining venues have specific menu prices. Meal plans will be available to Members as follows:

Crestwood Residences Villas, Patio and Lakeside Homes

The monthly fee (for most contracts but not all) provides for each Member to have a Dining Dollars account. When Members dine in any of Trinity Wood's dining venues, the dining account provides for some meals at no additional charge. Dining charges in excess of the dining account's value will be included on the Member's monthly statement. The dining charges can include those incurred by guests. If Members are absent from the Community at least seven consecutive days, an additional \$100 of meals can be requested for the following month at no additional charge.

Felt House

The monthly fee provides three meals per day in Cypress Grille. When Members dine in one of the Crestwood venues, they will be charged the Crestwood menu prices.

Dining Venues

The overall dining program is designed to provide a variety of eating experiences. In order for the program to meet the expectations of all Members, different dining venues have been established.

The Charter Oak

Located in the Crestwood building, the Charter Oak offers lunch (takeout/delivery only) from 11:00 a.m. – 1:00 p.m. and dinner from 4:30 p.m. – 6:30 p.m. (last seating), Monday through Saturday with seating designated by a Host/Hostess or a member of the waitstaff. Tableside menu service will be available for dinner. In addition, a fresh salad bar is available as well. Each Sunday a special Weekly Brunch will be set up in Charter Oak and is served from 11:00 a.m. to 2:00 p.m. Reservations are required. Reservations and takeout orders can be placed by calling or emailing the concierge at 918-346-6653 or concierge@trinitywoodstulsa.com. Dinner will not be offered in the Charter Oak on Sunday evenings.

Cypress Grille

Located in the Holliman Center this restaurant is open every day for breakfast from 8:00 a.m. to 9:30 a.m., lunch from 11:00 a.m. - 1:00 p.m. and dinner from 4:30 p.m. – 6:30 p.m. Tableside menu service is available. In addition, a fresh salad bar is available as well. Reservations are preferred and can be placed by calling or emailing the concierge at 918-346-6653 or concierge@trinitywoodstulsa.com.

TreeTop Café

Located in the Crestwood building, the TreeTop Café is a favorite gathering place for lighter fare with retail convenience items available. The TreeTop Café offers coffee, bottled beverages, a daily selection of salads, sandwiches, ice cream novelties and various sundries plus a limited breakfast menu. It is open Monday through Friday from 8:00 a.m. – 3:00 p.m. Breakfast is served from 8:00 – 10:00 a.m. and lunch is served from 11:00 a.m. - 2:00 p.m. The Coffee Bar located at the Tree Top Café is open from 7:00 a.m. – 2:00 p.m.

Catering Service

Dining Services is equipped to cater special events for a Member in designated Trinity Woods common areas such as the Private Dining Room or the Members Club on the 4th floor in Crestwood. Services are based on availability. Catering menus are available upon request.

A Member desiring catering service will be required to approve a written cost estimate prior to the event. Actual charges will appear on the Member's monthly statement.

Delivery Service/Takeout

Members can arrange for takeout or delivery service by calling the concierge at 918-346-6653. In order to assure prompt delivery, requests should be made at least four hours in advance. In some cases, delivery fees apply. These services are available for lunch and dinner.

Guest Dining

Guests are welcome to join members at any meal. Charges for the Guest's meal will be included on the Member's monthly statement or may be deducted from the Member's Dining Dollars account only. Booster seats and highchairs will be available for small children.

Menus

Menus are prepared with sound nutritional considerations in mind. Standard menu items will be provided along with the daily specials, Monday through Sunday.

Private Dining Room

The Private Dining Room may be reserved on a first-come, first-served basis through the Concierge. The Private Dining Room will seat a maximum of 12 individuals. Members utilizing the Private Dining Room may request the same menu as offered in the Charter Oak or may request a special menu from the catering guide. In the case of a special menu, there are additional charges.

Members are requested to make reservations for the Private Dining Room at least 24 hours in advance if a special menu is not requested, and at least three days in advance if a special menu is requested.

Reservations

Reservations are required to dine in Charter Oak, no exceptions. Seating for dining will be on a first-come, first-served basis. To make dining reservations, call or e-mail the Concierge at 918-346-6653 or concierge@trinitywoodstulsa.com. Due to limited seating, reservations will not be held more than 15 minutes past the reservation time.

Service Hours

The hours for dining service may be changed periodically based upon Member use. During holidays, special occasions and/or inclement weather, dining times may be modified. Schedules for these times will be communicated in advance.

Dining room Rolling Walker/Wheelchair Policy

- After a Member is seated, Member's walker or wheelchair is to be removed from the immediate dining area and traffic areas for safety concerns.
- Members should be able to self-transfer to dining chair.
- At no time are walkers to be used for seating in the dining room.
- *Rolling walkers are not to be used as wheelchairs anywhere on campus.*

Wellness Nurse

Wellness services and health education programs will be provided at no cost to the requesting Member. A Licensed Nurse is located in the Wellness Nurse Office located in the Spann Wellness Center. Hours of operation are Monday through Friday from 9:00 a.m. to 4:30 p.m. with the exception of holidays. You can reach the Wellness Nurse at 918-346-6618.

Health and Wellness Campus Clinic

The clinic is located in the basement of Crestwood outside of the Spann Wellness Center. The clinic is home to a variety of Health and Wellness services. Dr. Marinn Rank, OSU internal medicine physician focusing on geriatrics. She is here twice a month to see members. Audiologists, podiatrists, and other health services provide services as well. Contact the Wellness Nurse at 918.346.6618 to get more information on these services.

Spann Wellness Center

Wellness Philosophy & Purpose Statement

The Trinity Woods Wellness Team believes that every person has the right to live life to its fullest potential. The Wellness Department believes that each person is a multifaceted individual composed of body, mind, and spirit. In this spirit, our goal is to enable each person to enjoy life as independently as they can for as long as they can.

All age groups desire to maintain their mental and physical wellbeing. In order to do this, there must be opportunity to learn, play, socialize, exercise and engage in life. The Wellness Team provides a safe and engaging environment for the pursuit of healthier lifestyle choices through all the dimensions of wellness.

The Wellness Team's purpose is to provide comprehensive wellness programming to optimize, improve or maintain physical, emotional, intellectual, environmental, social, vocational, and spiritual wellness for all participants. It is the goal of the Wellness Team to encourage the involvement of Trinity Woods departments in the wellness of the Members. Wellness is a multifaceted philosophy that requires the insight of many disciplines, including but not limited to medical, spiritual, and social (life enrichment). The Wellness Team will provide quality space for recreation, physical wellness, and health services.

Safety

The safety of all Members using the Spann Wellness Center (SWC) is our top priority. Members are encouraged to become familiar with the contents of this manual. Members with questions should contact the Fitness Coordinator.

All rules posted in the fitness and pool areas should be followed by anyone using the SWC. It is the responsibility of those using the center to become familiar with these rules. In addition, proper orientation is required before beginning use. Do not tamper with or remove any signs in the fitness or pool areas. Members are always encouraged to wear their urgent response pendants, except when in the pool or hot tub. Compliance with the safety rules of the SWC is a condition to its continued use.

SWC staff and volunteers monitor programs and equipment with total adherence to established community procedures in compliance with local, state and federal regulations.

Except for water bottles, no food or beverages are allowed in the fitness or aquatic areas. Please keep all food and beverages other than water in the juice bar and lobby. Smoking is not allowed on the Trinity Woods campus. Alcohol consumption is prohibited in the SWC.

Because parking is limited; Members are encouraged to walk to the SWC.

Hours of Operation

The SWC is open 24 hours a day, 7 days a week. The Pool is open every day, except one when it's closed for maintenance and cleaning. The fitness area, pool and hot tub are for the use of community Members, therefore, are not available for reservation.

Orientation

Before using the SWC, the equipment or the pool, each Member must attend an orientation session to become familiar with personnel, equipment, and safety procedures. All Members are required to sign a waiver indicating that they have completed the orientation and that they understand the use of the equipment. Contact the Fitness Coordinator for orientation times.

Health Status Questionnaire, Medical Release and Liability Waiver

Prior to initial use of the SWC, Members are responsible for completing a health status questionnaire, medical release and signing a liability waiver. If a Member seeks treatment for a new medical issue, a new medical release must be signed before exercise can be resumed.

Guests

All guests must check in with SWC personnel, sign a liability waiver and submit it to the Fitness Coordinator prior to using the fitness area, pool, or hot tub. Guests are welcome to participate in exercise classes, provided space is available. Trinity Woods members have priority. Guests can use the SWC on a temporary basis.

SWC guests must be at least 16 years of age to use the equipment. Pool and hot tub guests must be at least 16 years of age to use the pool without a family member present. Children under 16 may use the pool, but they must be accompanied by an adult family member.

Dress Code

All Members are encouraged to wear appropriate exercise clothing during classes or while using equipment. This includes shirt, shorts or exercise pants, and closed-toed shoes with rubber soles (sandals, flip flops, heels, or open-toed shoes are not permitted). Loose-fitting clothes provide the most comfort for all forms of exercise. Proper exercise clothing is highly recommended over street clothes. Street clothes can be unsafe for the Member and may damage the equipment. Exercise clothing lacks buckles or rivets that can damage upholstery.

Properly fitted athletic shoes are a highly recommended important investment. They are more protective of the feet and spine, safer and more comfortable.

A bathing suit is required for those wishing to use the pool or hot tub (no shorts or T-shirts). Members should wear a proper covering over bathing suits when going to and from the pool area. Wet suits are not allowed in the fitness or common areas.

Members Requiring Assistance

Usage of SWC for Members requiring assistance is at the discretion of the Wellness Manager and approval will be granted on an individual basis. Upon approval, Members who require assistance are responsible for arranging for an assistant. The assistant must always remain with the Member.

Lockers, Valuables and Towels

Lockers are available for day use only. Personal belongings cannot be left overnight. Each Member is responsible for his or her own valuables. Locking them in a locker does not ensure the safety of valuables. Trinity Woods is not responsible for lost or stolen items.

Small hand towels are supplied for use during workouts and swimming towels are provided for use in the pool and hot tub area. Please place used towels in appropriate laundry receptacles. Please do not remove towels from the pool/locker room areas.

Group Exercise Classes

Classes are taught by decreed and/or certified fitness professionals. Class participation is by registration. Class size is usually limited to 19 participants per class, depending on the instructor, room size, and class design. Please refer to the wellness calendar for class schedule, description, and location. Classes may be cancelled due to low attendance. Classes are cancelled occasionally due to scheduling conflicts and staff time off.

Personal Training

A certified personal trainer will design a fitness program designed to meet your goals and will work one-on-one with you for a 30-minute session. The sessions can include cardiovascular, strength or flexibility training. Three different payment options are available. Contact the Fitness Coordinator at 918-346-6682 to schedule an appointment.

Recreation Areas

Shuffleboard, Pickleball and Basketball Courts may be reserved for one-hour periods. Please contact the SWC to make a reservation. Relevant equipment will be set up by SWC staff in advance of reservation. Please know that scheduled wellness events have priority over individual reservations. Members who are more than 15 minutes late forfeit the reservation.

For non-reserved use, see a SWC staff to request equipment.

Fitness Calendar

The fitness calendar is located on the Wellness Bulletin Board and will include the time and location of each fitness class. In addition, the time and location of all wellness events and fitness/exercise classes can be found on the monthly Residential Living Wellness calendar.

Swimming Pool Use

The swimming pool is 3.5 feet to 4.5 feet deep and is kept set at 88 degrees Fahrenheit. Please rinse off before entering the pool. A shower is located on the pool deck for your convenience. Please enter the pool from the locker room corridor entrance. Pool rules are posted on the west wall; please review them before using the pool. Never swim alone.

Glass containers and food are not allowed on the pool deck. Members are responsible for returning all aquatic equipment to the proper rack or storage space. There is absolutely no diving or jumping into the pool at any time. Members, guests, and employees are not allowed to swim alone.

Spa/Hot Tub Whirlpool Use

The spa is kept at 100 degrees Fahrenheit and is recommended for use no longer than 15 minutes at a time. Please rinse off before entering the spa. Spa rules are posted on the wall by the spa; please review them before using the spa.

Fitness Room: (open 24 hours 7 days a week)

The Fitness Room has everything you need for a full cardiovascular workout including treadmills, recumbent bicycles, recumbent steppers, recumbent elliptical, a total body bike, Spin bikes, a rower, and an elliptical trainer. For strength training exercise a complete line of Precor strength training machines that operate on a plate system with 5lb. increments and a set of free weights ranging from 10lbs-50lbs area available.

If the equipment is not functioning properly, please notify SWC staff immediately. For your safety, please warm up and cool down for at least five minutes. Please use equipment with care. Slamming weight stack machines or dropping dumbbells is unsafe and may damage the equipment. Members are responsible for returning equipment to its appropriate storage space after use.

If the fitness area is experiencing a high volume of activity, please limit your use of the cardio equipment to 30 minutes.

Contact Information

Fitness Coordinator – 918-346-6642

Wellness Nurse – 918-346-6618

Community Life Programs

Every season of your life should be as full as you want it to be. The Wellness Team delivers a full and varied monthly calendar of programs, events and trips that support your social, physical, intellectual, spiritual, emotional, and vocational needs.

Community members can continue doing the things they have always enjoyed and have the opportunity to try something new.

Viibrant – Member Wellness Portal

Viibrant is a technology system specifically configured for senior living communities through one centralized management dashboard. Members can view and make reservations on the monthly Wellness Calendar, communicate with other community members, access the Member Directory, submit work orders and other important forms such as replacement badges or absence notifications. This portal is your one place stop for all information about TW. To get your username and password contact the Wellness Assistant at 918.346.6661.

Tranquility Wellness Spa

The Tranquility Wellness Spa is a state-of-the-art spa that allows community members to freshen up their hair style or truly relax with a massage without ever leaving campus. Spa services include hair, nails, waxing and massage.

Salon Stylists are not employees of Trinity Woods and as such may receive gratuities.

Members can choose to have charges for beauty and barber services billed on their monthly statement or they may pay with a credit card. Contact the Spa Coordinator at 918.346.6659 to schedule appointments.

Fire Safety

At Trinity Woods, the residences of Crestwood, Felt House, common spaces, the Spann Wellness Center, and the Trinity Woods Health Care Buildings are fully equipped with sprinkler systems, making the likelihood of a major fire virtually non-existent.

A summary of the Emergency Fire Evacuation procedures is outlined in the Appendix. In addition, they are provided to Members for strategic placement in their residence for quick reference in the event of an emergency.

In case of fire in Crestwood or Felt House, Members should not use the elevators, but should proceed with caution to the nearest building exit. Crestwood and Felt House Members also have the option to “shelter in place” if the fire is not in their apartment.

A full Trinity Woods Disaster Plan is available in the libraries. This plan also includes a specific section on Fire and Evacuation. Members are urged to read and to become familiar with the contents of the Disaster Plan. Please see the Summary of Fire Preparedness and Evacuation Plan in the Appendix.

Smoke Detectors, Common Areas

Common area smoke detectors are connected directly to the general fire alarm system and are monitored by an external alarm service.

If a common area smoke detector is activated, an audible alarm will sound in the immediate vicinity, alarms will automatically sound at the control desk in the Security Station and the Fire Department automatically will be called by the external alarm service. A strobe light and horn also will be activated in each wing of the involved building.

Staff Members will be dispatched immediately to the area of an activated common area smoke detector. Members should take action per the Emergency Fire Evacuation procedures outlined in the Appendix.

Tornado Safety

During severe weather, Members are encouraged to listen to local media outlets for news on developing storms. If the Trinity Woods campus is placed under a tornado or

thunderstorm watch or warning, Members who have requested to be on the call list will receive a phone call from Weathercall with pertinent weather information.

If the Trinity Woods campus is placed under a tornado watch, Members should gather necessary items such as a flashlight, radio, medicine, residence key, key card, etc. and be prepared to seek shelter. It is also helpful to make sure that blinds, drapes, and other window coverings are closed.

Should the Trinity Woods campus be placed under a tornado warning, Members should seek shelter immediately. Within all residences on campus, the best location for shelter is an interior enclosed space such as a bathroom or closet. If possible, crouch or kneel with the head down and hands locked behind the neck or protect the head with a pillow or mattress.

Designated Storm Shelters

Time permitting, Members may wish to move to a designated storm shelter during severe weather. Designated storm shelters on the Trinity Woods campus include the Crestwood parking garage and the Staff Break Room on the ground floor of Felt House as well as the large exercise room in the Spann Wellness Center.

Urgent Response System

Each residence is equipped with an urgent response system (Situational Awareness Response Assistance, affectionately known as “SARA”). Primarily, this urgent response system is activated by the Member’s use of a pendant. When activated by a Member, the pendant sends an emergency call signal to the communication devices carried by Security Personnel and the Nursing Staff assigned to respond to emergency calls.

Upon receipt of a signal, Security will call the residence. If the call is answered and confirmed as a false alarm, the member will be asked to reset the pendant. If no answer or if the call confirms assistance is needed security will escort the Wellness Nurse to the residence if it is during normal business hours. Evening and weekend responses come from Security. EMSA will be called in the event of a medical emergency.

This call system is for emergency use only. In the event of a medical emergency or life-threatening event for which calling 911 is appropriate, the Member should call 911, if possible, prior to using the emergency call system.

It is helpful if pendants remain on campus, as a pendant that is removed from campus will continuously alert Trinity Woods that the pendant is missing until the pendant returns to campus. There is a fee to replace a lost pendant.

“SARA” also can be used to inform Members of news or events through the telephone. The system will automatically dial each Member and play an automated voice message or leave the message on the Member’s answering machine.

EMSA Ambulance Services

All Members on the Trinity Woods campus are automatically covered under the City of Tulsa’s Total Care Ambulance Program. Members pay no charges for emergency EMSA trips to the hospital emergency room. Non-emergency trips are not covered by TW. Members will be billed directly by EMSA.

RESIDENCE AMENITIES AND FURNISHINGS

Appliances and Fixtures - Substitutions

Substitutions of appliances and fixtures for those furnished by Trinity Woods must be requested and approved in writing by the Chief Operating Officer prior to installation. All substitutions of appliances and fixtures will be at the Member's expense. The substituted appliances and fixtures will remain the property of Trinity Woods.

Common Area and Hallway Décor

Members shall refrain from removing, altering and/or installing décor in common area spaces and hallways. Placement of personal items or hanging of personal décor within the Member’s front door space is acceptable. For inquiries, contact the Director of Member Services.

Draperies/Curtains/Window Coverings

All residences are furnished with blinds on the windows (not doors). Additional draperies or curtains for windows and doors may be hung at the Member's expense. Draperies or curtains hung at a Member's expense should have white or off-white lining for uniformity of appearance from the exterior. The cleaning of these draperies or curtains will not be covered by the Member’s monthly fee but can be maintained or cleaned by the Staff for an extra charge. These drapes and hardware will remain the property of the Member.

Floor Covering

The policy for substituting floor covering for materials provided by Trinity Woods is generally the same as that for substituting appliances or fixtures. The Chief Operating Officer must approve in writing any carpeting specifications prior to installation. Substituted floor coverings will be maintained by the Trinity Woods Housekeeping and Maintenance team during their regular cleaning schedule. All substituted floor coverings will remain the property of Trinity Woods.

Modifications to a Residence

Modifications to the interior or exterior of a residence requested by a Member may be approved as long as the modification does not violate building codes, is structurally feasible, is consistent with the Trinity Woods architecture, and does not unduly inconvenience other Members. The requesting Member must agree to pay for all installation costs of the modification prior to work commencing and may be responsible for any cost associated with returning the residence to its original condition upon vacancy.

The Member must submit a Modification Request Form (see Appendix) to the Director of Member Services and then it must be approved in advance by the Chief Operating Officer. A determination will be made as to whether the Member is responsible for the cost associated with returning the residence to its original condition upon vacancy in accordance with the Modification form.

Prior to employing any independent contractor, the Member and their contractor must complete and sign the Independent Contractor Acknowledgement and Indemnification Form to include appropriate licensing and both liability and workers compensation insurance. Forms can be found in the Member Services Office.

A Modification Request Form is also available in the Member's Business Office for this purpose and must be signed by the Chief Operating Officer.

Outside Aerial or Antennas

Satellite dishes and/or outside antennas may not be installed on Villas, Patio Homes, Lakeside Homes, Felt House, or the Crestwood building.

Routine Maintenance

Painting of Residences

Painting of residence interiors will be done on a periodic basis as required using standard colors. Priority for repainting of residences will be determined by Trinity Woods. Labor and material will be provided by Trinity Woods.

Members may choose a color or type of paint other than that provided by Trinity Woods with the approval of Trinity Woods but will be required to pay for any incremental increased cost of material or labor. There may be additional fees to return the paint color to a standard color once the member has vacated the residence.

Replacement of Carpeting

Re-carpeting of residences will be done as required based on normal wear and tear. Members may request a carpet change prior to this time at their expense.

Members will have a choice of carpet colors from those offered by Trinity Woods. Members may choose another color or carpet type with the approval of Trinity Woods but will be required to pay for any incremental increased cost of material and labor.

Repair of Appliances

Each time an appliance requires repair, TW, through past service records, will determine the cost-effectiveness of repair versus replacement and act accordingly.

Crestwood Storage Areas

Each Crestwood residence is assigned a storage space in a storage area separate from the residence.

Access/Security

Locking of the assigned storage space is the responsibility of the Member. The storage areas themselves will remain locked with Member access provided by use of the Member's residence entrance key.

Liability

Trinity Woods is not responsible for items stored in a Member's assigned storage space.

Limitations

Storage area aisles are designed for easy access to each storage space. Items may not protrude into, or be put on, the floors of the aisle. Flammable liquids, chemicals, pyrotechnics, or ammunition may not be stored in any storage area or space. Valuable items such as jewelry, china, paintings, etc. should not be stored in storage.



APPENDIX

- Request for Motorized Electric Cart Use
- Independent Contractor Acknowledgement and Indemnification
- Trinity Woods Revised Pet Policy and Registration Form
- Summary of Fire Preparedness and Evacuation Plan
- Modification Request Form
- Member Handbook Acknowledgement Form

Request for Motorized Electric Cart Use

Any Member using a form of electric scooter, electric wheelchair, power chair or golf cart (hereinafter collectively referred to as carts) on Trinity Wood’s campus or within the buildings of Trinity Woods must submit a written request to the Director of Member Services. Application for use of a motorized cart is filed subject to compliance with the Motorized Cart Policy Statement developed to protect the rights and safety of electric cart operators and pedestrians.

MEMBER INFORMATION

Member Name: (please print)		
Physician’s Name:	Telephone:	Address:

PHYSICIAN’S STATEMENT (not required for use of golf carts only)

<input type="checkbox"/> I hereby certify that the above-named individual has a medical condition that requires the use of a motorized cart.	
Date of applicant’s last exam:	
Physician’s Signature:	Date:

INSURANCE INFORMATION

Cart operators accept liability for any injury or damage caused to Trinity Woods, another Member, guest, staff Member or visitor by operation of the cart. Trinity Woods strongly encourages individuals who own and/or utilize motorized carts to purchase liability insurance that covers them for any injury or damage caused by their motorized cart. It is recommended that liability insurance cover the cart owner and all operators of the motorized cart, and the coverage be not less than (a) \$500,000 Bodily Injury and (b) \$100,000 Property Damage OR \$1,000,000 Combined Single Limit.		
Insurance Company:	Agent:	Telephone:

Request for Motorized Electric Cart Use (cont.)

ACKNOWLEDGEMENT OF POLICY RECEIPT & INDEMNIFICATION

I hereby acknowledge that on this date, I have received and reviewed a copy of the Motorized Cart Policy Statement. I realize that I am responsible for knowing, understanding, and complying with the contents of the policy and procedures. If I have any questions regarding the policy, I may ask any Member of the administrative Staff for clarification and/or explanation. I realize that the policy may be modified and updated from time to time, and I agree to comply with any such changes and/or updates.

I accept all liability arising from my use or ownership of a motorized cart and acknowledge that information regarding liability insurance has been provided to me. I further agree to indemnify and hold the Trinity Woods, its owners, agents, officers, directors, or employees harmless as a result of any negligent or intentional acts or omissions on my part in owning or operating a motorized cart.

Member's Signature:	Date:
TW Representative Signature:	Date:

Return completed form to the Director of Member Services.

Independent Contractor Acknowledgement and Indemnification

I, _____, [Name of Independent Contractor or Outside Employee], wish to provide private duty services to one or more Members of Trinity Woods. I understand and agree that my access to Trinity Woods to provide such services is conditioned upon my compliance with all of the following items:

1. I understand and agree that I am not an employee of Trinity Woods, which exercises no control over my compensation or the agreement that I have entered into for providing services and that I am responsible for my own actions for the service I provide the Member(s).
2. I agree not to represent to any person, at any time, that I am an employee of Trinity Woods. I further agree not to seek any employee benefits offered to Trinity Woods employees, including but not limited to: workers' compensation insurance, unemployment insurance, disability insurance, vacation pay and/or sick pay.
3. I understand and agree that my employer is/are the Member(s), or an outside agency which is unrelated to Trinity Woods, and that such Member or agency will be responsible for paying for my services, providing workers' compensation and other employee benefits to me, and making appropriate payroll deductions on my behalf.
4. I agree to release, indemnify, and hold Trinity Woods harmless from and against any and all claims, demands, liabilities, losses and damages, in any way arising out of or related to my services, or my presence at Trinity Woods.
5. I understand and agree that my access to Trinity Woods is limited to that access which is necessary to provide services to the Member(s), to meet the Member's needs, or to use the public telephone or restrooms. I understand that I will have access to no other area without the prior express written consent of Trinity Woods.
6. By signing below, I agree to the terms of this Acknowledgement and Indemnification.

Signature

Name (printed)

Date

Street Address

Telephone

City, State, ZIP

**Independent Contractor Acknowledgement and
Indemnification (cont.)**

Member Waiver and Release Form

The Member specified below has elected to retain Outside Employee and/or Independent Contractor services from the above-named agency or individual, who is unaffiliated with Trinity Woods. The Member has been advised of the potential problems and risks that can occur upon hiring employees and/or independent contractors. The Member agrees that Trinity Woods has no obligation to check or investigate the background of the employees retained. The Member hereby waives and releases Trinity Woods from any and all claims, causes of action, demands, obligations, damages or liability asserted or arising out of or incidental to any dealings between the Member and the employees and/or independent contractors retained. The Member will further indemnify Trinity Woods for any costs incurred by Trinity Woods relating to the misconduct of such employees and/or independent contractors.

Member Signature

Name (printed)

TW Address

TW Director of Member Services

Date

Trinity Woods Revised Pet Policy and Registration Form

1. Requests to have pets must be made in writing and approved in advance by the Director of Member Services. The following documentation must accompany the request:
 - Local License Registration
 - Current Immunization Record
2. Pet owners will obtain a copy of the State's Department of Agriculture, Bureau of Disease Prevention Guideline on Rabies.
3. Pets are limited to no more than two of any cats, dogs, fish and/or birds.
4. Pets may not be in any indoor common areas (except as they are being led outside) and must be supervised by the Member and controlled by a leash at all times.
5. Pets may not live outside the building.
6. Any damage caused by a pet either within the building or on the grounds will be repaired or replaced at the Member's expense.
7. Members will have complete responsibility for the feeding and care of their pet. Staff will not assume any responsibility for pet care. Members will be required to clean up after their pet.
8. Members will be responsible for boarding their pet, when appropriate. Pets are not allowed to be left overnight in the Member's residence if the Member is not present. Pet Sitters are not allowed to stay overnight in the Member's residence.
9. Member agrees to keep pets clean and free of odor and fleas.
10. Trinity Woods reserves the right to remove the pet from the premises if they impede normal business operations, disrupt, or interfere with any other Member. The first infraction of the pet policy will result in a notification. The second infraction of the policy will be a notice to take action. The third infraction will result in TW calling the designated individuals listed below to remove the pet from the property. TW's objective is to see that all steps have been taken to correct an unworkable situation before removing a pet.

Trinity Woods Pet Policy and Registration Form (cont.)

11. The following persons are designated as individuals to call (in order of listing) to care for the pet should Member become ill or hospitalized or unable to care for pet for any reason or to remove the pet from the property for violation of the pet policy on the third infraction:

1] Name: _____ Relationship to Member: _____

Address: _____

Phone – Home: _____ Cell: _____

2] Name: _____ Relationship to Member: _____

Address: _____

Phone – Home: _____ Cell: _____

I have received, read and understand Trinity Woods’s Member Pet Policy and the State’s Guidelines/Information regarding rabies.

Member Signature

Name (printed)

Trinity Woods Address

TW Director of Member Services

Date

Summary of Fire Preparedness and Evacuation Plan

Preparing for a Fire or Evacuation

Check the exits. Preparation for surviving a fire begins right after you move in. Take a few moments to check out possible escape routes. Count the doorways and any other features between your residence and the exits. It's important to know the layout of your residence because you may have to stay in it, if smoke in the corridor cuts off your escape while awaiting rescue.

Walk down the corridor and find the exit doors and stairwells. Never use elevators in a fire.

Find the nearest fire alarm pull-station. Be sure you know how to use it. You may have to activate it in the dark or dense smoke.

Keep your residence key close to where you sleep so you can find it easily. You will need it to get back into your residence if smoke or fire blocks your exit. Also, having a flashlight available will help locate exits in dark smoky conditions.

Look out the windows. Open the windows and learn how the latches work. Decide which one to use in an emergency. Is escape possible if the corridor is not usable? If your outside deck is away from smoke/flames, you could use it for fresh air or rescue.

During a Fire

If a fire begins in your residence, report it to Security immediately and then try to put it out only if you're sure you can handle it. If you are at all in doubt, get out of your residence and close the door behind you to keep smoke and flames out of the corridor. Sound the alarm and arouse your neighbors. If the fire starts in another part of the building, you will probably be aroused by an alarm, yelling in the corridor, a phone call, or the sound of fire engines outside. Then follow these steps:

1. **Collect your keys and go to the door.** If there is any evidence of smoke in the room, roll out of your bed and crawl to the door. Don't stand; smoke and deadly gases rise.
2. **Feel the door with the palm of your hand.** If the door or knob is hot—don't open it. If the door is not hot, open slowly and be ready to slam it shut if necessary.

3. **Check the hallway.** If everything is clear, walk to the nearest exit. If there is any smoke in the corridor, crawl into the hallway. Close the door behind you. Stay close to the wall so you can count the doorways to the exit. If the nearest exit or stairway is blocked, use the alternate one. Remember, don't use the elevator.
4. **Walk down to the ground level.** Fires generate heat, smoke and panic. Hold onto the handrail. Slower walkers stay to the right. Faster walkers stay to the left. If fire or smoke is dense at lower levels, turn around and walk up to clearer air. The sprinkler will activate in involved areas as required.

If you are unable to leave your residence during a fire, do not panic. You can stay in your residence and still survive a fire by following these guidelines:

1. **Open a window to vent your residence if there is any smoke.** If you are up any higher than the first floor, you are usually better off staying put. Although some people survive jumps from 35 feet or more, they are usually seriously injured.
2. **Let someone know you are in your residence.** If the phone works, call for help. Hang a bed sheet out the window to signal firefighters, but don't try to climb down.
3. **Fill the bathtub with water.** It might be needed for firefighting. Turn on the bathroom fan if it helps to clear your room of smoke.
4. **Wet towels and sheets.** You'll need them to put around doors and cracks if smoke seeps in. Use a bucket to bail water.
5. **Get fresh air.** Make a tent over your head with a blanket at a slightly opened window to get fresh air. If the windows do not open, you may have to break one out with a chair or drawer. If heat and flames are rising outside the window from a lower floor, don't breathe smoke-laden air. Outside decks can be used for fresh air, if heat and flames are not rising.
6. **Only as a last resort, exit the residence.** Finally, if your room becomes untenable, you may be forced to make for the best exit but remember to keep low.

Please know that THE BUILDING IS FULLY SPRINKLERED. The sprinklers are activated individually by heat and will only activate in areas necessary to control fire. Smoke can build before the sprinklers are activated so remember to stay as low as possible while evacuating. Remember that few people are burned to death in fires. Most people die from smoke, poisonous gases, and panic. Panic is usually the result of not knowing what to do. **If you have an escape plan and adapt it to the emergency, you can greatly increase your chances of survival.**



Modification Request Form

Please fill out the form below in its entirety to submit a modification request to TW. Your request will be sent to the Chief Operating Officer for his approval. Please allow 7 to 10 business days for your request to be processed. Modification requests must include a scanned picture or drawing depicting what is being modified, replaced, or changed.

Modifications to the interior or exterior of a residence requested by a Member may be approved as long as the modification does not violate building codes, is structurally feasible, is consistent with the TW architecture, and does not unduly inconvenience other Members. The requesting Member must agree to pay for all installation costs of the modification prior to work commencing and may be responsible for any cost associated with returning the residence to its original condition upon vacancy.

AT TW's sole discretion, any additional money needed to complete the job of restoration will be billed to the Member or to the Member's Estate or will be deducted from any funds due Member or Member's Estate by TW.

If an independent contractor is used by the Member to perform the modifications, the independent contractor must be appropriately licensed and insured with both liability and workers' compensation insurance. (Forms available through Director of Member Services.)

Name: _____
Address: _____
Phone Number: _____
Email Address: _____
Description of Modification: _____

Picture or Drawing:

Member's Signature: _____ Date: _____
Chief Operating Officer's Signature: _____ Date: _____



Modification Estimate

Contractor Name & Contact Information: _____

Contractor forms completed (Insurance & License): _____

Date of Estimate: _____

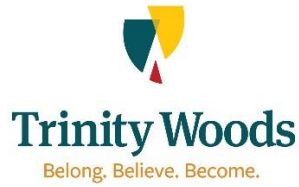
Estimated Price: _____

Beginning/Completion of Modification date: Approximately _____ days from receipt of this signed documents.

By signing below, Member agrees to the above project and price. Cost of project will be added to the Member's next month's fee. Copies of invoice from Contractor will be provided to Member.

Member's Signature: _____ Date: _____

Chief Operating Officer: _____ Date: _____



Member Handbook Acknowledgement Form

I acknowledge that I have received, read and understand the Trinity Woods Handbook for Membership.

Signature of Member(s):

Name

Date

Name

Date

Signature of TW Representative:

Name

Date