Charter House
MAYO CLINIC RETIREMENT LIVING

Resident Handbook
2018
# ALPHABETICAL LISTING BY TOPIC

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Welcome to Charter House! We hope you enjoy your new home. The Resident Handbook contains helpful information to insure your security and contentment.

Charter House is a caring, person-centered living community offering service, convenience, companionship and peace of mind. This means that our values, as well as our staff training are rooted in getting to know each resident, building sustaining relationships, and engaging residents in ways that are truly meaningful to them. Staff is committed to meeting the needs of residents. It’s a partnership, and we are glad you have joined us.

**Vision Statement**

Charter House will partner with those we serve to provide an unparalleled experience as a trusted leader in senior living, care and services.

**Mission Statement**

Consistent with Mayo Clinic, create and sustain an innovative, vital and caring community for older persons served by passionate and dedicated staff so that Charter House is a preferred place to live and work.

**Value Statement**

The needs of the Resident come first.

**Charter House offers residents three types of living opportunities.**

1. Individual retirement living apartments with or without intermittent Home Health Services.

2. The Assisted Living Center and the Supportive Living Center provide 24-hour personal care services in a congregate setting.

3. The Short Term Rehabilitation Center provides Medicare-certified, state-licensed skilled nursing care 24 hours per day.

Charter House, owned by Mayo Clinic, is operated by a Board of Directors, with an Administrator and support staff employed to operate the facility. The staff is organized into seven service departments: Administrative Services, Business Services, Dining Services, Facilities Services, Health Services, Resident Services, and Sales & Marketing Services.
Each Department has a managing director and support staff. Each director has "voice mail" on their telephone so you may leave a message if you are unable to reach them. Each director also has electronic mail. Department directors and supervisors maintain an open-door policy and welcome the opportunity to discuss your specific concerns. You will find a Staff Directory of names, titles, office locations, and phone numbers of key staff in the yellow attachment section of this Handbook on page 65.

Resident apartments are located on floors four through twenty-one. Each residential floor has a laundry room on the east end and a trash chute on the west end. Descriptions of the common use floors follow and are listed from the northeast end to the northwest end. An alphabetical listing of common areas with floor location is on page 53 in the yellow attachment section of this Handbook.

**Basement:**
- Maintenance Workshop
- Resident Woodshop
- Conference Room
- Computer Support Specialist’s Office
- Facilities Services Maintenance Supervisor’s Office
- Facilities Technical Systems Coordinator’s Office
- Housekeeping Supervisor’s Office
- Laundry
- Facilities Services Construction Coordinator’s Office

**First Floor:**
- Mayo Conference Center
- Fitness & Wellness Center
- Conference Room
- Parkside Gallery
- Edwards Hall
- Chapel
- Higgins Library
- Resident Service Center Supervisor Office
- Southview Room
- Resident Service Center / Main Lobby
- Pastoral Care Coordinator’s Office
- Mailboxes / Message Center Boxes / ATM / Copy Machine / Recycling Center
- Exit to Parking Ramp
- Corner Cupboard

**Second Floor:**
- Assisted Living Center
- Assisted Living Nurse Manager’s Office
- Assisted Living Nurse’s Office
- Social Services Coordinator’s Office
- Park View Dining Room
- Offices for Dining Services Director, Catering / Retail Manager, Resident Dining Manager, Certified Dietary Manager, Dietician, & Executive Chef
- Main Production Kitchen
Second Floor (continued):
- Skyway / Subway Access
- Greenhouse
- Loading Dock

Third Floor:
- Assisted Living Center
- Employee Lounge
- Conference Room
- Technology Support Office
- Northview Room
- Activities/Events Coordinator’s Office
- Craft & Computer Room
- Health Services R.N. Educator’s Office
- Home Health Office / Nurse Manager’s Office
- Social Services Coordinators’ Offices
- Director of Health Services’ Office / Scheduler’s Office
- Short Term Rehabilitation Center / Nurse Manager’s Office
- House Coordinator’s Office
- Physical and Occupational Therapy Rooms

Fourth Floor:
- Assisted Living Center
- Guest Apartments
- Recreation Therapists’ Office
- Salon and Spa
- Medical Records Coordinator’s Office
- Supportive Living Center / Nurse Manager’s Office
- Business Services’ Office
- Administrative Offices (Administrator; Directors of Administrative, Facilities, Resident,and Sales & Marketing Services; Administrative Services Assistant; Meeting Reservations Manager/Facilities Coordinator; Conference Room)

Fifth Floor:
- Guest Apartments
- Game Room and Multi-Purpose Room
- Cognitive Health and Wellness Training Suite/Office - #510
- Dental Office - #501

Twenty-second Floor:
- Silver Lake Room
- Dining Services Assistant Supervisors’ Office
- Host / Hostess Station
- Skyview Dining Room
- Production Kitchen
- City View Dining Room
- Wooden Duck Room
ADMINISTRATIVE SERVICES

The Department of Administrative Services is responsible for providing support services which ensure the efficient, professional daily operation of Charter House and to assist in the planning, organization, implementation and evaluation of Charter House programs and services. Included in the Department of Administrative Services are the Administrator, Director of Administrative Services, Administrative Services Assistant, and Meeting Reservations Manager/Facilities Coordinator. The Administrative Services Office is located on the west end of 4th Floor and their office hours are 8:00 a.m. – 5:00 p.m., Monday through Friday.

BUSINESS SERVICES

The Business Office is located on the west end of 4th floor and their office hours are 7:30 a.m. - 4:30 p.m., Monday through Friday. Payments of monthly fees and charges can be deposited in the box marked "Business Office" located on the first floor in the mail box area or may be delivered directly to the Business Office. Checks should be made payable to "Charter House" and are due upon receipt. Late payments are subject to a late payment fee based on outstanding balances and will be assessed each month until current.

Charter House monthly charges can be deducted directly from your checking or savings account by arranging for auto-pay. This transfer occurs after you have had an opportunity to review your monthly billing statement. To arrange for auto-pay, simply stop by the Business Office. All you need to get started is a voided check.

The Business Office will cash your personal check for up to $100.00. Checks should be made payable to "Charter House." For your convenience, an ATM is located on the lobby level in the mail box area.

If you are a resident of the Short Term Rehabilitation Center, Supportive Living Center or Assisted Living Center, the Business Office will maintain a personal needs fund for you. Please contact the Business Office at 266-7788 for additional information.

DINING SERVICES

Dining service at Charter House is the responsibility of the Dining Services Department. Charter House Dining Services is managed by Morrison Healthcare. The Morrison Dining Services leadership team includes a Director of Dining Services, an Executive Chef, a Sous Chef, a Skyview Dining Manager, a Dining Supervisor, a Care Area Dining Supervisor, and a Catering Retail Manager.
As defined in your personal contract, there is also a Registered Dietitian on staff to provide nutritional counseling as recommended by your physician. To request this service, please submit the Request for Registered Dietitian Service Form available at the Resident Service Center. You will then be contacted by the Registered Dietitian within five business days.

Our dining venues include both casual and fine dining. The Skyview Dining Room menus have a notation indicating selections which may be enjoyed on a heart healthy diet. The entrée and side dishes, when combined, are under 600 mgs. of sodium and are low in fat and cholesterol. In addition, we help residents with parties and catering.

Charter House provides meal service in six separate locations: the Corner Cupboard on 1st floor, the Short Term Rehabilitation Center, the Supportive Living Center, the Park View Dining Room on 2nd floor, the Skyview Dining Room on 22nd floor, and special theme meals in the City View Room on 22nd floor.

**CORNER CUPBOARD – Hours of Operation: Daily, 7:30 a.m. – 6:00 p.m.**

The Corner Cupboard is the neighborhood convenience store, restaurant, and gift shop of Charter House. Freshly prepared breakfasts (served 7:30 - 9:30 a.m.), sandwiches, soups, buffets, Grab and Go products, and a small variety of foods, dairy, and fresh produce are available. You may also purchase greeting cards, stamps, gifts, sundries, fresh flowers, daily newspapers and discount taxicab books. Complimentary coffee is available to residents at all times during Corner Cupboard hours. Cookies, compliments of Charter House, are available in the afternoons to be enjoyed while you visit in the Corner Cupboard. During the month of your birthday, you are welcome to enjoy a 10% Birthday Club discount on most purchases.

**SKYVIEW DINING ROOM - 22nd FLOOR**

Twenty-six meals on the 22nd floor are included as part of your Monthly Service Fee. Residents may select other meal plans including daily meals or reduced meal plans of 20 or 12 meals per month. This change to your meal program can be made in the Business Office at the beginning of any month and will be effective for six months before being eligible to change your meal plan again.

If your last name begins with the letters A though L, your monthly meal allocation runs from the 16th of the month to the 15th of the next month. If your last name begins with the letters M through Z, your monthly meal allocation runs from the 1st to the last day of the calendar month.

If you would like to share or gift your meal allocations with another Charter House resident household, please bring your access card to the Host Desk on the day they will be using your meals and the Host will credit those meals from your account and allocate them to the receiver.
Meal service in the Skyview Dining Room operates like a restaurant. Please bring your Resident access card with you, as it will be entered into the accounting system for your monthly account. Residents are greeted by a host and served by friendly wait staff. Please register with the host when you arrive in the dining room and inform them of the number of meal credits you want to be charged for any other members of your party. Dining room seating for lunch, dinner and Sunday meal service is based on a first-come, first-served basis and table availability. This also applies to those wishing to dine in the City View Room.

Every attempt is made to seat diners promptly. There are times, for example on Saturday nights or on evenings when there is a special event, wait times may be unavoidable. If you have plans following your meal, come a little earlier to allow yourself time to have a leisurely meal. Feel free to linger over dessert and coffee, but please be sensitive to overstaying when others are waiting to be seated.

Dining Services will provide wine glasses and other special items needed for a special service during your meal in the dining room. Please call the Resident Dining Supervisor at 266-7887 to make arrangements.

Reservations are required for parties of five to eight guests and may be made between 11:00 a.m. - 1:00 p.m. and 4:00 p.m. – 7:00 p.m., within 48 hours in advance by calling 266-7888. Reservations are not necessary for parties of four or less. When reserving a table with other residents, please give the host the names of the parties joining you. Parties of 9 or larger are asked to reserve the Silver Lake Room by contacting the Meeting Reservations Coordinator at 266-7861 or the Catering Retail Manager at 266-3272. If you arrive without a reservation, our Hosts reserve the right to seat you at multiple tables. We cannot guarantee your party will be seated together.

The dining hours are as follows:

**Lunch - 11:00 a.m. - 1:00 p.m.:** Featuring soups, hot and cold sandwiches, heart healthy and hearty entrées, burgers, breakfast items, a variety of side dishes and an assortment of delicious desserts.

**Dinner - 4:00 p.m. - 7:00 p.m.**: Featuring soups, salads, heart healthy and hearty entrées, a variety of side dishes and an assortment of delicious desserts.

**Sunday Brunch - 10:30 a.m. - 1:00 p.m.**: Featuring a selection of breakfast and lunch entrées.

Your guests are welcome to dine with you anytime. We request that your guests dress in a manner appropriate to a fine dining room--no sleeveless t-shirts, torn shorts or sweatpants and no flip-flop shoes or caps. As a convenience, you may include your guest meals in your meal allocation. Guests age seven and under may have children’s
portions, compliments of Charter House. Any additional charges will be according to the rates shown on page 51 in the yellow attachment section of this Handbook.

Our Dining Services staff, in cooperation with Resident Services, periodically features special menus reflecting themes of holidays, customs, cultures, seasons, etc. We welcome any suggestions or ideas you wish to share and will try to incorporate them into our menu planning.

The menus are published in the weekly Update and may be viewed on the Charter House TV Channel 20.

CITY VIEW ROOM

The City View Room is located on the 22nd floor on the southwest side. It’s an intimate dining room that seats approximately 38 people. On Tuesday, Wednesday, Thursday, and Friday evenings, Dining Services provides a casual, themed buffet meal as an alternative to the Skyview Dining Room. Frequently, light alcoholic beverages are offered with the meal in keeping with the menu theme. The hours of service are 4:30 p.m. until 6:30 p.m. Carry-outs are available from the City View Room. The City View Buffets are all you care to eat while you are dining, however leftovers and alcoholic beverages cannot be removed. All who wish to dine in the City View Room must first check in at the Host Desk in the Skyview Dining Room, and there may be a short wait to be seated. Due to the very limited seating and the varying popularity of certain menus in the City View Room, preference is given to Charter House residents. On less busy evenings, one - two guests may be permitted.

ASSISTANCE

Persons requiring assistance with transportation to and from Skyview should consult with Home Health at 266-7849. If participating in a wellness plan through the Home Health Agency, this service can be arranged on a fee for service basis.

CARRY-OUT SERVICE

As a convenience to residents, Dining Services provides a carry-out service from the Skyview Dining Room located on the 22nd floor. Residents may utilize their meal credits for this service. This service is available for lunch, dinner and Sunday Brunch in Skyview, City View Room and Holiday buffets. Phone orders for the City View Room and Holiday buffets cannot be taken. You are welcome to come to Skyview or City View Room and make your own carry-out selections from these buffets.

Phone orders are made by calling the Host Desk at 266-7888. Phone orders for lunch may be made from 10:30 a.m. until 1:00 p.m. Please allow 30 minutes from call before picking up your order. You may also fill out your own carry-out order on the forms available at the Host Desk. Phone orders for dinner may be made from 11:00 a.m. until 1:00 p.m. or again from 4:00 – 5:00 p.m. Dinner carry-outs may be picked up
from 4:30 p.m. until 7:00 p.m. in the east elevator vestibule. The carry-outs do not contain flatware or beverages.

**OUR DOOR TO YOUR DOOR DELIVERY SERVICE**

Dining Services provides a door-to-door carry out service at a nominal fee. On the Carry-Out Order form, please indicate your preference for delivery and our staff will deliver your meal to your door. This is a minimal service and does not include any in-apartment service, meal set up or other services. The fee is $5.00 per delivery.

**ADDITIONAL DELIVERY SERVICE**

If you need meal set up and in-apartment assistance and are a Home Health client, Home Health staff will pick up your meal from 22nd floor and deliver to your apartment. Home Health services are on a fee-for-service basis as shown on the Additional Services fee schedule on page 52 in the yellow attachment section of this Handbook.

**CATERING**

Charter House Dining Services provides an array of catering options. If you wish to have an event in any of the social rooms, please call the Meeting Reservations Coordinator at 266-7861 to reserve the room. Dining Services can also provide catering for your apartment or items for you to take to your event. When you are ready to plan your event, please contact the Catering Retail Manager at 266-3272 to arrange menu and service details.

**DRESS CODE**

Please respect the atmosphere of the 22nd Floor Dining Room venues. Please ask your guests to dress appropriately and leave hats, caps and coats in the designated area prior to entering the Dining Room. Loungewear, slippers, and very casual clothing should not be worn.

**GUEST MEAL GIFT CARDS**

Guest meal gift cards may be used at any meal on the 22nd floor, from carry-outs to City View to Lunch, Dinner, Sunday Brunch or Holiday buffets. Guest meal gift cards are intended for Charter House Apartment, Assisted Living and Supportive Living residents and their guests who accompany them.

Guest meal gift cards are available in meal increments of one meal to fifteen meals. Meals one through five cost $20.50 each (sales tax is already included). Meals purchased in increments from six to ten, all of the meals are $18.50 each. Meals purchased in increments between eleven and fifteen, all the meals purchased are $16.50 each. The more meals you buy, the greater the savings!
Guest meal gift cards are available for purchase 7 days a week in the Corner Cupboard. The cost of sales tax is already built into the price of the gift card. The Corner Cupboard is open from 7:30 a.m. to 6:00 p.m., every day including holidays. You may pay with cash, credit, or debit card or you may charge the guest meal gift card(s) to your Charter House monthly billing statement. You may not use your meal credits in exchange for the guest meal gift card(s). You are welcome to use your monthly meal credits when hosting guests. The guest meal gift card is just one more option for you.

**HOLIDAY RESERVATIONS**

Charter House residents are welcome to invite guests to holiday meals. Residents should be considerate of other residents’ rights when determining how many guests to invite. To help ensure fairness, the following policies will be applied for holidays at Charter House: Reservations are made 1-2 weeks prior to the holiday. Information on holiday and special events will be distributed to residents in your message center boxes. Holiday meals at Charter House are served buffet-style. Leftovers cannot be removed.

Social rooms are not available for private resident use on the day before and on holidays. For example, the Silver Lake Room may not be held for a private party on December 24th.

Please honor your reservation time. If you are unable to do so, please call the Host Desk at 266-7888 as soon as possible. If you arrive without a reservation, you may be asked to come back later when a table may be available. We cannot guarantee a table without a reservation. Holiday meals are served over a 2-hour period with reservations every 15 minutes. If your favorite time is taken, please make your reservation earlier or later.

**MEAL CREDITS**

If you plan to be away from Charter House for more than seven (7) consecutive days you become eligible to receive a meal credit of $5.00 per unused meal. The credit is for raw food cost of the meals. The dollar amount is a credit applied to your monthly service fee. To receive credit, the resident must complete a Notification of Absence Form. A copy of this form is included on page 63 in the yellow attachment section of this Handbook and forms are available at the Resident Service Center.
FACILITIES SERVICES

The Department of Facilities Services is responsible for the routine maintenance and housekeeping of your apartment. Standard services are included in your monthly fee. Extra services are available upon request. Please refer to the Maintenance Department Fee Schedule included on page 59 in the yellow attachment section of this Handbook. To inquire about these services, contact the Housekeeping Services Supervisor, or Facilities Services Coordinator. The Director of Facilities Services’ office is located on the west end of 4th floor.

FIRE OR OTHER NATURAL DISASTER

Each apartment is equipped with a smoke detector that is monitored 24 hours a day at the Resident Service Center. If smoke is detected in your apartment, an alarm will sound in your apartment and at the Resident Service Center.

The building is fully equipped with a sprinkler system and a public area smoke detection/fire alarm system that will ring at the local fire station. The sprinkler system and controls are tested regularly. The fire alarm system is tested monthly, and apartment smoke detectors are tested annually to insure they are functional. For your safety, find the location of the red pull fire alarm nearest your apartment.

Disaster planning for Charter House, reviewed and approved by the Rochester Fire Department, calls for apartment residents to REMAIN IN THEIR APARTMENTS UNLESS A VISIBLE, IMMEDIATE THREAT IS APPARENT. In this way, fire and safety personnel know exactly where you are and can come directly to your aid in the event of an emergency. Charter House is equipped with an intercom system for emergencies; YOU WILL BE NOTIFIED IF YOU ARE TO EVACUATE YOUR APARTMENT. It is expected that you will be able to independently evacuate the building, in the event of a mass disaster. Each apartment and the public areas in Charter House contain speakers in the ceiling to provide you with messages in the event of an emergency.

PLEASE DO NOT CALL THE RESIDENT SERVICE CENTER. THE RESIDENT SERVICE REPRESENTATIVE WILL BE ASSISTING FIRE AND SAFETY PERSONNEL IN MONITORING THE SITUATION.

In the Event of a fire in your apartment:

- The alarm will sound automatically within the apartment and at the Resident Service Center.
- Then, if possible, isolate the fire by closing doors and windows.
- If possible, leave your apartment and close the door.
- If appropriate, use fire extinguisher (located in corridor by alarm) to extinguish fire.
If you see smoke or fire anywhere in the building, sound the nearest red pull fire alarm to alert the proper authorities and to summon immediate help.

A copy of the Resident Fire Response is included on page 61 in the yellow attachment section of this Handbook.

**In the Event of a Tornado**

In the event of a **Tornado Watch**, please turn to 1340 AM or 97.5 FM on your radio or Channel 12 on the television. If your apartment has a balcony, please assist us by clearing your balcony areas of furniture or items that could be blown out by high winds.

During a **Tornado Warning**, please go to your apartment bathroom and close the door. Wait for an “ALL CLEAR” to be announced by the Resident Service Representative. If you are away from your apartment, find shelter in a window-free area of the building.

A copy of the Resident Severe Weather Warning response is included on page 62 in the yellow attachment section of this Handbook.

**PLEASE NOTE:** If a **Tornado Warning** is issued during meal service, the Skyview and City View Dining Rooms will close. The staff will pack your meal in a carry-out container for you to take back to your apartment. If the tornado warning ends within 30 minutes of the end of meal service (12:30 p.m. lunch; 6:30 p.m. dinner), the dining rooms will reopen. If the tornado warning does not end before the end of meal service, the dining room will remain closed. Please plan ahead and keep groceries on hand for such an emergency.

The Corner Cupboard will also close during a tornado warning. Please do not call the Skyview Dining Room or Corner Cupboard during a tornado warning. No one will be answering the telephone.

**TELEPHONE / TELEVISION (Cable) / WIRELESS INTERNET**

- **Telephone**

  Apartment residents are responsible for installation and maintenance of their telephone service. CenturyLink is our primary provider for telephone service and can be contacted at phone number 651-770-2843 or toll free at 1-800-475-7526. Any problems with your individual telephone service should be directed to your telephone provider.
Short Term Rehabilitation Center, Supportive Living Center and Assisted Living Center residents are provided with Mayo Clinic telephone service. Charter House staff members can be contacted by dialing the phone numbers listed on page 65 in the yellow attachment section of this Handbook.

- **Television (Cable)**

  Charter House provides the Mayo Clinic Television Network (MCTN) channel line-up. This package has a large variety of channels as shown on pages 70-72 in the yellow attachment section of this Handbook. MCTN does not have Digital Video Recording (DVR), cable internet, or premium upgrades available. For these options, contact Charter Spectrum directly at 1-877-906-9121 to upgrade to one of their cable packages. The Charter Spectrum “select package,” about 200 channels, is also included in the monthly service fee, but you would need to contact Charter and obtain the box equipment, which is approx. $10 - $25/box each month. Cable through Charter Spectrum does not have the Charter House TouchTown channel.

  If you choose the MCTN cable, internet service must be DSL through CenturyLink.

- **Wireless Internet**

  *Wireless Internet Service:*

  Charter House has wireless internet service throughout the building beginning in early 2018. This includes spaces such as the Corner Cupboard, Southview Room, Higgins Library, Craft Room, Guest Apartments, and the Skyview Dining Room.

  *Internet and Wireless Internet Service for your Apartment:*

  Wireless internet service is available in your apartment through Charter House or an internet service provider. The primary internet service providers used at Charter House are Century Link (1-800-475-7526 or 651-770-2843) and Charter Spectrum (1-888-438-2427). There will be a charge for internet services provided by CenturyLink or Charter Spectrum. If you need assistance in completing your internet connection, please contact the Computer Support Specialist at 266-1029 and schedule an appointment.

  If you choose the MCTN cable, internet service must be wireless through Charter House or a DSL through CenturyLink.
HEALTH SERVICES

Health care services at Charter House are designed to meet your needs as they arise. As a Continuing Care Retirement Community, Charter House offers access to the health care services you need — all under one roof. This range of services, called a continuum of care, is provided by a team of Mayo health care professionals that is available for consultation as your needs change.

*Health Services Vision*

Provide exceptional nursing care to residents within our Charter House community.

*Health Services Mission*

Charter House Health Services, in cooperation with interdisciplinary colleagues, exists to:

- Deliver comprehensive nursing care of the highest standard through professional nursing practice, continued innovation, education, and research. This commitment includes providing care based on evidenced-based best practices and support to residents and the individuals important to them.

- Utilizing the strengths of our staff, in a spirit of cooperation within the Interdisciplinary Team, we will provide high quality care as residents transition along the dynamic continuum of care.

- Provide education to enhance professional knowledge and expertise in order to optimize care delivery in the community of Charter House.

The Department of Health Services consists of the Home Health Agency, Assisted Living Center, Supportive Living Center, and Short Term Rehabilitation Center. Our Director of Health Services oversees the daily clinical operations ensuring rehabilitative and health services are achieved in a positive environment that enhances dignity and well-being. We provide this individualized nursing care through our Mayo Clinic highly skilled and caring clinical team. Health Services was founded on the following seven key elements:

- **Daily Life Activities** that tap into your past experience and preferred activities to establish a plan to help you succeed;

- **Life Enrichment** maximized by development of an individualized plan of care as ordered by your physician;

- **Supportive Environment** that provides a setting where residents succeed;
• **Adaptive Environment Design** to meet your current level of function;

• **Life Histories** – functional assessments are performed to tailor a program that is familiar and suitable to your preferred experiences;

• **Family Support** – communication and education is offered to family members; family members are encouraged to be involved;

• **Spacious Living Areas** with lovely common spaces designed to offer areas of interest in which to interact.

**HOME HEALTH**

The objective of the Home Health Agency is to provide excellent, compassionate care that helps you achieve and maintain a high level of independence in your own apartment for as long as possible while maintaining dignity, comfort, quality and safety.

The Home Health Wellness Plans are a cost effective way to assist and to support you in your ability to live in your own home with dignity. Early engagement with our Home Health agency is key. It allows time for you to establish a relationship with a Home Health Registered Nurse Case Manager who will work with you and your physician to understand your unique needs, goals and medical history. The Registered Nurse Case Manager utilizes evidence-based best practices to develop a high quality personalized plan of care to meet your changing needs. Home Health is provided on a fee-for-service basis after signing a contract to participate in one of two available Wellness Plans.

Charter House Home Health Agency is licensed by the Minnesota Department of Health and certified by Medicare to provide a variety of home care services, temporary or ongoing, to residents in their apartments.

**ESCORTS TO APPOINTMENTS**

Whether you have medical appointments at Mayo Clinic, other clinics or offices in town, Charter House residents are responsible for their own transportation arrangements to and from those appointments. Mayo Clinic does not provide transport/escort services for Charter House residents to and from Mayo Clinic unless they are currently residing in the third floor Short Term Rehabilitation Center.

If you have difficulty getting to and from your Mayo Clinic appointments, please consider scheduling your appointments around the Charter House van schedule. Mayo Clinic General Service will meet you at the door of the clinic buildings as you exit the van, then Mayo Clinic Escort Services will transport you to your appointment. When you are finished with your appointment, Mayo Clinic Escort Services will bring you to the Clinic door for pick up by the Charter House van. If you are using the Subway/Skyway system, you may access Mayo Clinic Escort Services at the Charlton Information Desk.
If you are southbound, they will take you to your appointment from that desk and if you are northbound they will take you as far as that Desk and you will be responsible for the remainder of the distance.

Charter House staff escort services are available for residents participating in a Wellness Plan through the Home Health agency on a fee-for-service basis. Please contact the Home Health Office at least one day prior to your appointment to request assistance. Escort service is limited by staff availability. The escort will take you to and from your appointment and will stay with you during the appointment.

ASSISTED LIVING CENTER

The Assisted Living Center is a supportive alternative to the retirement apartments. The Assisted Living Center is a home care provider licensed by the Minnesota Department of Health and is located on the east side of the 2nd, 3rd, and 4th floors. The Assisted Living Apartment is a private spacious room with a full bath. Included in the daily rate, the apartments include an adjustable bed, nurse call service, cable service, telephone service and a telephone. Residents are encouraged to furnish this room with personal belongings that are most meaningful and bring comfort. The Assisted Living Center floors all have a common area with full kitchen, living room with fireplace, television and piano. Care given on the Assisted Living Center is provided by knowledgeable licensed and certified staff twenty-four hours a day, seven days a week. Amenities included in the daily rate are: three meals per day, fresh linens, housekeeping, individualized recreational activities, social services, assistance with daily living activities provided by Certified Nursing Assistants, and Registered Nurse coordination of clinical needs and medication management.

A copy of our current schedule of charges is located on page 52 in the yellow attachment section of this Handbook.

ASSISTED LIVING CENTER MEAL SERVICE

The Assisted Living Center residents enjoy their meals in the Park View Dining Room on 2nd floor. Residents in Assisted Living enjoy cooked to order breakfasts, a variety of lunch options and evening meals from the 22nd floor dining menu. Dining hours are as follows:

- Breakfast served 7:30 a.m. – 9:30 a.m.
- Lunch served 11:00 a.m. – 1:00 p.m.
- Dinner served 4:30 p.m. – 6:00 p.m.

SUPPORTIVE LIVING CENTER

The Supportive Living Center provides an enhanced assisted living alternative for residents who require a higher level of nursing and personal care. The Supportive Living Center is a home care provider licensed by the Minnesota Department of Health and is located on the west side of the fourth floor. Individualized comforts in the
Supportive Living Center are provided by an experienced interdisciplinary team 24 hours a day, 7 days a week. The care is overseen by a Registered Nurse specializing in geriatric care partnering with a Mayo Clinic Geriatric Care Team.

The Supportive Living Center provides private and semi-private rooms. Residents are encouraged to furnish their room with personal belongings that are most meaningful and bring comfort. Included in the daily rate are an adjustable bed, nurse call service, telephone and cable service. The shared community living areas support engaging programs designed to optimize each resident’s quality of life. Other services include personalized diet planning with a Dietician, Restorative programs provided by Nurses and Nursing Assistants, Social Services, Recreational Therapists and Chaplain Services. A copy of our current schedule of charges is located on page 52 in the yellow attachment section of this Handbook.

**SHORT TERM REHABILITATION CENTER**

The Short Term Rehabilitation Center (STRC) provides transitional care from an acute condition to home. Short Term Rehabilitation Center operates a 32-bed unit located on the 3rd floor, with 16 private and 8 semi-private rooms. It is licensed by the Minnesota Department of Health and is Medicare certified.

Each room in the Short Term Rehabilitation Center is furnished with a bed, bedside stand, chair, over-bed table, cable television, telephone, and clock. Each room has its own bathroom, heating and air conditioning units, nurse call service located at bedside and in the bathrooms. Meals, linens and housekeeping are provided. The Short Term Rehabilitation Center provides each resident individualized care developed by collaboration of our multidisciplinary team. Our approach is highly tailored, goal oriented and specifically designed to help you reach your personal best level of function and get back into life. The multidisciplinary team consists of onsite medical providers, highly trained physical, occupational, and speech therapists, 24-hour experienced skilled nursing, superior dining services and dynamic recreational and social program and services and well-versed social service staff.

**SHORT TERM REHABILITATION CENTER / SUPPORTIVE LIVING CENTER MEAL SERVICE**

Short Term Rehabilitation and Supportive Living residents enjoy breakfast, lunch and dinner with selections of choices from the 22nd floor Skyview menu.

**EMERGENCY CALL CORD**

Dial 911 for medical emergencies. An Emergency Call cord is located in the bedroom(s) and bathroom(s) of your apartment. If the Emergency Call cord is pulled, an alarm will sound at the Resident Service Center. The Resident Service Center Representative will respond to the alarm by calling the apartment to confirm that a Nurse should be called to coordinate transportation to the emergency room for you. If
you are participating in a Wellness Plan through the Home Health agency, more options are available to you. If the Emergency Call cord is pulled by accident, please call the Charter House Resident Service Representative at 266-8572 to cancel the call.

**MAYO CLINIC LAB TESTING**

Arrangements have been made for residents participating in a Wellness Plan through the Home Health agency to have blood drawn for limited lab tests (such as pro-time) at Charter House. The lab work will be done in the 3rd floor Home Health Office on Mondays and Thursdays at 9:00 a.m. Your physician will need to order the lab test by contacting the Mayo Clinic Charlton outcall lab (284-9760).

**PRIMARY CARE PHYSICIAN AND LOCAL PHARMACY**

Charter House strongly encourages every resident to select a local primary care physician to assist them with health care needs that may arise. You may select a primary care physician through Mayo Clinic or Olmsted Medical Group. Once you have selected a physician, please provide this information to Charter House Administrative Services so we can include it in your file. **It is best to schedule an appointment with the physician you select so that you can become acquainted with each other before there is an urgent need.**

Occasionally, we all encounter situations where we need a medication quickly, such as an antibiotic. If you are not currently using a local pharmacy for your routine medications, Charter House suggests you establish an account with a local pharmacy should you need any urgent medications.

If you have a Health Care Advance Directive, POLST or wish to have Do Not Resuscitate orders, you are strongly encouraged to discuss this with your primary care physician and provide a copy of the document(s) with Charter House Administrative Services. Your primary care physician will provide a prescription for a **Do Not Resuscitate (DNR)** bracelet upon your request. The prescription can be taken to the Mayo Store and they will provide you with a **DNR** bracelet. A **DNR** bracelet is the best way to make your wishes not to be resuscitated known.

**PHYSICIAN MEDICAL DIRECTOR**

Charter House employs a Mayo Clinic physician as a Medical Director to oversee the total health care program. The Medical Director serves as an advisor to the Health Services staff.

**THERAPY - PHYSICAL / OCCUPATIONAL / SPEECH**

Physical therapy, occupational therapy and speech therapy are available at Charter House through Mayo Clinic therapists. At the direction and under the supervision of your physician, treatment can be done in the therapy rooms on third floor,
in the Short Term Rehabilitation Center, Supportive Living Center, Assisted Living Center or in your apartment. Your Mayo Clinic therapist will let you know when your therapy services cannot be covered under Medicare and you can decide if you wish to continue therapy and pay privately.

**RESIDENT SERVICES**

The Department of Resident Services includes a Director, Activities/Events Coordinator, Social Services Coordinators and Technicians, Pastoral Care Coordinator, Fitness/Wellness Program Coordinator, Fitness/Wellness Specialists, Recreational Therapists, and Resident Service Representatives. The Director of Resident Services’ office is located on the west end of 4th floor in the Administrative Services Office. The primary responsibility of the department is to plan, organize, implement and evaluate programs and services which respond to the spiritual, social, physical, emotional, intellectual, cultural and vocational needs of residents living in the apartments, Assisted Living Center, Supportive Living Center and the Short Term Rehabilitation Center. The department provides opportunities for resident interaction in the Rochester community as well as Rochester community involvement within Charter House.

**ACTIVITIES and EVENTS PROGRAMS**

The Activities/Events Coordinator is responsible for the coordination of the Resident Activities and Events Programs. Her office is located on 3rd floor in the Craft Room. Resident activities and events are announced via the weekly Charter House Update. A monthly calendar of activities and events is published and distributed with the Update.

Various activities and events are scheduled each month, including outings (concerts, plays, one-day trips) social gatherings (Wine & Cheese, birthday parties) speakers, crafts, study groups, discussion groups, concerts, games, pool tournaments and movies. Many of our activities and events occur without an additional fee to our residents. Activities outside of Charter House may have an additional fee for transportation and related expenses. Details of such events, such as cost, minimum/maximum participation, are described in the Charter House Update. Some events will require advance reservation and payment. The special event reservation book is located at the Resident Service Center. Charter House provides transportation to various events. A minimum of five residents must sign up for transportation 24 hours in advance.

There is an ongoing program of activities and events for residents in the Assisted Living Centers, Short Term Rehabilitation Center and Supportive Living Center. A weekly schedule is given to each resident at the beginning of each week. Activities and events include exercises, current events, movies, discussion groups, outings, sing-a-longs, crafts, baking, and afternoon socials. The Recreational Therapists’ office is located on 4th floor.
FITNESS & WELLNESS CENTER

The Fitness & Wellness Center is located on the 1st floor and is available for use by Charter House residents and guests. The Fitness & Wellness Center staff includes a Fitness & Wellness Program Coordinator and two Fitness & Wellness Specialists who are all Certified Exercise Physiologists through the American College of Sports Medicine (ACSM). Their office is located in the Fitness & Wellness Center. The Fitness & Wellness Center staff assists residents with the development of an appropriate personal fitness program. You will be asked to sign a waiver of liability form upon moving into Charter House.

Before you participate in the Fitness & Wellness Program, you will be asked to complete a Medical History form and also to send a Medical Clearance form to your physician to receive approval for your participation. Once this has been done, Fitness & Wellness Center staff will complete a short fitness assessment with you that will help determine your strengths, identify goals, and determine a baseline from which to document progress. The Fitness & Wellness Center is open 24 hours a day, seven days a week. To ensure resident safety, an access badge will be required to utilize the center during non-regular business hours (before 6:00 a.m. and after 5:00 p.m.) Residents use the equipment and participate in classes at their own risk and discretion.

The Fitness & Wellness Center has a group fitness area where a variety of classes are held each week. The Fitness & Wellness Center staff will help recommend a class specifically for your abilities. The class schedule includes a variety of levels from simple stretching to a more vigorous aerobic work-out, and all are designed to help improve your quality of life. Special classes, such as Yoga and Balance are also offered. With very few exceptions, Fitness & Wellness Center classes are complimentary for all Charter House residents.

The Fitness & Wellness Center has a number of exercise machines and equipment specifically designed for older adults. If you wish to use the equipment, please schedule an appointment with the Fitness & Wellness Center staff for an orientation to the equipment and how it might benefit you.

The Fitness & Wellness Center staff also sponsors many incentive programs during the course of the year designed to motivate and challenge you to be active and live well. These programs are open to all Charter House residents and are announced weekly via the Update.

Fitness & Wellness Center staff also offer a Personal Training Program that is available to Charter House residents and individuals who are Future Resident members. This fee-for-service program allows you to purchase the services of the Fitness & Wellness Center staff for a personalized training program designed specifically for you and your goals. If you are interested in this program, please contact the Fitness & Wellness Center at phone number 266-1636 for more information.
PASTORAL CARE SERVICES

Charter House encourages residents to maintain or establish a relationship with a Rochester Church of their choosing. Charter House employs a Pastoral Care Coordinator, an ordained member of the clergy, to help serve the pastoral care needs of residents and families. The Pastoral Care Coordinator’s office is located on 1st floor in the Lobby. The Pastoral Care Coordinator conducts a Sunday Vespers service in the Chapel at 4:00 p.m. and also leads a weekly Bible Study, periodic book studies, discussion groups, special services and hymn sings. The Pastoral Care Coordinator conducts All Saints, Maundy Thursday, World Day of Prayer, and Christmas Eve Service in the Chapel. All residents are welcome to attend these activities and monetary offerings are not collected at any Charter House sponsored services.

The Pastoral Care Coordinator provides regular visits to individuals in the Short Term Rehabilitation Center, Supportive Living Center and Assisted Living Centers, as well as those residents who are hospitalized. Regularly scheduled devotional activities are provided in the Supportive Living and Assisted Living Centers. Individual pastoral counseling is available upon request.

The Pastoral Care Coordinator serves as the coordinator of all special services held at Charter House. This includes Memorial Services as well as various denominational services provided by local Churches and Synagogues.

A Catholic Mass is offered on the first Saturday of each month and a rosary is held weekly in the Chapel. Eucharistic ministers provide Holy Communion to Short Term Rehabilitation residents who are of the Catholic faith. The Sacrament of Anointing for Healing is provided three times per year for all Charter House residents of the Catholic faith. Anointing for Healing is also offered upon request.

RECREATION THERAPY

Charter House employs three Certified Recreation Therapy Specialists who provide activities and events for residents in the Short Term Rehabilitation Center, Assisted Living Center and Supportive Living Center. Programming is designed to meet the individual personalized needs of each resident and the Recreation Therapists participate in the multidisciplinary care planning process. Their office is located on the east end of the 4th floor tower.

RESIDENT SERVICE CENTER

The Resident Service Center is located at the front entrance of Charter House and is staffed by Representatives 24 hours per day, seven days per week to ensure 24-hour reception/security for the safety and well-being of residents and the building. The Resident Service Center serves as the communication center for residents. If at any time you have a question regarding Charter House living, contact the Resident Service
Center at 507-266-8572 and they will direct your call or assist you in getting the requested information or service.

The Resident Service Representatives screen all guests entering Charter House. When a visitor arrives, they will be asked who they are visiting. Unless you have notified the Desk of their expected arrival, you will be called for your permission to grant the visitor access.

Resident deliveries such as flowers, pharmacy orders, courier services, and packages from the USPS, to name a few, can be received at the Resident Service Center. You will be notified via a phone call, note in your message center box or USPS box that you have a delivery at the Desk. We ask that you pick up deliveries at your earliest convenience.

All Emergency Call, fire, weather and building emergency responses are coordinated through the Resident Service Center. If you activate your Emergency Call, you can expect a follow-up call from the Resident Service Center.

Resident Service Representatives can assist with typing and copying projects on a fee-for-service basis as shown on the Additional Services fee schedule on page 51 in the yellow attachment section of this Handbook. Please allow two days for the completion of these projects. Facilities work orders can also be requested through the Resident Service Center.

RESIDENTS’ ASSOCIATION AND COMMITTEES

Each resident of Charter House is a member of the Charter House Residents Association. The Residents Association operates under a set of by-laws (copy included on page 43 in the yellow attachment section of this Handbook), meets at least annually and elects twelve residents who serve on a Resident Council. The Council meets monthly and its agenda includes issues related to resident life at Charter House. The Council advises the Administrator on issues related to policies and procedures. Additionally, the Council appoints members, monitors and provides direction for nine resident committees. We encourage residents to become involved in resident committees. The annual sign-up occurs in June. Watch the Update in June for more details. Each resident committee and its purpose are listed below:

The Activities Committee - provides resident input for Resident Services regarding the activities program. The committee members welcome suggestions from all residents.

The Arts and Decorating Committee - exists for the purpose of insuring tasteful decorating in all public areas of Charter House. This includes individual and group displays, as well as pictures. This committee works closely with the Administrator and Facilities Services.
The Dining Services Advisory Committee - serves as a channel of communication between residents and the Dining Services Managers. The Resident Dining Services Advisory Committee meets monthly with the Dining Services leadership team. The purpose of the Advisory Committee is to review service standards, menu choices, issues, and preferences. This volunteer committee is a formal voice for residents with subjects related to Dining Services. The Advisory Committee works collaboratively with Dining Services leadership and provides a resident perspective regarding food and services; as well as considering and reviewing changes in services.

The Facilities Committee – serves as the interface between the residents of Charter House, the Residents’ Council and Charter House Facilities management. Members share the resident concerns regarding construction, remodeling, refinishing projects, and safety in the building with Facilities management and explores ways to make life easier and more pleasant in Charter House.

The Fitness Committee – assists in the development of policies and procedures for the use of the Fitness Center. The committee also helps promote participation in formal classes and special events.

The Green Thumbs Committee – under the direction of the chair person, is responsible for the care of plants in the green house. If people wish to contribute plants to the green house, they should contact the chair person. The committee is also responsible for the care of fresh flowers contributed to Charter House. A copy of the Greenhouse Guidelines can be found on page 55 in the yellow attachment section of this Handbook.

The Library Committee - is responsible for organizing and maintaining the resident library on first floor. Members accept books, both fiction and nonfiction, and inventory, process and shelve books. They also coordinate the pickup and delivery of large print books from the Rochester Public Library.

The Charter House Higgins Library is cataloged and maintained by volunteers for the use and enjoyment of Charter House residents. The books have all been donated or purchased using the generous gifts of those who appreciate the library. Donations of books or money are welcome. Please leave any book donations on the library desk. Monetary donations for book purchases may be given to the chair of the Library Committee or the Activities/Events Coordinator. Make checks payable to the “Charter House Library Fund”.

For everyone’s convenience, the library is open 24 hours a day but is not constantly staffed. Because of this, guidelines found on page 56 in the yellow attachment section of this Handbook are helpful to us in maintaining and improving the library.

The Spiritual Care Committee - evaluates the quality of spiritual life at Charter House and ensures that ample opportunities for worship are available to all residents. They work very closely with the Charter House Pastoral Care Coordinator and Administrator.
The Welcome Committee - assists each new resident to feel welcome to Charter House. This is done through the delivery of a welcome bag and bread shortly after a new resident has moved in and individual visitation by committee members.

**SOCIAL SERVICES**

The Social Services Coordinators assist the Short Term Rehabilitation Center, Supportive Living Center and Assisted Living Center residents and their families with social service-related concerns. They coordinate the admission and discharge of residents, provide supportive counseling and attend individual resident care conferences. The Short Term Rehabilitation Center Social Services Coordinators’ offices are located on 3rd floor, and the Supportive Living Center / Assisted Living Center Social Service’s Coordinator’s office is located on the 2nd floor of the Assisted Living Center.

**SALES & MARKETING SERVICES**

The Sales & Marketing Services office is located on the west end of 4th floor in the Administrative Services Office. The primary function of Sales & Marketing is to acquaint people with Charter House, assist prospective residents in completing the application process, help with apartment selection and implement the contract signing.

The Director of Administrative Services assists residents with the move-in process, in addition to contract changes and assistance with vacating Retirement Apartments.

**GENERAL TOPICS**

**ACCESS CARD**

Access cards are issued to Charter House residents to obtain access to the building, parking ramp, and Fitness & Wellness Center during non-business hours. Only one card per resident is allowed to keep the high integrity of our building security intact. Do not give possession of your access card to anyone including friends or family. This is a violation of Mayo Clinic’s security policy. Unauthorized use will lead to deactivation of the access card. If you should lose your access card, please report it immediately to the Resident Service Center. The lost card will be deactivated and a new card issued. You will be notified when the new card is available.

**APARTMENT ENTRY**

Charter House staff are permitted to enter your apartment while you are away for prescribed duties such as housekeeping, requested maintenance, emergency repairs such as water leaks, and any other necessary apartment projects, such as windows, plumbing, etc.
The Resident Service Representative can give out apartment keys to visitors or family members only by permission from the resident. Family members and visitors will be granted access to your apartment only as you have indicated on the Resident Information Update form, under “Apartment Access Information.” All other visitors will be denied access, unless you have given additional instructions.

**ASK MAYO CLINIC**

Charter House residents have access to Mayo Clinic registered nurses 24 hours a day / 7 days a week to discuss health concerns. This service is included in the monthly service fee. Residents may access Ask Mayo Clinic expertise from the comfort of their apartments, or while traveling anywhere in the United States.

Log on at www.charterhouseamc.com, access code: nurseline; or call phone number 1-855-261-0455. The Mayo Clinic nurse will ask a series of questions to help determine an appropriate course of action for your symptoms.

Ask Mayo Clinic is not a substitute for emergency response services. In a medical emergency, please dial 9-1-1 and if you are able, pull the Emergency Call cord in your apartment.

**CHARTER HOUSE TV CHANNEL**

If you have the Mayo Clinic Television Network (MCTN) as your television cable channel line-up, Channel 20 has been designated the Charter House TV Channel. This channel is available on digital TVs only (not analog) and provides in-house information such as menus, activities, informative messages, etc.

**COMPUTER SUPPORT**

Charter House offers computer and technology support. Services include basic hardware installation, trouble shooting and basic lessons on software or programs. All services are available during regular business hours on a fee for service basis as shown on page 52 in the yellow attachment section of this Handbook and may be requested by calling the Computer Support Specialist at 266-1029.

**COMPUTER USE FOR RESIDENTS**

Two computer systems are located in the Higgins Library on the 1st floor of Charter House and three computer systems in the Craft Room on 3rd Floor. These computers have internet access. The computer systems have access to a printer. A fourth computer system in the 3rd floor Craft Room is set-up exclusively for computer games and a fifth computer is available for word processing.

Computers are available at all times to all residents who are living at Charter House. We ask that all computer users limit their time on the computer when others are
waiting to use the systems. These computers are not to be turned off. Contact the Computer Support Specialist for suggestions on additional programs or upgrades.

**COPY MACHINE**

Charter House residents have access to two copy machines, one is located next to the ATM in the mailbox room and the other is in the Higgins Library. The copy machines are easy to operate. Staff will keep the paper and ink supplied. You are encouraged to make your own copies.

If you have a copy project larger or more complicated than you want to do yourself, you may complete a Copy Request Form (available at the Resident Service Center), attach the material to be copied and leave it at the Resident Service Center for them to make the copies for you. Please allow up to two days to complete the copy request. Black & white copies, there is no charge for up to 5 copies; each additional black & white copy is .05 cents per side. Color copies are .45 cents per side and are available in the Administrative Services Office located on the west end of 4th floor.

**DAN ABRAHAM HEALTHY LIVING CENTER (DAHLC)**

The DAHLC is conveniently located and accessible through skyway/subway connections. Charter House residents who are Mayo Clinic Emeritus staff or Mayo Clinic volunteers are eligible for membership to Mayo Clinic’s DAHLC. All Charter House residents have access to the DAHLC for a fee by purchase of a daily pass.

To process your membership or purchase daily passes for Charter House residents, confirmation of Charter House residence is required. A verification form will need to be received by DAHLC membership staff. The verification form is available at the Resident Service Center at Charter House. For further information about membership or daily pass use, please contact DAHLC at phone number 507-266-4688.

**DECORATING**

The Charter House Arts & Decorating Committee along with Administration provide for the decorating of the public areas of Charter House. To help ensure the safety of our residents and to be compliant with the State Fire Marshall, rules regarding the following practices must be adhered to. Residents may place personal decorative items at the entry of their apartment in the space designated by the entry door inset. Residential corridors must be kept clear of all objects at all times. The exception is the Charter House owned furniture elements in the elevator vestibules.

**DENTAL SERVICES**

Charter House has partnered with Apple Tree Dental, a local non-profit organization, to provide on-site dental care services for residents. A complete dental office is set up at Charter House using the latest technology to assure the highest standard of dental care to make your dental visit comfortable and convenient. You don’t
have to worry about transportation issues, because they come to you here at Charter House. Most dental insurance plans are accepted for the services covered.

An Oral Health Plan & Consent Form is available in the Administrative Services Office or at the Resident Service Center if you are interested in receiving your dental care here at Charter House through Apple Tree Dental.

**DONATIONS**

If at any time you want to make a donation to Charter House of either money or material possessions, please contact Administrative Services. Your thoughtfulness is always appreciated. Donations are tax deductible, and a letter acknowledging the donation will be given upon request.

**DOOR CHECK - RESIDENT ASSURANCE PROGRAM**

A small tag, about twice the size of a postage stamp, fits next to the top of the apartment doorframe and provides a back up to the Emergency Call system already in use in the building.

Overnight, a Mayo security officer places this tag in an upward position. This unobtrusive tag pivots and swings down when the door is opened. It is important that you open your door by 10:30 a.m. each morning. If your door has not been opened by 10:30 a.m., Facilities staff will knock on your door at the time they do the daily door checks. If your tab is up and you are not listed on the “vacation log” kept at the Resident Service Center, and there is no response when Facilities staff knocks on your door, the Resident Service Representative will call your apartment to assure you are okay. If there is still no answer, staff will be called to check on you.

Your help in opening your door to allow the tag to swing down each morning by 10:30 a.m. will eliminate unneeded phone calls and checks by staff.

**DRIVER'S LICENSE**

If you need a Minnesota driver's license, make plans to obtain one within 60 days of your move to Minnesota. If you have a valid license from another state, you don't need to take a road test, but you must take a written test. For more information, please contact the Driver's Exam Station at phone (507) 285-7412, located at 1605 North Broadway.

**FAX SERVICE**

The Resident Service Center on 1st floor can assist you with fax services. There is a nominal fee for outgoing fax transmissions as shown on the Additional Services Fee Schedule on page 51 in the yellow attachment section of this Handbook.
If you have a document that needs to be faxed to you, you can have it faxed to the Resident Service Center at (507) 266-2736. You will be notified when the fax is received. There is no charge for incoming faxes.

**GAME ROOM and MULTI-PURPOSE ROOM**

The Game Room on 5th Floor is home to two pool tables, a table tennis (ping pong) table, electronic darts, poker table, and juke box.

The Multi-purpose Room, which adjoins the Game Room on 5th Floor is complete with tables for playing cards, board games and puzzles.

The Game Room and Multi-Purpose Room are open 24 hours per day and residents may use them any time. Guests of all ages must be accompanied by a Charter House resident for use of the Game or Multi-purpose Rooms.

**GARBAGE DISPOSAL USAGE**

Your kitchen is equipped with a garbage disposal. The garbage disposal is meant to handle only small amounts of soft food scraps. Do not put rice, coffee grounds, vegetable or fruit peelings, or green leafy food items down the disposal. To avoid damaging or plugging up the garbage disposal, large amounts of food scraps should be placed in a sealed bag and disposed of through the trash chute. To ensure correct operation, please follow the guidelines below for usage:

1. Always begin by running cold water into the garbage disposal. Let the water run while operating.
2. Turn the garbage disposal on.
3. Put food items down the garbage disposal. Feed slowly and allow the unit and water to run until the disposal is clear.
4. Turn off garbage disposal.
5. Turn off the water.

**GUEST APARTMENTS**

Charter House welcomes your guests. A limited number of furnished apartments are available to accommodate visitors. Guest apartment charges are shown on the Additional Services Fee Schedule on page 51 in the yellow attachment section of this Handbook. Guest Apartment check-in time is 2:00 p.m. and check-out time is 11:00 a.m.

Each guest receives up to three complimentary Corner Cupboard breakfast coupons per stay. The coupons are to be used only for breakfast menu items during breakfast hours of 7:30 – 9:30 a.m. They are not intended for grocery or gift shop items.
Guest accommodations are available on a first-come, first-serve basis and are reserved in the Administrative Services Office through the Director of Administrative Services.

HAND CARTS

If you need assistance carrying luggage or large boxes, requests can be made at the Resident Service Center. Hand carts are located near the parking ramp entrance to the building. Please return carts immediately after use so they can be available for others.

HOUSEKEEPING SERVICES

Your monthly service fee includes weekly light housekeeping services. A Cleaning Services Guide is included in the Handbook on page 57 in the yellow attachment section of this Handbook. Shortly after you move in, the Housekeeping Services Supervisor will stop by to establish the day and time of this service for you. If you have specific scheduling or additional service needs, please discuss them with the Housekeeping Services Supervisor. On cleaning day, please have your apartment as neat as possible to promote efficiency for the housekeeper.

INSURANCE

Residents are responsible for their own personal property and liability insurance. Generally, renter’s insurance, available from most companies, will meet your needs, as Charter House has insured the structure itself. Check with an insurance agent for your particular needs.

KEYS

Two apartment keys and two mailbox keys are provided at no cost to you upon move in. If you require additional keys or lose a set of keys, you may request additional keys from Facilities Services at 266-7170. There is a charge for additional keys as shown on page 51 in the yellow attachment section of this Handbook.

KITCHEN APPLIANCES

Please check the kitchen cupboards, drawers, or kitchen appliances for any operating instructions or additional accessories. If you have any additional questions, contact the Housekeeping Services Supervisor.

LAUNDRY

Residents are responsible for their own laundry. A complimentary laundry room with two washers and two dryers, ironing board and baskets, is located on the east end of each floor. Coins are not necessary. If you need assistance with operating instructions, please contact the Housekeeping Services Supervisor. Personal laundry
services are available for an additional fee as shown on page 51 of the yellow attachment section of this Handbook. If interested, contact your Housekeeper or the Housekeeping Services Supervisor.

LOOP HEARING SYSTEM

Charter House has installed a Loop System to help hearing impaired residents have a more enjoyable listening experience during events held in the Chapel and Edwards Hall. There are two options available for using the loop system, which goes around the entire room. The information that goes into the talker’s microphone is sent to the loop. From the loop, the signal goes wirelessly to a receiver, which could be your personal hearing aid or a device with earphones. If you wear hearing aids, you need to activate the tele coil (T-coil) in your hearing aid. Almost all newer hearing aids have tele coils (T-coils); however, they often are not activated because many people do well on the telephone without using the T-coil. The loop system uses the T-coil to send the information to your hearing aid.

If you use hearing aids, you need to contact your audiologist or hearing aid dispenser and ask to have your T-coil activated. Be sure that you know how to turn it on and off. Turn it on only when using the phone or using the Loop System. Be sure to turn it off and go back to your regular program when you are not on the phone or using the Loop System. If your hearing aid automatically goes to the T-coil when you put the phone receiver up to your ear, you still need to be able to manually turn it on when using the Loop System. Please contact your hearing aid provider to learn how to turn it on manually.

If you do not have a hearing aid or if your hearing aid does not have a T-coil, you may use one of the headsets that Charter House has provided. Be sure to remove your hearing aids before putting the earphones over your ears. Remove the listening device from the charging stand and be sure it is turned on – you will see a green battery if it is on. Put the earphones over your ears. They are marked right and left. You can turn the volume up or down with the plus or minus buttons on the device.

LOST & FOUND

A Lost & Found is located at the Resident Service Center. All items left or misplaced in the building will be turned in at the Resident Service Center.

MAIL DELIVERY ANNOUNCEMENT

Is the Mail In? You may call 266-9900 to find out if the mail has been distributed. Every day after midnight, the Resident Service Representative will change the recording to “the mail is not yet distributed.” When the mail carrier completes the distribution of the mail, the Resident Service Representative will change the recording to say “the mail for (date) has been distributed.” This is an easy, up to the minute system for you to
determine if the mail is ready for pick up. Please use this phone number instead of calling the Resident Service Center for this information.

**MESSAGE CENTER BOXES**

Message center boxes are located in the mail box area on the first floor. The apartment number is posted above your box. Your name and apartment number are also located inside your box, unless you have indicated otherwise. Here, you will receive correspondence from Charter House, as well as from other residents.

**NEWSPAPER SUBSCRIPTIONS**

If you wish to subscribe to a newspaper, you will need to make arrangements with the circulation department of the newspaper of your choice, and the paper will be delivered to your apartment door or to your message center box. Payments for the newspapers must be made directly to the newspaper office. Any problems with the delivery of your newspaper should be referred directly to the newspaper office.


**NOTARY SERVICES**

Notary services are available Monday - Friday, 8:00 a.m. to 4:30 p.m. to notarize your documents. Please call Administrative Services at phone number 266-7879 to arrange a convenient time. This service is complimentary.

**NOTIFICATION OF ABSENCE**

If you plan to be away from the building overnight or longer, we ask that you complete a *Notification of Absence* form. A copy of this form is included on page 63 in the yellow attachment section of this Handbook. *Notification of Absence* forms are available at the Resident Service Center. This form is used by the Resident Service Representatives to compile the vacation log used for the Resident Assurance Program (Door Checks) and eliminates unneeded phone calls and follow-up checks of your apartment by staff. This form is also used to notify the Business Office of eligible meal credits and to notify Housekeeping that you are away.

**PAPER SHREDDER**

A cross cut paper shredder is located in the 3rd Floor Craft Room for residents’ use. If residents have a larger quantity of paper than they want to shred using this paper shredder, items for shredding can be placed in a sealed bag and contact Facilities to arrange for a custodian to pick up the bag(s) to place in a locked blue recyclable bin that goes over to Mayo Clinic for shredding.
**PARKING**

**Resident Parking**

Reserved parking is available in the Charter House parking ramp for resident-owned vehicles that are licensed and insured. A blue "Reserved" sign with the apartment number of the assigned resident is placed in each assigned parking space. Please respect these signs and park only in your designated space. If you have any questions, contact Administrative Services at phone number 266-7860.

*Bicycle racks* are also available in the parking ramp on the lower Level LL and Level1. Bikes must be labeled with name of owner or apartment number.

**Visitor Parking**

Visitor parking is available for Charter House guests on the top level of the Charter House parking ramp.

Additional visitor parking can be found in the Mayo Clinic Employee Lot #22 located to the north and east of Charter House. It is just north of Central Park or just west of the American Legion. When visitors pull into the lot, they will find a row of parking spaces labeled “Visitor Parking." Guests using visitor parking spaces in the surface lot or the parking ramp must register their vehicle at the Resident Service Center. Failure to register vehicles may lead to “ticket or tow” of vehicle.

**PARKSIDE GALLERY**

The Parkside Gallery, located on the east wing of 1st Floor, opened on January 8, 2015 and offers rotating art exhibits featuring local artists. Residents and their guests are invited to enjoy the Gallery and leave comments for the artists’ guest book in the Gallery.

**PETS**

With the exception of fish, pets are not allowed to reside in Charter House. Pet visits are welcome, but must not disturb residents or guests of Charter House and are not allowed overnight. Visiting pets must be registered at the Resident Service Center each visit.

**PICTORIAL DIRECTORY**

In the Main Lobby you will find a current pictorial directory of Charter House residents. It is updated periodically, and you will be notified of the next photo session shortly after you arrive at Charter House. You will receive a photocopy of the Resident Directory when you move in. Updates are provided periodically.
**POSTAGE STAMPS**

Postage stamps in rolls of 100 or books of 20 are available in the Corner Cupboard. When purchasing postage stamps, please make your check payable to "Charter House."

**PRIVACY AUTHORIZATION**

Maintaining your privacy is very important to us. Each resident is asked to complete a Privacy Statement indicating your preferences. This Statement remains in effect until you change it. Should you have any questions about our privacy practices or wish to change your preferences, please contact the Director of Resident Services.

**PROPERTY DAMAGE**

Residents are responsible for damages in their apartment that are not a result of normal wear and tear. Report damage to the Director of Facilities Services as soon as possible.

**PUBLICATIONS (CHARTER HOUSE)**

Charter House publishes the Update weekly and distributes copies each Friday via the message center boxes on first floor. The Update contains information regarding important upcoming events, as well as policy changes and other information affecting your life as a resident. It also contains a weekly activities schedule. Those individuals who have difficulty reading can hear the Update by dialing the "Voice of the Update", at phone number 266-3900.

The Charter House Living magazine is published periodically and features residents, activities, health news and recipes. It is intended to provide prospects with up to date information regarding life at Charter House.

**RECYCLING PROCEDURES / ALUMINUM, GLASS, AND NEWSPAPER DISPOSAL**

We encourage all residents to participate in our recycling program. A copy of the Recycling Information is included on page 60 in the yellow attachment section of this Handbook and is also posted in the trash room on your floor.

Recyclables may be bagged and placed in the west elevator lobby on your weekly scheduled day for apartment cleaning, or can be left on the trash room floor for collection by custodians. All recyclables taken from the blue recyclable bins located on the floor of all trash chute areas are collected and sent over to Mayo Clinic for recycling.

Glass bottles and jars (all colors accepted) need to be rinsed and caps removed. Newspapers may be tied or placed in a box or grocery bag.
RESIDENTS' GRIEVANCE POLICY

Charter House residents may submit to Administration a written personal grievance on issues such as quality of resident life, daily operations, policies and procedures. A copy of the Resident Grievance/Complaint Procedure is included on page 42 in the yellow attachment section of this Handbook.

ROLLAWAY BEDS

Charter House has a limited supply of rollaway beds, inflatable mattresses, and portable cribs available for a nominal fee as shown on the Additional Services Fee Schedule. Please call the Housekeeping Supervisor at 266-6655 or the Resident Service Center at 266-8572 for these requests.

ROOM RESERVATIONS (MEETING & SOCIAL ROOMS)

If you would like to reserve a Charter House social or conference room, please contact the Meeting Reservations Coordinator located in the Administrative Services Office, phone number 266-7861, or the Catering Retail Manager located on 2nd Floor, phone number 266-3272. Special requests for catering and room set-up will be coordinated at the time of your request. Room reservations may not be available on holidays.

SCOOTERS, WALKERS AND WHEELCHAIRS

Residents who benefit from mobility equipment, like scooters, wheelchairs and walkers, are responsible for securing the equipment by purchase or rental. According to the State Fire Marshall, mobility equipment may not be parked in residential corridors or blocking routes of egress. Residents should use reasonable precaution while moving about the building or grounds of Charter House. Precautions should be taken with regard to speed, suddenness and direction of movement. Individuals will be responsible for damages caused by movements lacking reasonable care. When entering or maneuvering in tight spaces, please pay regard to stopping distance, turning circles and the presence of other individuals.

Charter House is responsible for providing an adequate supply of standard equipment for general use by residents of the Short Term Rehabilitation Center. Charter House is not in a position to provide personal use mobility equipment for others. Wheelchairs can be rented from local vendors for long-term use.

A limited number of wheelchairs are available for same-day, short-term use, i.e., for transport to clinic appointments to residents participating in a Wellness Plan through the Home Health Agency, by calling the Home Health Office at phone number 266-7849.
The Resident Service Center has a limited supply of Charter House labeled wheelchairs for use, free of charge, for a limited period of time, not to exceed 8 hours for use within Mayo Clinic and Charter House. The wheelchair will be signed out to you and we ask that you return the wheelchair to the Charter House Resident Service Center, 1st floor as soon as you are finished using it, so it can be available to others. If, after 8 hours the wheelchair is not returned, you will be contacted to return the chair. Please note you will be charged a $5.00 per day fee for wheelchairs not returned in the same day.

Please do not remove the foot pedals. If foot pedals are removed and not returned, you will be charged a replacement fee.

Mayo Clinic-owned wheelchairs are for patients while at Mayo Clinic for appointments. Charter House residents may not use Mayo Clinic wheelchairs for personal, at-home use. If you have one, please return it to Mayo Clinic or the Resident Service Center.

SECURITY / BUILDING ACCESS

Charter House has been designed and built to provide for your security. You will be given a building access card which will allow you to enter the building at entrances which have a card reader (front entrance, east entrance, parking ramp, skyway/subway entrance and Fitness & Wellness Center during non-business hours). It is important that you have your card with you whenever you leave the building and that if lost, you report it immediately to the Resident Service Center. The Resident Service Center will submit a work order for a new card and you will be notified when it is available. It is essential that your access card remain blank (nameless, etc.) so that, if lost, it cannot be identified as Charter House property. Do not loan your access card to anyone. In order to limit unwelcome guests, never grant access into the building to someone you do not know.

To use the access card, hold it up to the card reader. If for any reason your card should not work, push the call button to speak to the Resident Service Representative. The Resident Service Center is staffed 24 hours per day; seven days a week to assist in security control. In addition, provisions for scheduled security checks have been made.

The Skyway/Subway link connects Charter House to the Mayo Clinic pedestrian subway and skyway system of downtown Rochester and is accessible to residents by using their access cards. The Skyway/Subway link is also observed by Charter House security cameras and monitored by the Resident Service Representative.

You will also have a key for your apartment. Charter House has a master key for all apartments to allow access to your apartment in the event of an emergency.
It is recommended that you notify the Resident Service Center whenever you are expecting a visitor. When unexpected visitors arrive at the main door, the Resident Service Representative will telephone you to obtain your permission to let them enter. The Resident Service Representative can give out apartment keys to visitors or family members only by permission from the resident. Family members and visitors will be granted access to your apartment as you have indicated on the Resident Information Update form, under “Apartment Access Information.” All other visitors will be denied access, unless you have given additional instructions.

**SHIPPING SERVICE**

The Resident Service Center is pleased to assist you with mailing packages through the U.S. Post Office. The following services are available:

- Large envelopes and flats including those weighing more than 13 oz.
- First Class packages
- Parcel Post packages
- Media Mail packages (must not contain any letters or personal messages. They are randomly inspected by the Post Office and there is a hefty fine for violations.)
- Priority Mail packages
- Priority Mail Flat Rate packages
- Additional Insurance

Packages must be ready to mail and include your name as well as the addressee and their address. All packages must comply with United States Postal Regulations. Simply bring your package down to the Resident Service Center before 5:00 p.m. and it will go out in the next day’s mail. We will weigh it, prepare a mailing label with postage, and bill your account for the postage due.

**SKYWAY / SUBWAY ACCESS**

A Skyway / Subway link connecting Charter House with the Mayo Clinic pedestrian subway system and the skyway system of downtown Rochester is accessible from the 2nd floor by using your access card.

The Downtown Skyways are open during the following hours:

- Monday - Thursday 6:00 a.m. - 12:00 midnight
- Friday 6:00 a.m. - 1:00 a.m. (Saturday)
- Saturday 8:30 a.m. - 1:00 a.m. (Sunday)
- Sunday & Legal Holidays 8:30 a.m. - 10:00 p.m.
SMOKING

As a wholly-owned subsidiary of Mayo Clinic, Charter House is a smoke-free environment. Smoking is not permitted anywhere in Charter House or on its grounds. Effective January 1, 2015, this includes the use of e-cigarettes and hookah – just as smoking of cigarettes, cigars and pipes is prohibited.

SUGGESTION BOX

For your convenience, a suggestion box is located in the main lobby near the U.S. mailboxes. Residents are encouraged to submit thoughts and ideas for the Administrator and staff to consider. The suggestion box is checked regularly. If you sign and date your suggestions, the Administrator can respond to you regarding your suggestion.

THERMOSTAT

Each apartment has its own thermostat. Energy conservation is always of interest and we ask that you be conscious of this. Common areas, hallways, etc., are maintained at 70 degrees year round. For energy efficiency and the comfort of your living area, your apartment entry door should be closed at all times.

TIPPING & GRATUITIES

Charter House employees are responsible to provide services to residents and may not accept any tip or gratuity. A kind word of thanks is always appreciated! The Residents’ Council organizes an annual Employee Appreciation Fund and Party. Contributions may be made at any time and are solicited by the Residents’ Council in November of each year for the party in December.

TRANSPORTATION / CAB SERVICES

Transportation services in Rochester include, but are not limited to the following: (For additional services, please consult the Yellow Pages of your telephone directory.)

- Med City Taxi, phone number 507-282-8294 (10% Senior Discount offered)
- Yellow Cab, phone number 507-282-2222
- R & S Transport, (wheelchair & special needs transportation), phone number 507-289-5080
- Handivan of Rochester (wheelchair & special needs transportation), phone number 507-281-3600
- Go Rochester Direct - Minneapolis/Rochester Airport & Mall of America Shuttle Service), phone number 507-280-9270
- Rochester Shuttle Service – Shuttle service from Rochester to Mall of America and Minneapolis-St. Paul International Airport, phone number 507-216-6354. Senior discounts available.
• Star Shuttle Service – Shuttle service to Rochester or Minneapolis Airports and the Mall of America, phone number 507-281-0969.

Discount ticket books for Rochester Yellow Cab are $15.00 ($20.00 value) and are available in the Corner Cupboard.

TRASH DISPOSAL

A trash chute is located at the west end of each residential floor. Its diameter is 18 inches. DO NOT insert oversized items. Items must be in SEALED plastic trash bags before being placed in the chute. Heavy or large metal items should be placed on the floor of the trash room and housekeeping will dispose of them.

Needle Disposal – Needles should not be thrown into the garbage. Needles should be placed in a biohazard container. Biohazard containers are available at Charter House through your housekeeper or the Home Health Office.

TYPING SERVICE

If you have the need for a personal letter or document to be typed, bring it to the Resident Service Center. There is a $5.00 fee per page. Please allow up to two days for your typing to be completed.

U.S. MAILBOX

Your individual mailbox is identified by your apartment number and is located in the main lobby on the first floor. U.S. mail is delivered directly by the postal service; Charter House employees do not have access to your mailbox. Packages are delivered to the Resident Service Center and you will be notified by the postal service of their arrival. A mailbox for outgoing U.S. mail is located near the mailboxes.

VAN / EMERGENCY TRANSPORTATION

Charter House provides regularly scheduled van service. A van route schedule of regular runs is included on page 69 in the yellow attachment section of this Handbook. In addition, scheduled trips to nearby churches are available on Sundays. If you want to ride the Charter House van, please sign at the Resident Service Center in advance of your planned trip. Each person riding the van should sign on a separate line as each line represents a seat.

The Charter House van makes regularly scheduled stops throughout the day at the Gonda West and Mayo Clinic doors. This is a convenient form of transportation to and from Mayo Clinic appointments.

The Charter House van service does not include emergency transportation to clinics or hospitals, or transportation to Charter House after a hospital stay. This type
of transportation is available through various Rochester agencies including, but not limited to: R & S Transport (507-289-5080 or 507-289-0747); Handi Van (507-281-3600), S & R Transport (507-322-8355) or Gold Cross Ambulance (507-288-2407). For additional transportation options, please refer to the Yellow Pages of your Telephone Directory.

**VOICE OF THE UPDATE**

Individuals who have difficulty reading can hear the Update by dialing the "Voice of the Update" at phone number 266-3900. The recording is separated into five selection options: Press 1 for Announcements; Press 2 for the Daily Menus; Press 3 for the daily and the following day’s Activities; Press 4 for Current Updates; and Press 5 at any time to return to the Main Menu.

**VOLUNTEERS**

Charter House welcomes volunteers. The Activities/Events Coordinator and Recreational Therapists coordinate volunteer services. Many volunteer positions exist within Charter House such as activity host and hostesses, committee members, etc. If you or someone you know wishes to volunteer, please contact the Activities/Events Coordinator.

**VOTER REGISTRATION**

You may register to vote at least 20 days before an election by calling 507-328-7650 or stopping by the City Clerk's Office located in the Government Center, at 201 4th Street SE. Registration within 19 days of an election must be done at the polls, and you will need to present a Minnesota driver's license or receipt of new driver's license or a Minnesota I.D. card. Charter House residents are in Ward 4, Precinct 1 and voting instructions are announced in the weekly Update prior to the election.

**WINDOW WASHING**

Window washing is done at Charter House twice a year, spring and fall. Watch for dates and information in the weekly Resident Update pertaining to the exterior window washing. Housekeeping does the inside window washing.

**WOODSHOP**

Residents wishing to gain access to the Resident Woodshop must contact Facilities Services. Any resident wishing to use stationary or portable power tools must first meet with either the Director of Facilities Services or the Maintenance Supervisor to establish that the resident can use the equipment correctly and safely. Please call 266-7170 to arrange an appointment with the Director of Facilities Services or the Maintenance Supervisor. Residents who demonstrate the ability to use power equipment correctly and safely will be issued a key to the Resident Woodshop. Only
Residents who have been issued a key have access to the shop after 5:00 p.m. and weekends. Residents agree to use the woodshop at their own risk.

Residents wishing to use the woodshop for small projects that do not require power tool operation may gain access by contacting the Facilities Coordinator who is located in the Maintenance area or by calling 266-7170.

There are workbenches and hand tools in the woodshop to construct projects. The woodshop is equipped with an emergency call system that contacts the Charter House Resident Service Center when activated.
CHARTER HOUSE
Residents' Grievance Policy and Procedure

POLICY

Charter House residents may give Administration written expression of personal grievance on issues related to quality of residents’ life, daily operations, policies and procedures, for example; and may expect prompt response for hearing, clarification and resolution.

PROCEDURE

Upon receipt of written, signed and dated grievance, the Administrator has three working days to schedule an appointment with the resident to further explore the issues and, as required, develop an action plan for follow-up.

The resident may notify the President of the Charter House Residents’ Council and request their presence at the meeting with Administration, or may arrange for the presence of another resident.

An action plan for follow-up will set forth a mutually agreed upon timetable for investigation and resolution of the grievance. The Administrator will respond in writing on or before the specified deadline.

If the resolution is unacceptable to the resident, the resident may appeal in writing to the Chair of the Charter House Board of Directors.

ADMINISTRATIVE NOTES

The Charter House Administrator will report quarterly to the Charter House Board of Directors and the Charter House Residents’ Council on the nature and scope of written grievances and their resolution. These reports will be generalized and confidential.

All Charter House staff and residents will be advised of the Residents’ Grievance Policy and Procedure at the time of their initial hire/move-in and periodically throughout the course of a year. All Charter House management and supervisory personnel are expected to participate, as needed, in the investigation and resolution of resident grievances.

The Residents’ Grievance Procedure shall be set forth in the Charter House Resident Handbook and updated by the Charter House Resident Services Department.

Revised 04/08/09
Reviewed 01/08/13
Reviewed 02/14/14
Reviewed 02/16/15
Reviewed 02/16/16
Reviewed 11/3/17
ARTICLE I NAME

The name of this organization is the Residents' Association of Charter House.

ARTICLE II PURPOSE

To enhance the quality of life at Charter House by providing a vehicle for residents' input through the Residents’ Council to the Charter House Administration regarding the operation and programs of Charter House.

ARTICLE III MEMBERSHIP

All residents of Charter House are members of the Association.

ARTICLE IV OFFICERS

Sec. 4.01 The officers of the Association, elected by its Council, shall be a President, Vice President, and Secretary-Treasurer.

Sec. 4.02 PRESIDENT

(a) The President shall preside at all meetings of the Association and the Council.

(b) The President shall appoint the Chair and the Council Liaison of each committee.

(c) The President may attend Committee meetings, with the exception of the Nominating Committee.

(d) The President shall make a report of the Council’s activities at the Annual Meeting of the Association.

(e) The President, when invited, shall attend meetings of the Charter House Board.

Sec. 4.03 VICE PRESIDENT

The Vice President shall perform the duties of the President whenever the President is absent, and such other duties as may be requested by the President.
Sec. 4.04 SECRETARY – TREASURER

(a) The Secretary-Treasurer shall be responsible for an accurate annual record of the minutes of Association and Council meetings. Permanent records of Association meetings are maintained for seven (7) years by the office of Director of Administrative Services. Custody of Association funds and their permanent records shall be maintained by the office of the Director of Business Services.

(b) The Secretary-Treasurer may appoint an assistant to take minutes and otherwise assist in the performance of the duties of the Secretary-Treasurer.

ARTICLE V RESIDENTS’ COUNCIL

Sec. 5.01 PURPOSE

The Council shall oversee the affairs of the Association.

Sec. 5.02 RESPONSIBILITIES

(a) The Council serves as the liaison between residents and Administration.

(b) The Council shall strive to maintain open lines of communication with residents, committees and the administration; communication which is timely, active, supportive, forward looking and mutually beneficial.

(c) The Council shall identify, define, organize and advise committees on which residents may choose to serve.

(d) The Council shall represent the residents in order to provide constructive communication with the Administration regarding the quality of life within Charter House.

(e) When advised of proposed actions which may affect Charter House Residents and asked by Charter House Administration to comment on those plans, the Council shall make a considered and prompt written response.

Sec. 5.03 COMPOSITION

The Council shall consist of twelve (12) members elected by the Association. No two members of a family shall serve on the Council at the same time.
Sec. 5.04 TERMS OF OFFICE

(a) Each Council member shall be elected to a two (2) year term. Terms are staggered so that six (6) members retire each year. After serving a two (2) year term a member may not be nominated and elected until one (1) year has elapsed.

(b) Officers of the Association shall be elected for a one (1) year term by the Council at its first meeting following the annual meeting of the Association. Officers may be elected to a second one (1) year term.

Sec. 5.05 VACANCIES

(a) If a Council Member resigns or is unable to perform the duties of a Council Member, the Council, by a majority vote, may determine that a vacancy exists.

(b) When a vacancy has been determined, the candidate receiving the next highest number of votes in the previous Annual Election shall be named to fill the unexpired term.

(c) A person completing up to twelve (12) months of an unexpired term shall be eligible for nomination and election to a full two (2) year term.

(d) If an officer resigns or is unable to perform the duties of the office to which elected, the Council by a majority vote may declare the office to be vacant. The vacancy shall be filled by a majority vote of the Council Members.

Sec. 5.06 MEETINGS

Regular meetings of the Council shall be held monthly unless deemed unnecessary by the Council. Special meetings may be called by the President, or upon written request of three (3) members of the Council. A majority of the Council shall constitute a quorum for the transaction of business.

ARTICLE VI CHARTER HOUSE ADMINISTRATION

It is the stated policy (Section VII of the Charter House Disclosure Statement, 3/31/2017) of Charter House Administration to:

(a) Advise the Council of proposed actions that may affect residents and seek Council's comment.
(b) Supply the Council with Charter House’s proposed annual budget before adoption, monthly income and expense statements and explanations for any deviations from the budget.

(c) Provide the Council with data relating to any proposed changes in the monthly fees.

ARTICLE VII NOMINATION OF COUNCIL MEMBERS

Sec. 7.01 NOMINATING COMMITTEE

Council President shall appoint a member of the Council to chair the Nominating Committee. Such Chair shall select another Council member and five (5) residents -- not members of the Council -- to serve on this committee. It is suggested that the candidates should have been in residence one year or longer.

Sec. 7.02 DUTIES OF NOMINATING COMMITTEE

At least twenty (20) days prior to the annual meeting, the Committee shall select and publish the names, photographs and brief biographical statements of nine (9) proposed candidates for Council membership.

Sec. 7.03 ALTERNATIVE METHOD OF NOMINATION

At least fifteen (15) days prior to the annual meeting, a petition for nomination as candidate for Council member, signed by ten (10) Association members and accompanied by a written statement of the candidate’s willingness to serve and a brief biographical statement shall be delivered to the Nominating Committee Chair.

ARTICLE VIII ELECTIONS

Sec. 8.01 DISTRIBUTION OF BALLOTS

At least ten (10) days prior to the annual meeting, the Nominating Committee shall prepare and distribute to each member, a sample ballot listing the names of all candidates for election.

Sec. 8.02 VOTING

Members may vote in person or by absentee ballot as outlined in Sec 8.03. The President shall appoint two (2) Association members as tellers to work with administrative staff in counting and reporting the vote.
Sec. 8.03 **ABSENTEE VOTING**

Absentee ballots shall be made available at least ten (10) days prior to the annual meeting. Any member may request an absentee ballot from a Nominating Committee member who shall record the name of each individual who receives an absentee ballot. Absentee ballots must be completed and given to the Chair of the Nominating Committee prior to the annual meeting. Administrative staff who distributes ballots at the annual meeting shall have a list of those receiving absentee ballots so as to avoid duplicate voting.

ARTICLE IX  ASSOCIATION MEETINGS

Sec. 9.01 **ANNUAL MEETING**

In June each year the Association shall hold its annual meeting to hear the annual report of the Residents’ Council, to elect members to the Council and to transact any other business as may properly come before the Association.

Sec. 9.02 **SPECIAL MEETINGS**

(a) A special meeting may be called at any time by the President; or upon written request of three (3) or more members of the Council; or upon written request of twenty-five (25) or more members of the Association delivered to an officer.

(b) All special meetings shall be called by the President.

(c) A clear statement of the purpose of a special meeting shall be included in the call for that meeting.

Sec. 9.03 **QUORUM**

Fifty (50) members shall constitute a quorum for the transaction of business at any meeting.

Sec. 9.04 **VOTING**

Members shall act by majority vote at any meeting at which a quorum is present.
ARTICLE X  COMMITTEES

Sec. 10.01 ORGANIZATION

(a) The Council shall determine the number and types of committees needed to carry out the purpose of the Association and the responsibilities of the Council.

(b) The President shall appoint the Chair and Council Liaison of each committee.

Sec. 10.02 ASSOCIATION STANDING COMMITTEES

(a) Standing Committees are constituted to provide a structure within which residents of Charter House may plan for and participate in a variety of activities that enrich their lives and make Charter House an attractive retirement community. Association standing committees are: Activities, Arts and Decorating, Dining, Facilities, Fitness, Green Thumbs, Library, Spiritual Care and Welcome.

(b) The chair of an Association standing committee shall serve for one (1) year but may be reappointed.

(c) Members of the Association are invited and encouraged to select a committee on which to serve. Occasionally it may be necessary to redefine a committee’s task or to actively recruit new committee members in order to insure an enjoyable committee experience.

(d) Standing Committees shall serve until one (1) committee meeting after the election of a new Council.

(e) A member of Council shall be either chair and/or liaison to each Standing Committee of the Association.

(f) Each Association Standing Committee enjoys the counsel and assistance of Charter House staff personnel related to their particular area of interest.

Sec. 10.03 OTHER COMMITTEES

(a) The seven (7) member Nominating Committee shall be appointed annually as described in Section 7.01.
(b) The Employee Appreciation Committee is appointed each year by the President from members of the Association.

(c) The Council’s Financial Review Committee consists of three (3) Council members appointed by the President.

(d) Standing, Special or Ad Hoc Committees may be formed by Council action as needed.

ARTICLE XI  
FINANCE

Sec. 11.01  
DUES

No dues shall be required of members.

Sec. 11.02  
FUND RAISING

(a) The Council may initiate fund raising activities in order to finance Association projects or activities.

(b) Fund raising by Committees must receive prior authorization by Council.

Sec. 11.03  
FINANCIAL REVIEW COMMITTEE

(a) The Financial Review Committee shall consist of three (3) members of the Residents’ Council appointed annually by the President.

(b) The Financial Review Committee responsibilities shall include:

1. Review of quarterly income and expense statements, including budget deviations and data relating to any proposed changes in monthly fees.

2. Review the annual Charter House budget before adoption.

3. Regular reports to the Residents’ Council which educate the Council on the Committee’s evaluation of the financial status of Charter House.
ARTICLE XII  AMENDMENTS

These Bylaws may be amended by a two-third vote of the members of the Association present and voting at any meeting, provided that at least four (4) weeks published notice of the intended amendments has been given to the members.

ARTICLE XIII  PARLIAMENTARY PROCEDURE

The current issue of Robert’s Rules of Order Newly Revised shall govern the conduct of business where applicable and consistent with these Bylaws.

/ljd - Amended 8/98
/lsv - Amended 6/08
/lsv – Amended 6/11
/lsv – Amended 8/15
CHARTER HOUSE
ADDITIONAL SERVICES
Effective: January 1, 2018 through December 31, 2018

ADMINISTRATIVE SERVICES
Copy Requests .................................. Black & White – up to 5 copies no charge;
each additional copy .05 cents (per side) + tax
Color - .45 cents per side + tax
Fax Machine .................................... $2.00 (first page/$1 each succeeding page) + tax
Notary Fee .................................... No Charge
Typing ........................................ $5.00 per page + tax

GUEST APARTMENTS

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Room (no kitchen)</td>
<td>$100.00/night + tax</td>
</tr>
<tr>
<td>Standard one bedroom apartment w/kitchen</td>
<td>$125.00/night + tax</td>
</tr>
<tr>
<td>Large one bedroom apartment w/kitchen</td>
<td>$160.00/night + tax</td>
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</table>

DINING SERVICES

<table>
<thead>
<tr>
<th></th>
<th>Internal</th>
<th>External</th>
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<tbody>
<tr>
<td>Lunch</td>
<td>$11.50</td>
<td></td>
</tr>
<tr>
<td>Dinner</td>
<td>$19.00</td>
<td></td>
</tr>
<tr>
<td>Brunch (Sunday)</td>
<td>$15.50</td>
<td></td>
</tr>
</tbody>
</table>

Breakfast (Health Center/Assisted Living) $11.50
Lunch (Health Center/Assisted Living) $11.50
Dinner (Health Center/Assisted Living) $11.50
Take Out Lunch $11.50
Take Out Dinner $19.00
From Our Door to Your Door delivery charge $5.00

For Home Health clients only - Home Delivered Meals – charge includes the cost of the meal plus $11.25 for 15 minutes of HHA time for delivery and meal set-up.

FACILITIES SERVICES

Maintenance:
Extra apartment key $5.00
Extra mailbox key $5.00
General maintenance/labor $37.00 per hour
18” grab bar installed $75.00
24” grab bar installed $80.00
Storage locker padlock $15.00
18” toilet safety bar installed $75.00
Shelves $13.25 per lineal foot-installed
Custodial Services $27.80 per hour
Parking $50.00 per month
Computer Services:
Computer Support Services……………….. $ 43.20 per hour ($10.80 for 15 minutes)
(minimum 15 min. visit)

Housekeeping:
Laundry service …………………………… $ 3.30 per pound + sales tax
All other services …………………………. $ 25.80 per hour + sales tax (minimum 15 min. visit)
Cot/bed rental……………………………… $ 13.00 per day (Apartments only) +sales tax

HEALTH SERVICES
Home Health Service: (minimum 15 minute charge)
RN ………………………………………… $ 99.40 hour ($24.85 per 15 min)
Home Health Aide/Escort…………………… $ 45.00 hour ($11.25 per 15 min)
Locked Box – Medications…………………… $ 20.00
Integrative Health Specialist………………..$100.00 per visit

Assisted Living Center: Daily Rate Resident Discount
Single Occupancy………………………… $ 259.00 per day $ 15.00 per day
Double Occupancy……………………… $ 203.00 ea./per day $ 8.00 ea./per day

Supportive Living Center (4th floor):
Private Room w/shared bath ………………… $ 297.00 per day $ 20.00 per day
Private Room ……………………………… $ 304.00 per day $ 20.00 per day
Semi Private ……………………………….. $ 285.00 per day $ 20.00 per day

Guest Room In (Short Term Rehabilitation, Supportive Living & ALC areas):
Room In/with meals…………………………$ 60.00 per day

Short Term Rehabilitation Center (3rd floor):
Semi-private Room………………………. $ 650.00 per day $ 30.00 per day
Private Room ……………………………… $ 680.00 per day $ 30.00 per day

RESIDENT SERVICES
Charter van ……………………………… Market rate pending availability
Personal Trainer………………………….. $ 50.00 per hour

STAMPS AND CAB BOOKS (SOLD IN CORNER CUPBOARD)
Postage stamps (checks payable to Charter House)
Rochester Yellow Cab Books …………….. $ 15.00 ($20 value)
Administrative Offices – 4th Floor
Assisted Living Centers – 2nd, 3rd, & 4th Floors
Bicycle Racks – Parking Ramp Level LL & Level L1
Business Services Office – 4th Floor
Chapel – 1st Floor
City View Dining Room – 22nd Floor
Cognitive Health and Wellness Training Suite & Director’s Office – 5th Floor (#510)
Conference Rooms – Basement, 1st, & 3rd Floors
Corner Cupboard – 1st Floor
Craft & Computer Room – 3rd Floor
Dining Services Offices – 2nd and 22nd Floors
Edwards Hall – 1st Floor
Facilities Services – Basement
Fitness & Wellness Center – 1st Floor
Game & Multipurpose Rooms – 5th Floor
Greenhouse – 2nd Floor
Guest Apartments – 4th, 5th, 6th, 7th Floors
Home Health Office – 3rd Floor
Library – 1st Floor
Loading Dock – 2nd Floor
Mailboxes & Internal Message Center Boxes – 1st Floor
Main Lobby – 1st Floor
Northview Room – 3rd Floor
Parkview Dining Room – 2nd Floor
Parkside Gallery – 1st Floor
Personal Training Suite – 1st Floor
Physical and Occupational Therapy – 3rd Floor
Recycling Center – 1st Floor
Resident Service Center – 1st Floor
Silver Lake Room – 22nd Floor
Short Term Rehabilitation Center – 3rd Floor
Skyview Dining Room – 22nd Floor
Skyway/Subway Access – 2nd Floor
Southview Room – 1st Floor
Salon and Spa – 4th Floor
Supportive Living Center – 4th Floor
Wooden Duck Room – 22nd Floor
Woodshop – Basement
The Greenhouse is for Charter House residents’ enjoyment. It is cared for by those who serve on the Green Thumbs Committee. If you are interested in joining the Committee, contact the Chair of the Committee. Committee members’ names and numbers are listed in the notebook on the shelf inside the Greenhouse door.

1. Feel free to visit the Greenhouse. Plants are named. Since lighting in the Greenhouse is not adequate for all types of plants, there are some “low light” plants. They are also marked. If you would like more information about plants, books are available in the Greenhouse. Please sign your name on the chart by the books if you borrow a book from the Greenhouse. All the plants in the Greenhouse are cared for by specific Committee members.

2. There is new soil, pots, materials and space for residents to use for repotting. Bring your plant to the Greenhouse. Please clean tools, counter and floor after using. A dust pan and broom are in the back closet. Cloths are under the sink. Clean the sink, allowing the drain-strainer to stay in place, not clogging the drain.

3. If you wish to grow and propagate a plant in the Greenhouse contact the Chairperson. You will be responsible for watering and caring for your plant. A plastic stake with your name and the plant’s name will be placed in the soil.

4. When deciding to give a plant to the Greenhouse, first phone a Committee member. Some plants have diseases, mites or various problems that can infect other plants. We do collect used vases and pots – please bring them to the Greenhouse and put on the counter inside the door.

5. If you plan to be away, it is best to contact a family member or friend to care for your plants. They thrive best in their own environment.

6. In May, residents may choose to plant vegetables or flowers in the 2nd floor outdoor patio pots. Residents are responsible for the care and harvesting of their own plantings, or make arrangements with a family member or friend.
The library is maintained by volunteers for the use and enjoyment of the residents of Charter House. The books have all been donated or purchased using the generous gifts of those who appreciate the library.

1.) Books, both fiction and non-fiction, in the permanent collection have been cataloged electronically and can be checked out electronically by following the posted instructions found next to the computer—or by giving the information requested on the clip-board, also located next to the computer.

2.) Each month the Rochester Public Library loans some ‘large print’ books which are shelved to the left as one enters Higgins Library. Please check out these books using the notebook located on the adjacent table.

3.) A collection of 4 x 7 inch pocket books along the right wall of the library are not cataloged and need not be checked out.

4.) Please return all books to the book return slot at the desk in the center of the library.

5.) Reference books, newspapers, and current magazines should not be removed from the library.

6.) Most books may be kept for one month. Although there are no fines for overdue books you may receive a reminder asking that you return, extend your check-out period or report an overdue book to be missing.

Donations of books or money are welcome. Books may be left on the library desk with a notation that they are a donation. Checks may be made payable to “Charter House Library Fund” and given to the Activities/Events Coordinator or the Chair of the Library Committee. If a letter recognizing a donation is desired, please include that information with the gift.
Housekeeping and Cleaning Services Guide

Get Ready for the Housekeeper

Residents are asked to ready their apartment by having it as neat as possible for the housekeeper’s visit to insure efficient cleaning.

Weekly Light Housekeeping Services Included in Monthly Fee

1. Cleaning the kitchen surfaces.
2. Cleaning bathrooms.
3. Vacuuming the carpet.
4. As time allows – light dusting
5. Changing sheets and remaking beds for residents unable to make their own.
   Taking out trash and recycling. (These services will reduce actual cleaning time.)

Annual Cleaning Included in Monthly Fee

Throughout the year, your housekeeper will work on items that are beyond the weekly light housekeeping services, (i.e. wiping baseboards, the outside of kitchen and bathroom cupboards, washing windows, etc.).

Emergency Cleaning – Call Resident Service Representative.

Cleaning wet or dry spills on carpet or hard floors and cleaning up broken glass is emergency cleaning. It is provided at no charge. Call the Resident Service Center to request service.

Fee for Service Cleaning

Residents may also request additional services on a fee-for-service basis from their housekeeper, the Environmental Services Supervisor, or Facilities Services Coordinator. These services are handled within the regular work order system. Work orders are completed in the order they are received.

Services with Specific Fees

1. Doing personal laundry in the Charter House laundry facility is charged per pound plus sales tax.
2. Turning mattresses more than once a year. (There is a minimum charge of $9.00. Additional fees will be charged to remake the bed or for a queen or king-sized bed.)
3. Please note that Housekeeping does not supply can liners for garbage containers. Can liners are available for purchase in the Corner Cupboard.
Services Charged at Hourly Rate (available in 15 minute increments.)

1. Ironing.
2. Dusting or polishing collectibles, dinnerware, crystal, etc.
3. Cleaning personal items.
4. Removing and returning personal belongings from cupboards, closets, etc. for cleaning.
5. Moving heavy furniture for cleaning more than once a year.
6. Cleaning inside the refrigerator.
7. Cleaning kitchens or bathrooms when they require more than weekly cleaning.*
8. Stripping and/or making beds more than once a week.
9. Special cleaning to meet resident health needs.
10. Additional time as needed.*

* The Environmental Services Supervisor can determine additional cleaning is necessary if unsafe or unsanitary conditions exist.
CHARTER HOUSE
MAINTENANCE DEPARTMENT REQUEST FOR SERVICE

CLOSET SHELVING INSTALLED - $13.25 LINEAL FOOT
TOILET SAFETY BARS INSTALLED - $75.00
18"GRAB BAR INSTALLED - $75.00
24"GRAB BAR INSTALLED - $80.00
SWAG KIT - $16.60 PLUS LABOR
MAGNETIC DOOR HOLDER INSTALLED - $12.00
RE-KEYED LOCK - $50.00
APARTMENT KEY - $5.00
MAILBOX KEY - $5.00
AA/AAA/C/D BATTERIES - $1.75 EACH
9 VOLT - $3.25 EACH
40/65/75/90 WATT LAMP - $2.50 EACH
3 WAY LAMP - $4.00 EACH
HALOGEN LIGHT - $10.00
PADLOCK - $15.00
MOGUL LIGHT - $12.00
MOGUL SOCKET - $17.00
APPLIANCE/LAMP PLUG - $2.50
LAMP SOCKET - $4.00
ELECTRIC CORD $.30 P/ FOOT
TELEPHONE WIRE $.30 FOOT
POWER STRIP - $15.00
3", 4", 5" FURNITURE RISERS - $40.00 SET OF 4
APARTMENT FURNACE FILTERS $8.00 EACH

GENERAL MAINTENANCE LABOR:  $37.00 PER HOUR; $27.75 PER 3/4 HOUR
$18.50 PER 1/2 HOUR; $9.25 PER 1/4 HOUR

:dk  12/2017
# Waste and Recycling

## Paper Recycling
- Newspaper
- Glossy ads & magazines
- Junk mail
- Confidential documents
- Empty boxes (facial tissue, cereal, etc.)
- Phone books, notebooks
- Hard cover books
- Envelopes
- Manila folders
- Post-it notes

**What to do:**
- Place items in blue recycling bin in chute room (loose or in a paper bag) *OR*
- Place in large recycling bin on wheels when it is on your floor

## Container Recycling
- Aluminum and tin cans
- Glass bottles and jars
- Dining room “take out” containers
- Plastic milk jugs
- Plastic soda and water bottles
- Aerosol cans
- Detergent bottles

**What to do:**
- **Rinse all containers**
- Place in chute room next to blue recycling bin (inside plastic bag, if possible) *OR*
- Place in large recycling bin on wheels when it is on your floor

## Special Items
- **Batteries** – Place in collection container near mailboxes
- **Writing Instruments** – take to Resident Service Center or Facilities Services office
- **Corrugated Cardboard** – flatten boxes and place in chute room
- **Light bulbs** – take to Resident Service Center or give to housekeeping
- **Broken glass** – collect in a paper bag, label, and place in chute room
- **Contact Facilities Services (266-7170) to pick up:** Paint, Used oil, solvents, chemicals

## Clear Bag Waste
- Paper towels & facial tissues
- Disposable utensils
- Wrappers
- Styrofoam cups / plates
- Plastic bags
- Donut, pizza boxes

**What to do:**
- Bag securely
- Send down waste chute

## Did you know?
- Clear bag waste is not sorted, so any un-sorted recyclables are incinerated.
- No need to shred confidential documents – they are kept confidential and shredded at the Mayo Recycling Center.
- Staples, paper clips, binder clips don’t have to be removed from paper recycling.

---

Last updated: 1/29/2016  Proper waste disposal - Charter House v001.docx
**Resident Fire Response**

**Fire Alarm Activation**
1.) REMAIN in your apartment.
2.) Staff, if needed, will come to you.
3.) **DO NOT CALL THE RESIDENT SERVICE REPRESENTATIVE**

**Fire in Your Apartment**
1.) LEAVE your apartment immediately.
2.) CLOSE apartment door as you exit.
3.) Go to elevator vestibules.
4.) Wait for help.

**Resident Service Representative** will announce an “ALL CLEAR” when the alarm is over.
You will hear a severe weather announcement in your apartment.

Move to your apartment bathroom for shelter. Close the door.

An “All Clear announcement will be made by the Resident Service Representative when the weather situation has passed.

**DO NOT CALL THE RESIDENT SERVICE REPRESENTATIVE**
CHARTER HOUSE
Resident Notification of Absence

Resident’s Name: _____________________________  Apartment: ______

I hereby notify Charter House I will be absent:

Starting: ____________________  Ending: _______________________

**In case of emergency,** I may be reached at:

Address: ___________________________________________________

________________________________________________________________

Telephone: ____________________________________________________

**Monthly Billing Statement:**
( ) Please forward monthly billing statement to above address.
( ) Monthly billing statement procedure to remain the same.

**Mail and Packages:**
( ) Post Office Forwarding Address Card filled out (for extended stays only)
( ) If mailbox is full, mail and packages held at the Resident Service Center while away.
( ) Other __________________________

I authorize _____________________________ to pick up my mail and packages during my absence.

**Apartment Access Authorization:**
I authorize ____________________________ (family/friend) access to my apartment in my absence.

**Credit for Meals Policy:**
Any time a resident is away from Charter House for over one week (7 consecutive days) they are eligible for a credit for unused meals in each of the months they were absent.

The credit is for raw food cost of the meals we did not have to prepare. Since staffing and overhead expense do not change when one or two residents leave the building there is not a credit for the costs of preparing the meals. The raw food credit is set at $5.00 per unused meal or $130.00 for the entire month (26 meals).

The resident is responsible for requesting the credit, when they qualify, by filling out the bottom portion and turning it into the Resident Service Representative on duty. If we know in advance how long you will be absent, the credit may be made monthly, or it can be done at one time when you return to assure proper credit.

-----------------------------------------------
**MEAL CREDIT FORM**

Resident’s Name (Please print) _____________________________  Apartment # ______  Today’s Date ______

______________________________________________
Resident’s Signature
**CHARTER HOUSE – WORK ORDER REQUEST**

Facilities Services: Maintenance, Custodial, Housekeeping

<table>
<thead>
<tr>
<th>WHO DO YOU CALL:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday Facilities Services - 266-7170</td>
</tr>
<tr>
<td>7 AM to 4 PM</td>
</tr>
<tr>
<td>After 4 PM / Weekends Resident Service Representative - 266-8572</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RESPONSE TIME</th>
<th>EXAMPLES</th>
</tr>
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<tbody>
<tr>
<td><strong>Same Day - PRIORITY</strong></td>
<td>- Safety issues</td>
</tr>
<tr>
<td></td>
<td>- Electrical Problems</td>
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<tr>
<td></td>
<td>- Refrigerator trouble</td>
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<tr>
<td></td>
<td>- Heating or cooling not working</td>
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<tr>
<td></td>
<td>- Toilet out-of-service</td>
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<tr>
<td></td>
<td>- Shower not working</td>
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<tr>
<td></td>
<td>- Lights out</td>
</tr>
<tr>
<td><strong>Same Day - done in order in which received</strong></td>
<td>- Minor Maintenance</td>
</tr>
<tr>
<td></td>
<td>- Moving requests</td>
</tr>
<tr>
<td></td>
<td>- Hanging pictures</td>
</tr>
<tr>
<td></td>
<td>- Slow drain</td>
</tr>
<tr>
<td></td>
<td>- Telephone or TV programming</td>
</tr>
<tr>
<td></td>
<td>- Special requests for projects</td>
</tr>
<tr>
<td></td>
<td>- Painting</td>
</tr>
<tr>
<td><strong>Emergency</strong></td>
<td>- Fire</td>
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<tr>
<td></td>
<td>- Flood</td>
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<tr>
<td></td>
<td>- Security</td>
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<tr>
<td></td>
<td>- Electrical outage</td>
</tr>
</tbody>
</table>
# DEPARTMENT DIRECTORS

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>Office Location</th>
<th>Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator</td>
<td>Tony Enquist</td>
<td>4th Floor</td>
<td>266-7862</td>
<td><a href="mailto:enquist.tony@mayo.edu">enquist.tony@mayo.edu</a></td>
</tr>
<tr>
<td>Administrative Services</td>
<td>Linda VanSickle</td>
<td>4th Floor</td>
<td>266-7860</td>
<td><a href="mailto:vansickle.linda@mayo.edu">vansickle.linda@mayo.edu</a></td>
</tr>
<tr>
<td>Business Services</td>
<td>Yamei Wang</td>
<td>4th Floor</td>
<td>266-9731</td>
<td><a href="mailto:wang.yamei@mayo.edu">wang.yamei@mayo.edu</a></td>
</tr>
<tr>
<td>Dining Services</td>
<td>Kathy Wickman</td>
<td>2nd Floor</td>
<td>266-7850</td>
<td><a href="mailto:wickman.kathy@mayo.edu">wickman.kathy@mayo.edu</a></td>
</tr>
<tr>
<td>Facilities Services</td>
<td>Matt Gibbs</td>
<td>4th Floor</td>
<td>266-9507</td>
<td><a href="mailto:gibbs.matthew@mayo.edu">gibbs.matthew@mayo.edu</a></td>
</tr>
<tr>
<td>Health Services</td>
<td></td>
<td>3rd Floor</td>
<td>266-7946</td>
<td></td>
</tr>
<tr>
<td>Resident Services</td>
<td>Ruth Weispfenning</td>
<td>4th Floor</td>
<td>266-7714</td>
<td><a href="mailto:weispfenning.ruth@mayo.edu">weispfenning.ruth@mayo.edu</a></td>
</tr>
<tr>
<td>Sales &amp; Marketing</td>
<td>Aimalicia Staub</td>
<td>4th Floor</td>
<td>266-7597</td>
<td><a href="mailto:staub.aimalicia@mayo.edu">staub.aimalicia@mayo.edu</a></td>
</tr>
</tbody>
</table>

## ADMINISTRATIVE SERVICES

| Administrative Assistant  | Cindy Gustine       | 4th Floor       | 266-7879 | gustine.cindy@mayo.edu                    |
| Meeting Reservations Coordinator | Ginger Taff  | 4th Floor       | 266-7861 | taff.virginia@mayo.edu                   |

Fax Number – Administrative Office 4th Floor: (507) 266-6827

## BUSINESS SERVICES

| Business Srvcs. Associate  | Kris Checco         | 4th Floor       | 266-7788 | checco.kristine@mayo.edu                 |
| Medicare Billing Coordinator | Robyn Worden     | 4th Floor       | 266-7548 | worden.robyn@mayo.edu                    |

Fax Number – Business Office 4th Floor: (507) 266-7347
## DINING SERVICES

<table>
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<tr>
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<th>Name</th>
<th>Office Location</th>
<th>Phone</th>
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<tr>
<td>Administrative Assistant</td>
<td>Lisa Kowalewski</td>
<td>2nd Floor</td>
<td>422-5079</td>
<td><a href="mailto:kowalewski.lisa@mayo.edu">kowalewski.lisa@mayo.edu</a></td>
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<tr>
<td>Catering Retail Manager</td>
<td>Nicki Courtney</td>
<td>2nd Floor</td>
<td>266-3272</td>
<td><a href="mailto:courtney.nicki@mayo.edu">courtney.nicki@mayo.edu</a></td>
</tr>
<tr>
<td>Executive Chef</td>
<td>Eric Krochta</td>
<td>2nd Floor</td>
<td>266-7851</td>
<td><a href="mailto:krochta.eric@mayo.edu">krochta.eric@mayo.edu</a></td>
</tr>
<tr>
<td>Resident Dining Supervisor for ALC, SLC, STRC</td>
<td>Stephanie Garness</td>
<td>2nd Floor</td>
<td>266-7889</td>
<td><a href="mailto:garness.stephanie@mayo.edu">garness.stephanie@mayo.edu</a></td>
</tr>
<tr>
<td>Skyview Dining Room Manager</td>
<td>Shawn Long</td>
<td>22nd Floor</td>
<td>266-7887</td>
<td><a href="mailto:long.shawn@mayo.edu">long.shawn@mayo.edu</a></td>
</tr>
<tr>
<td>Skyview Dining Room Supervisor</td>
<td>James Doan</td>
<td>22nd Floor</td>
<td>266-7887</td>
<td><a href="mailto:doan.james@mayo.edu">doan.james@mayo.edu</a></td>
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<tr>
<td>Hostess Station</td>
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## FACILITIES SERVICES

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<td>Work Orders (Maintenance, Housekeeping &amp; Custodial)</td>
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<tr>
<td>After Hours Emergencies (after 4:00 p.m. and weekends)</td>
<td>266-8572</td>
</tr>
<tr>
<td>Computer Support Specialist</td>
<td>Chris Senne Basement 266-1029 <a href="mailto:senne.christopher@mayo.edu">senne.christopher@mayo.edu</a></td>
</tr>
<tr>
<td>Facilities Projects Coordinator</td>
<td>Deb Kenitz Basement 266-3420 <a href="mailto:kenitz.deborah@mayo.edu">kenitz.deborah@mayo.edu</a></td>
</tr>
<tr>
<td>Environmental Srvcs. Supervisor</td>
<td>Bonnie Swenson Basement 266-6655 <a href="mailto:swenson.bonnie@mayo.edu">swenson.bonnie@mayo.edu</a></td>
</tr>
<tr>
<td>Maintenance Supervisor</td>
<td>Rich Mulvihill Basement 266-9674 <a href="mailto:mulvihill.richard@mayo.edu">mulvihill.richard@mayo.edu</a></td>
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## HEALTH SERVICES

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<td>Health Services Questions after 4:00 p.m. and weekends</td>
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<tr>
<td>Assisted Living Nurse’s Office – 2nd Floor</td>
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<tr>
<td>Supportive Living Center – 4th</td>
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<tr>
<td>Activities/Events Coordinator</td>
<td>Mickie Schutz</td>
<td>3rd Floor</td>
<td>266-7533</td>
<td><a href="mailto:schutz.mickie@mayo.edu">schutz.mickie@mayo.edu</a></td>
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<tr>
<td>Fitness Coordinator</td>
<td>Emily Behrens</td>
<td>1st Floor</td>
<td>266-1636</td>
<td><a href="mailto:behrens.emily@mayo.edu">behrens.emily@mayo.edu</a></td>
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<tr>
<td>Fitness Specialist</td>
<td>Patrick Davitt</td>
<td>1st Floor</td>
<td>266-6993</td>
<td><a href="mailto:davitt.patrick@mayo.edu">davitt.patrick@mayo.edu</a></td>
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<tr>
<td>Fitness Specialist</td>
<td>Alyssa Dehne</td>
<td>1st Floor</td>
<td>266-7846</td>
<td><a href="mailto:dehne.alyssa@mayo.edu">dehne.alyssa@mayo.edu</a></td>
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<tr>
<td>Pastoral Care Coordinator</td>
<td>Rachael Hanson</td>
<td>1st Floor</td>
<td>266-7525</td>
<td>hanson.rachael.mayo.edu</td>
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<tr>
<td>Recreational Therapists</td>
<td>Amanda Boettcher</td>
<td>4th Floor</td>
<td>266-7518</td>
<td><a href="mailto:boettcher.amanda@mayo.edu">boettcher.amanda@mayo.edu</a></td>
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<tr>
<td></td>
<td>Christina Brennan</td>
<td></td>
<td></td>
<td><a href="mailto:brennan.christina@mayo.edu">brennan.christina@mayo.edu</a></td>
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<tr>
<td></td>
<td>Tabatha Morfitt</td>
<td></td>
<td></td>
<td><a href="mailto:morfitt.tabatha@mayo.edu">morfitt.tabatha@mayo.edu</a></td>
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<tr>
<td>Resident Service Center (Front</td>
<td>Alex Ou, Supervisor</td>
<td>1st Floor</td>
<td>266-8572</td>
<td><a href="mailto:ou.alex@mayo.edu">ou.alex@mayo.edu</a></td>
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<tr>
<td>Social Services Coordinator (ALC</td>
<td>Julie Kramer-Farley</td>
<td>2nd Floor</td>
<td>266-2992</td>
<td><a href="mailto:kramerfarley.julie@mayo.edu">kramerfarley.julie@mayo.edu</a></td>
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<tr>
<td>&amp; Supportive Living)</td>
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<tr>
<td>Social Services Coordinators</td>
<td>Mary Jo McMillan</td>
<td>3rd Floor</td>
<td>266-7841</td>
<td><a href="mailto:mcmillan.mary@mayo.edu">mcmillan.mary@mayo.edu</a></td>
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<tr>
<td>(Short Term Rehab Center)</td>
<td>Justine Boulton</td>
<td></td>
<td>538-7441</td>
<td><a href="mailto:boulton.justine@mayo.edu">boulton.justine@mayo.edu</a></td>
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<tr>
<td>Fax Number – Resident Service</td>
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<td>1st Floor</td>
<td>(507) 266-2736</td>
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SALES & MARKETING SERVICES

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<tr>
<td>Sales &amp; Marketing Representative</td>
<td>Corey Jordan</td>
<td>4th Floor</td>
<td>266-2876</td>
<td><a href="mailto:jordan.corey@mayo.edu">jordan.corey@mayo.edu</a></td>
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<tr>
<td>Fax Number – Marketing Office</td>
<td></td>
<td>4th Floor</td>
<td>(507)-266-6827</td>
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<td>Massage Therapist – Carol Kosse</td>
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WHEN LEAVING ON THE 2:30 VAN RUN, PLEASE PLAN AHEAD. THERE WILL BE NO RETURN TRIP AVAILABLE.

SUNDAY – Van provides transportation to nearby churches
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