



# CORNWALL MANOR

## **Resident Handbook**

One of the nicest things about our neighborhood is the great variety of services available to Cornwall Manor residents.

This guide provides you with information to help you take advantage of these services. We hope you will keep it in a handy place for easy reference.

Of course, if you need information about a service not listed here, or if you have questions about any of our services, please feel free to call the Front Desk in the Community Center at 717-273-2647 or the Vice President of Residential Living at extension 717-675-1525.



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## Welcome to the Neighborhood

Cornwall Manor has grown since it was established in 1949 as “The Methodist Church Home in Cornwall.” Situated on the former Buckingham Estate, which once served as the home of the ironmaster for the Cornwall Iron Furnace, Cornwall Manor spans 195 wooded acres. We are a not-for-profit continuing care community that offers residents the independence to enjoy a retirement lifestyle they choose, while providing the peace of mind of health care and other services right in our community.

Cornwall Manor has two “campuses.” The 85-acre Buckingham Campus offers both apartments and homes, as well as, a community center with dining and meeting space, visiting physician’s office, large auditorium and Administrative, Finance, Human Resources and Resident Services staff offices; the Wright Family Wellness Center with pool, spa and fitness room, Club Room, Campus Hair Salon, Campus Therapy Suite, bank and pharmacy (coming soon), personal care and skilled nursing, Zerr Chapel, recreational and craft rooms, library, resident theater and meeting room, greenhouses and vegetable gardens, walking trails, and amenity space for Model Railroaders and the Woodshop and much more. The Buckingham Campus intersects with The Woods Campus through the Lebanon Valley Rail Trail. The 109-acre “Woods” Campus is located less than a mile from the Buckingham Campus and has four neighborhoods of homes. Adjacent to the Rail Trail on The Woods Campus is the location of *Trailside Organic Farm*, a certified organic vegetable farm managed through a partnership with the Rodale Institute, the global leader in regenerative organic agriculture. In addition to having the use of all the Buckingham Campus amenities, residents of The Woods also have the “Tree House” which includes a fitness room, game area, kitchen, meeting and gathering space and outdoor recreational areas. Future plans at The Woods include a Club House to expand services and amenities for all Cornwall Manor residents.

Cornwall Manor has many programs, amenities and services to make our residents’ lives fulfilling and enjoyable. This guide will allow you to learn more about those services. Please keep this guide handy for easy reference, and if you have questions or need further information please call the Front Desk in the Community Center at 717-273-2647.



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## **Mission Statement**

Cornwall Manor offers diversified and high quality housing, health care and related services for individuals to achieve a retirement and aging lifestyle they find fulfilling in a secure, caring and Christian environment.

## **Vision Statement**

Our vision is to grow Cornwall Manor as a financially viable, single-site CCRC and to creatively provide services for seniors in a vital, nurturing, progressive community with a lifestyle and environment that fulfill the expectations of our residents and retain our Christian tradition of faith and compassion.

## **Values**

### **Cornwall Manor Cares**

**C** ompassion

**A** ttitude

**R** espect

**E** xcellence

**S** ervice

### **Historical Statement**

Cornwall Manor is historically related to and in mission with the Eastern Pennsylvania Conference of The United Methodist Church. Cornwall Manor was founded to serve retired clergy of The United Methodist Church, their spouses, widows, and all eligible persons who desire to enjoy the Christian lifestyle offered. Cornwall Manor values its relationship to the Conference, and its common purposes, goals, history and traditions.



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## **A Summary of the Relationship between Cornwall Manor and the Eastern Pennsylvania Conference of the United Methodist Church**

Cornwall Manor and the Eastern Pennsylvania Conference of The United Methodist Church have a long and proud history together.

In 1989, Cornwall Manor and the Conference mutually agreed to redefine their relationship and recognize each other as independent legal entities. As separate legal entities, neither Cornwall Manor nor the Conference has the power or authority to represent, or be legally or financially responsible, for the other. A copy of the full relationship statement is available from the Cornwall Manor Administrative Offices.

Cornwall Manor and the Conference share a common objective in that both are religious and charitable organizations who share an interest in the provision of care and services to the elderly.

Cornwall Manor is solely responsible for making governing decisions, as well as maintaining the exclusive right to elect or reject persons for the Cornwall Manor Board of Trustees. However, in order to encourage the flow of information, Cornwall Manor provides ex-officio membership on its Board for two Conference representatives.

Cornwall Manor also maintains a relationship with other Health and Welfare providers of the Conference, as well as member churches of the Conference.

Cornwall Manor and the Conference throughout their history have provided care through benevolent gifts to those in need. Cornwall Manor receives support from the Cornwall Manor Society, the churches of the Conference, Conference-wide appeals, and special gifts and bequests. Cornwall Manor does not receive an apportionment or direct financial support from the Conference, but is able to make Conference-wide appeals for support.

Cornwall Manor values its relationship to the Conference, and its common purposes, goals, histories and traditions. Cornwall Manor affirms its commitment to the ministry and mission of Jesus Christ and The United Methodist Church.





## Board of Trustees 2021-2022

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### **Class of 2024**

Mrs. Ellen H. Arnold  
Mrs. Diane B Griffiths  
Mrs. Lynn G. Phillips  
Mr. Thomas I. Siegel

### **Class of 2023**

Mr. William F. Brill  
Mr. Mark J. Olson  
Mr. Timothy D. Sheffey  
Mr. Danny L. Van Gerpen

### **Class of 2022**

Mrs. Jeanne D. Arnold  
The Rev. Dr. Robert H. Hoffman  
The Rev. Larry D. Leister  
The Rev. Dr. Jeffrey A. Raffauf

### **Ex-Officio**

Mr. James P. Brown  
(Bradley Fund Representative to the Board)  
Treasurer, EPA Conference of the UMC, PO Box 820, Valley Forge, PA 19482-0820

Michele L. Laucks, Vice President, Finance      **Treasurer**  
Cindy Wagner, Exec. Assistant to the President      **Assistant Secretary**

### **Trustee Emeritus**

Mr. Frank E. Claus  
The Rev. Kent E. Kroehler  
Mr. Timothy D. Sheffey



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## Cornwall Manor Phone Numbers & Staff Extensions

**Cornwall Manor** 717-273-2647

**Cornwall Manor Information Hotline** 717-272-1600

**Cornwall Manor Standby Cell Phone** 717-679-3311  
*(only to be used in an emergency if land line phones are down – this phone is not monitored unless other phones are out of service)*

**Maintenance Office/Work Orders** 717-274-8056  
**Email Requests** [maintenance@cornwallmanor.org](mailto:maintenance@cornwallmanor.org)

**Maintenance Emergency/Security (7:00 p.m. – 7:00 a.m. Daily)** 717-274-8058  
This number is only to be used in the event of an actual emergency. In certain emergencies, such as fire & medical cases, call 911. This number is not for routine work requests. In the event that your call is not answered, call Cornwall Manor's main telephone number at 717-273-2647.

### ***Administration***

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President and Chief Executive Officer: Harry McConnell  
[hmccconnell@cornwallmanor.org](mailto:hmccconnell@cornwallmanor.org)  
Ext. 1515



Vice President, Residential Living: James Connor  
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717-675-1525



Vice President, Finance: Michele Laucks  
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Vice President, Marketing & Public Relations: Jennifer Margut  
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## *Cornwall Manor Staff (continued)*

### **Administration (continued)**

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Vice President, Advancement:

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[vdeitzler@cornwallmanor.org](mailto:vdeitzler@cornwallmanor.org)  
717-675-1510



Vice President, Health Services &  
Nursing Home Administrator:

Minnie Strickler  
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717-675-1545



Vice President, Human Resources:

Gregory Weaber  
[gweaber@cornwallmanor.org](mailto:gweaber@cornwallmanor.org)  
717-675-1567



Vice President, Plant Operations:

Paul Weidman  
[pweidman@cornwallmanor.org](mailto:pweidman@cornwallmanor.org)  
717-274-8055



Executive Assistant to the President:

Cindy Wagner  
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Information Technology Coord.:

Cynthia Hower  
[chower@cornwallmanor.org](mailto:chower@cornwallmanor.org)  
717-675-1512



### **Finance**

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Admin. Assist. Finance:

Jody Wolfe  
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717-675-1587



Finance Technician:

Kathy Yingst  
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717-675-1591



Finance Technician:










Lori Wenger  
[lwenger@cornwallmanor.org](mailto:lwenger@cornwallmanor.org)  
717-675-1589



## *Cornwall Manor Staff (continued)*

### **Health Services**

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Medical Director:	Dr. Ann Hayes, MD Lebanon Internal Medicine Associates	
Director of Nursing:	Kate Davies, BSN, RN <a href="mailto:kdavies@cornwallmanor.org">kdavies@cornwallmanor.org</a> 717-675-1548	
Asst. Director of Nursing - Staff Development:	Amy Pena, RN <a href="mailto:apena@cornwallmanor.org">apena@cornwallmanor.org</a> 717-675-1552	
Asst. Director of Nursing – Infection Preventionist:	Stacy Heckard, MSN,RN,FNP-C <a href="mailto:sheckard@cornwallmanor.org">sheckard@cornwallmanor.org</a> 717-675-1506	
Health Services Scheduler:	Michelle Trautman <a href="mailto:mtrautman@cornwallmanor.org">mtrautman@cornwallmanor.org</a> 717-675-1582	
LPN Clinical Manager	Kristina Scibelli, LPN <a href="mailto:kscibelli@cornwallmanor.org">kscibelli@cornwallmanor.org</a> 717-675-1532	
Health Care Admission Coordinator:	Aleah Fawver, LPN <a href="mailto:afawver@cornwallmanor.org">afawver@cornwallmanor.org</a> 717-675-1554	
Social Worker (HC/Corson):	Mary Berzansky <a href="mailto:mberzansky@cornwallmanor.org">mberzansky@cornwallmanor.org</a> 717-675-1546	
Social Worker (HC):	Alexis Lehr <a href="mailto:alehr@cornwallmanor.org">alehr@cornwallmanor.org</a> 717-675-1549	

## *Cornwall Manor Staff (continued)*

### ***Health Services (continued)***

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Clinical Records Supervisor:

Trudy Stalnecker  
[tstalnecker@cornwallmanor.org](mailto:tstalnecker@cornwallmanor.org)  
717-675-1541



Activity Supervisor/Corporate  
Compliance Officer:

Jocelyn Shaffer  
[jshaffer@cornwallmanor.org](mailto:jshaffer@cornwallmanor.org)  
Ext. 1647



Personal Care Home/Administrator:

Jennifer Cramer  
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717-675-1571



Campus Nurse:

Gail Helm, LPN  
[ghelm@cornwallmanor.org](mailto:ghelm@cornwallmanor.org)  
717-675-1564



Campus Nurse:

Linda Field, LPN  
[lfield@cornwallmanor.org](mailto:lfield@cornwallmanor.org)  
717-675-1564



Visiting Physicians Office Secretary:

Lisa Nelson  
[lnelson@cornwallmanor.org](mailto:lnelson@cornwallmanor.org)  
717-675-1565



Visiting Physicians Office staffed by:

Lebanon Internal Medicine Associates /  
Lancaster General Health Physicians  
Geriatrics

### ***Human Resources***

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Employment and Benefits Coordinator:

Gretchen Neiswender  
[gneiswender@cornwallmanor.org](mailto:gneiswender@cornwallmanor.org)  
717-675-1568



Human Resources Assistant:

Tina Ebersole  
[tebersole@cornwallmanor.org](mailto:tebersole@cornwallmanor.org)  
Ext. 1673



## *Cornwall Manor Staff (continued)*

### **Maintenance**

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Director of Maintenance:

Chuck Emrich  
[cemrich@cornwallmanor.org](mailto:cemrich@cornwallmanor.org)  
717-274-8057



Plant Operations Secretary:

Heather Miller  
[hmillier@cornwallmanor.org](mailto:hmillier@cornwallmanor.org)  
717-274-8056



Security:

Asset Protection Inc.

### **Marketing, Public Relations & Advancement**

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Admin. Assist Marketing/Public Relations:

Susan Coleman  
[scoleman@cornwallmanor.org](mailto:scoleman@cornwallmanor.org)  
717-274-8092



Marketing Associate:

Beth Ann Huntington  
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717-675-1583



Marketing Coordinator:

Lauren Groff  
[lgroff@cornwallmanor.org](mailto:lgroff@cornwallmanor.org)  
717-675-1584



Public Relations/Volunteer Coordinator:

Stacia Layser  
[slayser@cornwallmanor.org](mailto:slayser@cornwallmanor.org)  
717-675-1514



Admin. Assist for Advancement:

Peggy Lenton  
[plenton@cornwallmanor.org](mailto:plenton@cornwallmanor.org)  
717-675-1511



### **Resident Services**

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Resident Services Secretary:










Cecilia Rebert  
[crebert@cornwallmanor.org](mailto:crebert@cornwallmanor.org)  
717-675-1523



## *Cornwall Manor Staff (continued)*

### ***Resident Services (continued)***

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Chaplain:	David Harris <a href="mailto:dharris@cornwallmanor.org">dharris@cornwallmanor.org</a> 717-675-1524	
Associate Chaplain:	Douglas Smith <a href="mailto:dsmith@cornwallmanor.org">dsmith@cornwallmanor.org</a> 717-675-1524	
Campus Social Services Coordinator:	Audrey Spitler <a href="mailto:aspitler@cornwallmanor.org">aspitler@cornwallmanor.org</a> 717-675-1531	
Activities Coordinator:	Shari Showers <a href="mailto:sshowers@cornwallmanor.org">sshowers@cornwallmanor.org</a> 717-675-1521	
Wellness Coordinator:	Michael Deveney <a href="mailto:mdeveney@cornwallmanor.org">mdeveney@cornwallmanor.org</a> 717-675-1528	
Front Desk Manager:	Karen Coffey <a href="mailto:kcoffey@cornwallmanor.org">kcoffey@cornwallmanor.org</a> 717-274-8050	
Mail Clerk:	Kate Miller	
Mail Clerk	Larry Henderson	
Housekeeping Manager:	Tina Ginter <a href="mailto:tginter@cornwallmanor.org">tginter@cornwallmanor.org</a> 717-675-1522	

## *Cornwall Manor Staff (continued)*

### ***Resident Services (continued)***

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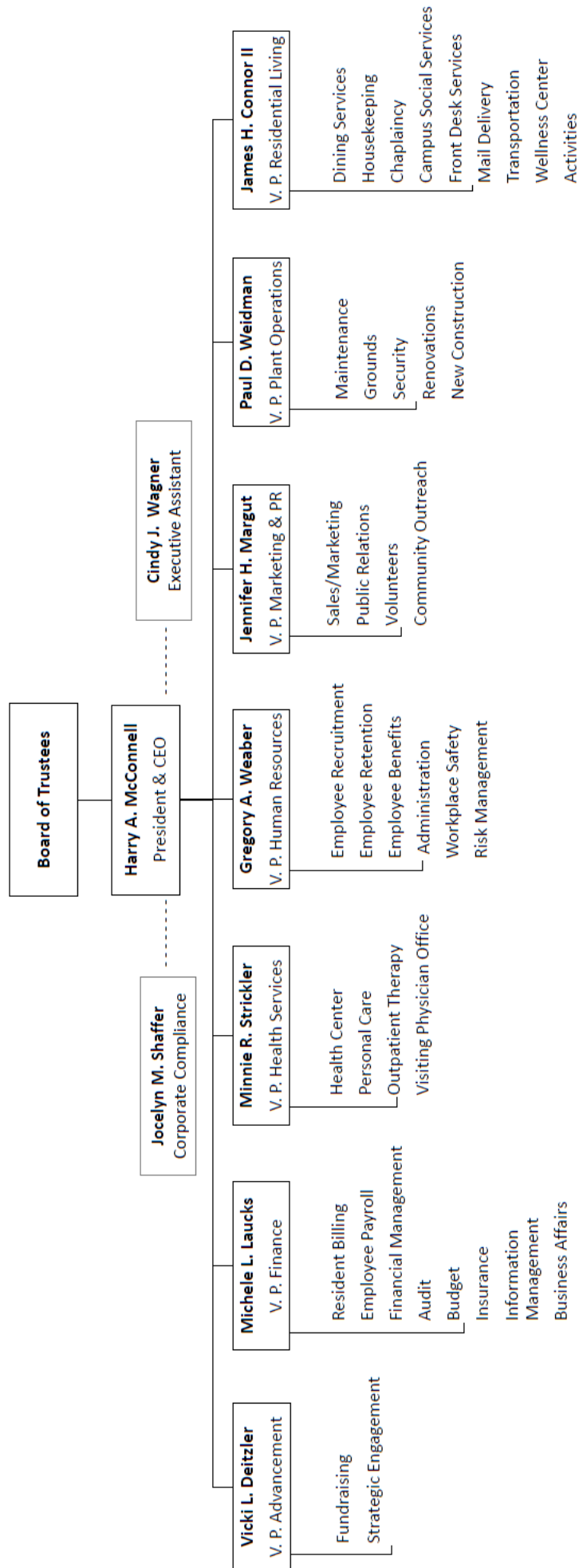
Assistant Housekeeping Manager:	David Spancake <a href="mailto:dspancake@cornwallmanor.org">dspancake@cornwallmanor.org</a> 717-675-1527	
Executive Chef:	Jimmy McMullan <a href="mailto:jmcmullan@cornwallmanor.org">jmcmullan@cornwallmanor.org</a> 717-675-1526	
Campus Chef:	Lee Flanick <a href="mailto:lflanick@cornwallmanor.org">lflanick@cornwallmanor.org</a> 717-675-1654	
Campus Dining Services Manager:	Bill Carr <a href="mailto:bcarr@cornwallmanor.org">bcarr@cornwallmanor.org</a> 717-675-1529	
Campus Dining Services Supervisor:	Scott Burns <a href="mailto:sburns@cornwallmanor.org">sburns@cornwallmanor.org</a> Ext. 1654	
Registered Dietitian:	Terri Long, R.D., LDN <a href="mailto:tlong@cornwallmanor.org">tlong@cornwallmanor.org</a> 717-675-1557	
Health Center Dining Services Manager:	Julie Eby, CDM, CFPP <a href="mailto:jeby@cornwallmanor.org">jeby@cornwallmanor.org</a> 717-675-1558	
Dietetic Technician/Health Center Dining Services Supervisor:	Vonda Deveney, BS, DTR <a href="mailto:vdeveney@cornwallmanor.org">vdeveney@cornwallmanor.org</a> 717-675-1533	

To contact staff listed on these pages that do not have a direct dial telephone number, please call the Front Desk at 717-273-2647 and the Receptionist will connect your call.





## Cornwall Manor Organizational Chart





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## **Policy Statement**

All Cornwall Manor policies contained in the Resident Handbook may be amended and exceptions made on a case-by-case basis at the discretion of Cornwall Manor. As noted in the Cornwall Manor Resident Agreement, current policies and future revisions will be available to residents.



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## Outdoor Aesthetics Standards

Cornwall Manor is known for its attractive campus. Over the years, great care has been taken to maintain our community's unique character, while at the same time recognizing the diversity of residents' personal style. Therefore, we request that residents of Cornwall Manor abide by the following standards:

- Per the Resident Agreement, please obtain approval from the Maintenance/ Grounds Department prior to planting trees or shrubs beyond the landscaped perimeter of a house or apartment patio;
- Signs of any kind (political, sale, etc.) are not permitted in yards, in windows, or outside of campus buildings;
- Any outdoor decorations (including holiday decorations) should be limited to those that can be displayed on the exterior of a house **without** permanent attachment to the house or building exterior, or within the landscaped perimeter of a house or apartment patio;
- Please do not use small rocks or stones to edge gardens. They could get caught in lawn mowers and become projectiles;
- Please maintain and store outdoor furniture properly;
- Please refer to the "Landscaping Policy," page N-10.

### **Apartments with Patios or Balconies:**

- Grills of any type (BBQ, gas, electric or other) are not permitted on any apartment patio or balcony;
- Outdoor decorations such as flower boxes, flags, signs, holiday decorations or any other type of ornamental item are not permitted to hang from apartment balcony railings.

### **Houses:**

- Please limit the number of yard ornaments (statues, bird feeders, bird baths, etc.). In order to not obstruct the mowing area for the grounds staff, yard ornaments may only be placed in the landscaped area around the perimeter of a house;

### *Outdoor Aesthetics Standards (continued)*

- Please contact the Maintenance Department for installation of any flag, hanging planters, etc. on the exterior of a house;
- Please use the designated campus vegetable garden plots (see “Leisure Time Activities,” page L-2);
- Outdoor clothes lines are not permitted;
- Personal yard or garage sales are prohibited on campus;
- Requests for fences, outdoor structures (ex. gazebos), etc. must be submitted to the Maintenance Department for approval prior to installation;
- Satellite dishes are permitted for houses under the guidelines stated in the “Satellite Dish Policy,” page K-32;
- Recreational vehicles are permitted under the guidelines stated in the “Recreation Vehicle (RV) Parking Policy,” page E-14;
- Any permanent change to the exterior of a house must receive prior approval from Administration.

The Cornwall Manor Administration reserves the right to make exceptions or limitations to the guidelines stated above. Thank you for helping us to make Cornwall Manor a beautiful place to live!



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## **Cornwall Manor Residents' Association Bylaws**

### **Revised and Approved April 17, 2019**

The Cornwall Manor Residents' Association is comprised of all residents of Cornwall Manor. The Association provides a forum for the residents to discuss, review, recommend, and consider matters of mutual interest related to living at Cornwall Manor. It enables residents to participate in policy making on matters affecting their interests, well-being, and convenience. It provides information to the residents, and encourages individuals to become active in its operation. The general membership meets four times a year, in the months of January, April, July and October.

#### **Article I: NAME**

1. The name of this organization shall be the Cornwall Manor Residents' Association

#### **Article II: PURPOSES**

- [2.1] To provide a forum for the residents of Cornwall Manor to discuss, review and consider matters of mutual interest related to living at Cornwall Manor;
- [2.2] To develop procedures for the residents of Cornwall Manor to propose policies, procedures and programs to the Administration and, as appropriate, the Board of Trustees on matters affecting the interests, well-being, and convenience of residents.
- [2.3] To provide information to residents on matters under consideration by the Association; and
- [2.4] To initiate ideas for programs and encourage residents to participate in a wide range of activities and volunteer opportunities.

#### **Article III: MEMBERSHIP**

- [3.1] Every resident of Cornwall Manor becomes a member of the Association immediately upon admission to Cornwall Manor and is eligible to vote on all matters properly brought before it pertaining to the Association.
- [3.2] A resident is defined as one who has entered Cornwall Manor for residency and/or continuing health care in accordance with signed contracts provided by Cornwall Manor.

## **Article IV: EXECUTIVE COMMITTEE**

[4.1] The Executive Committee shall consist of the elected and appointed officers of the Association and chairpersons of By-laws defined committees.

[4.2] The Executive Committee shall manage the affairs of the Association and shall have the power to act between special and regular meetings of the Association. It shall discuss and act on concerns, suggestions, or recommendations received from the membership on matters affecting the quality of life at Cornwall Manor. After discussion and investigation of the issues, the Executive Committee may make recommendations to the Administration and/or to the residents on these issues.

[4.3] When Bylaws do not cover a condition encountered, the Executive Committee may waive the By-laws by a 2/3 vote of the Executive Committee members. The subsequent General Meeting will be informed of the conditions encountered and the action taken.

## **Article V: OFFICERS OF THE ASSOCIATION**

[5.1] The elected officers are President, Vice President and Secretary, who shall serve one 2 year term. Any elected officer desiring to serve an additional term shall submit his/her name to the nominating committee for consideration along with other names obtained by the nominating committee. After the maximum of two consecutive terms, these officers may not succeed themselves in the same office. After at least one two year cycle out of office, any former officer may once again become eligible for election.

[5.2] In the event that the office of President becomes vacant for any reason, the Vice President shall assume that office and complete the term of the President. In the event that the office of Vice President becomes vacant (for any reason), the President shall appoint a new Vice President in consultation with the Executive Committee. In the event that the office of Secretary becomes vacant (for any reason), the President shall appoint a new Secretary in consultation with the Executive Committee. The completion of the vacated term shall not preclude the replacement officer from serving two full terms in his/her own right.

### **[5.3] Association Officers**

#### **[5.3.1] President**

[5.3.1.1] The President shall preside at the General Residents' Association (Quarterly) meetings and all Association Executive Committee meetings. He/she shall call special meetings as needed according to these By-laws. The President, or a designee, shall prepare the agenda for all such meetings. The President shall serve as an ex officio member of all Association Committees, Working Groups, and Task Forces. When invited or appointed by the Administration, the President shall represent the Residents' Association in meetings with Cornwall Manor Administration. The President or invited (by Administration) residents participate in various Board of Trustees committees or focused meetings.

[5.3.1.2] The President shall appoint, in consultation with the Executive Committee, such other persons or ad hoc committees deemed appropriate to further the purposes of the Association and to communicate the actions of the Association to the membership at large. Such appointees shall serve at the pleasure of the President and shall be ex-officio members of the Executive Committee while serving in that position.

### **[5.3.2] Vice-President**

[5.3.2.1] The Vice President shall oversee the volunteer program of the Association and shall assist the President and committee chairpersons to identify and recruit new volunteers to serve as chairpersons as needed or when term limits are met.

[5.3.2.2] The Vice President shall participate in recognition of Association volunteers and shall represent the Association on the Cornwall Manor Volunteer Management Team.

[5.3.2.3] The Vice President shall perform all the duties of the President in his/her absence or inability to serve.

### **[5.3.3] Secretary**

[5.3.3.1] The Secretary shall document minutes of the Association General Resident Quarterly meetings and Executive Committee meetings. The Secretary shall receive and maintain all documentation (i.e., committee minutes, special reports and other potentially historical documentation). Recent (within 5 years) documentation shall be forwarded annually to the Library for storage and general availability. Documentation older than 5 years shall be stored in the secure designated Association document storage area. Minutes are considered official only when approved by the committee generating the report or the Executive Committee as appropriate.

[5.3.3.2] The Secretary, at the request of the Association President, shall handle correspondence pertaining to the business of the Association and shall maintain the file and records of the Association. Correspondence specific to a committee or other Presidential appointed group of the Association shall be handled by that group with a copy of all correspondence to the Association Secretary.

### **[5.3.4] Committee Officers**

[5.3.4.1] The chairperson for each Association By-laws defined committee shall be appointed by the Association President in consultation with the committee and the Association's Executive Committee. A Vice-Chairperson and a recorder-secretary should be elected by the members of the committee. The chairperson shall serve as a member of the Association Executive Committee with the Vice-Chairperson serving as alternate.

[5.3.4.2] The chairperson shall:

- (a) Call meetings of the committee on a regularly scheduled basis in order to carry out the functions and interests of the committee,

- (b) Guide the committee in setting goals that will fulfill the committee purposes and assist in achieving their goals,

- (c) Present oral and written reports on the activities of the committee to the Executive Committee and to the general membership at meetings of the Association. The chairperson/designee shall also report the committee's activities to his/her constituency by any combination of a newsletter, separate letters, resident bulletin boards or other media,

- (d) Provide educational/mentoring program for new committee members and officers, and

- (e) Recruit new committee members as needed to maintain a viable, productive committee.

## **Article VI: MEETINGS**

[6.1] The Executive Committee shall meet the second Tuesday of each ODD

month, unless changed by the President. Special meetings may be called at any time by the President or upon a written request by any three members of the Executive Committee. A notice, specifying the time and place, and defining the reason for the special meeting, shall be sent to each member of the Executive Committee at least three business days before the meeting. Actions taken at special meetings shall be limited to the agenda included in the call for the meeting.

[6.2] The Residents' Association shall meet four times a year, with the first meeting of the year to be designated as the Annual Meeting at which time actions of the Executive Committee for the previous year are reported. The time and place of these meetings shall be posted on the various bulletin boards, in the monthly Cornwall Manor Neighborhood News calendar, or in other written notices. The Association President shall have the option to set aside a portion of any meeting during which time representatives of the Administration may be present by invitation.

[6.3] Special meetings of the Association may be called at any time by the Association President, or upon written request of three members of the Executive Committee to the Association President, or upon written request to the Association President by ten residents at least five business days before the meeting and shall contain the agenda items for that meeting. The business of the meeting shall be limited to agenda items submitted. Written notice may include letters, postcards, emails, fliers, etc

[6.4] Meetings should be scheduled regularly in a manner to be consistent with liaison attendance, and should follow approximately the following procedure:

[6.4.1] The President or Committee Chair formulates an agenda, in consultation with others as necessary and then meets with the Liaison at least one week in advance of the meeting, to discuss agenda items.

[6.4.2] The agenda is completed and sent to all committee members, the Liaison, and others involved with the committee at least one week before the scheduled meeting. and the meeting should basically follow the agenda.

[6.4.3] After the meeting, a record of the actions or resolutions voted on, the result of any agreements, and any major actions reported on should be made and disseminated to all parties. This does not need to be formal, but should be business-like.

## **Article VII: ELECTIONS**

[7.1] When elections are expected to be held to fill terms for the following term, the President shall appoint in July a Nominating Committee of at least three members. The committee will designate one of its members as its chairperson. One month prior to the October general meeting the nominating committee will inform all residents in written form of the names of its proposed slate of officers. At the October General Meeting, the committee will present one slate for President, Vice President, and Secretary. Nominations from the floor for additional slates of officers (President, Vice-president and Secretary) will be accepted provided those persons have consented to be nominated.

[7.2] The results of the vote shall be determined by a simple majority of those present at this meeting. The newly elected President, Vice-president and Secretary shall receive leadership mentoring for their responsibilities from their predecessors and assume their offices on January 1 of the following year.



## **Article VIII: ASSOCIATION COMMITTEE ORGANIZATION**

[8.1] Committees are formed to consider matters of mutual interest as further described. Any resident may become a member of any committee (except as otherwise stated) by showing interest in and regularly attending the meetings of the committee. Committee members are encouraged to attend Association meetings regularly.

[8.2] New Association committees may be formed as desired by the membership, subject to the approval of the Executive Committee, to serve specific needs as defined in the purposes of the Association in Article II.

[8.3] Association committees may, by vote of the committee members, be dissolved when they no longer serve their intended function. Such action shall be confirmed by the Executive Committee. Additionally, the Executive Committee may take such action on its own initiative.

[8.4] Each member of the committee shall have one vote. Any member of the Association may attend and participate in any meeting with prior notice to the committee chair, but will not have a vote in the decisions of the committee.

[8.5] Any committee, upon vote of its members, may go into executive session in order to discuss sensitive matters. Staff and guests may be excused at the discretion of the chair.

[8.6] Committees have the power to invite non-committee members to assist in developing and implementing programs that will be of benefit to members of the Association.

[8.7] Committee members do not have authority to direct Cornwall Manor employees; rather cooperation and communication with the staff liaison to achieve committee goals is appropriate.

[8.8] The members of committees shall be any resident who is willing to participate in fulfilling its purposes. Members should attend and participate in committee meetings and be open to suggestions from both committee members and non-member residents. Members are encouraged to attend the general meetings of the Residents' Association and the Cornwall Manor President's Quarterly meetings with Residents.

[8.9] At least one Administrative staff member, assigned by the Administration, shall serve as a liaison for each of the committees and shall attend all meetings of that committee, serving as a non-voting member. The function of the liaison shall be to provide a communication channel and to develop a high level of cooperation between residents, that committee and the Administration. The liaison and the committee chair will present the concerns of the committee to those Administrative persons designated as responsible for dealing with these concerns and/or issues. The liaison and the committee chair will report to the committee on the resolution of such concerns and/or issues.

## **Article IX: ASSOCIATION COMMITTEES**

### **[9.1] General Guidelines:**

[9.1.1] Committee chairpersons are appointed for a two year term by the Association President upon recommendation of the committee and in consultation with the Residents' Association Executive Committee. The chairperson may be reappointed for one (1) consecutive two year term. The

chairperson shall represent the committee and shall attend monthly meetings of the Association Executive Committee where a written report shall be submitted.

[9.1.2] Each committee is encouraged to select a Vice-chairperson and Secretary who shall also serve a two year term. Non-officer committee members may serve for as long as they remain committed to fulfilling the purposes of the committee.

[9.1.3] Leadership:

[9.1.3.1] Committee chairpersons are appointed for a two year term by the Association President upon recommendation of the committee and in consultation with the Residents' Association Executive Committee. The chairperson may be reappointed for one (1) consecutive two year term. The chairperson shall represent the committee and shall attend monthly meetings of the Association Executive Committee where a written report shall be submitted.

[9.1.3.2] Each committee is encouraged to select a Vice-chairperson and Secretary who shall also serve a two year term.

[9.1.3.3] Non-officer committee members may serve for as long as they remain committed to fulfilling the purposes of the committee.

[9.1.4] Representation Issue:

[9.1.4.1] Two committees are Representative Committees, and the remainder are called Association Committees. The Representative Committees are the Building and Grounds Committee and the Resident Representatives Committee.

[9.1.4.2] **Representative Committees** have defined membership requirements such that all independent living neighborhoods are represented on the committee.

[9.1.4.3] For the purpose of representation on Association committees, a residence neighborhood is defined as one of the following: an apartment building floor, Corson Hall, Health Center, or a neighborhood grouping (see Membership [a] below).

[9.1.5] Liaison with Administration:

[9.1.5.1] Each committee has a staff liaison appointed by Administration. The committee chairperson shall work closely with the Administrative staff liaison to ensure resident concerns are communicated to Administration and outcomes are communicated back to the residents. The staff liaison shall provide information relative to policies/procedures in order to facilitate committee deliberations.

**[9.2] Specific Committees:**

**1. Resident Representatives (A Representative Committee)**

The purpose of this committee is to

[a] provide a forum where representatives can share and/or receive information from Administration concerning their residential area and broader resident services/information. Discussion topics may include, but are not limited to transportation, special services and safety alerts/procedures;

[b] communicate to the Administrative liaison concerns relative to the welfare of the residents and to suggest possible solutions;

Membership:

[a] there shall be two representatives from each of the following apartment buildings: Gateway and Westwood. There shall be one representative from the

following buildings: Bradley, Buckingham Mansion, and Carriage House. Laurel Place shall be entitled to four representatives, one for each floor. Houses shall be entitled to one representative from each of the following neighborhood groupings:

- Grandview Circle, Treetop Circle and Sandstone Drive
- Dogwood, Rosewood and Apple Hill Drives
- Gatehouse Lane
- Meadow Drive
- The Glen (The Woods)
- The Grove (The Woods)
- The Meadows (The Woods)
- The Pines (The Woods)

[b] residents of Corson Hall and the Health Center shall receive representation through the Health Services committee and their state-mandated Residents Councils;

[c] representatives shall reside in the areas they represent. Each representative shall select an alternate to assist in carrying out the duties of the Resident Representative;

[d] each representative shall serve a two year term and may serve additional terms. When a representative ends his/her term, the residents of that area shall be canvassed by the retiring representative for a replacement. If there is no such replacement, the Resident Representative Chairperson shall appoint a replacement and report the change at the next meeting of the Executive Committee.

## **2. Buildings and Grounds (A Representative Committee)**

The purpose of this committee is to

[a.] be alert to those areas within buildings and on campus grounds which present potential for fire or safety hazard, or the possibility for security issues, and promptly report such observations, conditions and locations to the Maintenance Department. Individual resident non-committee members shall be encouraged to report their observations/concerns directly to Maintenance in order to avoid unnecessary delays in reporting potential problems and concerns. Any actions relating to such observations shall be reported or discussed at the next committee meeting;

[b] provide a forum for discussing items related to housekeeping, buildings and grounds as well as safety and security issues. When appropriate, items requiring formal action will be forwarded to the Association Executive Committee with a recommendation for action;

[c] assist Administration with educating residents on matters of safety; and

[d] discuss and respond to other requests from the RA President.

### **Membership:**

The composition of the committee shall assure representation from each independent living residence complex. Members should attend and participate in committee meetings and be open to suggestions from committee members and non-member residents. Regular attendance is required to ensure adequate representation from all campus neighborhoods. All members are encouraged to attend the general meetings of the Residents' Association and the Cornwall Manor President's Quarterly meetings with residents.

### **3. Activities Committee (An Association Committee)**

The purpose of this committee is to

- [a.] provide a forum for residents interested in helping plan activities both on and off campus;
- [b] present and discuss ideas for speakers, performers, book reviews, field trips, dining suggestions and other ideas the committee deems appropriate;
- [c] meet at specified times with the Campus Activity Coordinator to discuss and review activities, schedule short and long term activities, assist with the implementation of various facets of the activities and evaluate past activities; and
- [d] discuss and respond to other requests from the RA President.

### **4. Communications 'Committee(An Association Committee)**

The purpose of this committee is

The committee's primary focus shall be to serve as an informed resource for residents on mechanisms/matters concerning resident to resident communications. Provide a forum for residents interested in promoting and enhancing effective resident communications. The committee shall prepare recommendations to the RA Executive Committee on ideas for new/expanded communications mechanisms while remaining respectful of staff generated communication mechanisms (e.g., Neighborhood News, E-Mail Blasts, etc).

Committee deliberations shall consider the special needs of physically impaired residents (hearing, vision and mobility).

### **5. Dining Committee (An Association Committee)**

The purpose of this committee is to

- [a] provide a forum for interested residents to express concerns, questions, or suggestions relating to menus, service, ambiance, quality. The committee will work with the Cornwall Manor Dining Services Department to enhance the total dining experience at Cornwall Manor.
- [b] discuss and respond to other requests from the RA Executive Committee.

### **6. Garden & Greenhouse Committee (An Association Committee)**

The purpose of this committee is to

- [a.] serve as an educational resource for residents;
- [b] coordinate the work of volunteer gardeners in order to maintain attractive gardens on campus in cooperation with the Maintenance Department;
- [c] recruit residents and assign them to a particular space and guide them in their responsibilities;
- [d] work with the staff volunteer coordinator to oversee non-resident volunteers assisting with various garden related activities;
- [e] assign spaces in, and supervise utilization of, campus greenhouses and vegetable gardens;
- [f] educate and inform residents through meetings, programs, newsletters and other media about gardening; and
- [g] discuss and respond to other requests from the RA President.

## **7. Health Services Committee (An Association Committee)**

The purpose of this committee is to

- [a.] provide a forum for the residents to offer input and make suggestions regarding health-related subjects and to receive responses from the Health Services Department;
- [b] relay information about medical services to fellow residents and generally enhance communications between residents and Health Services to suggest health topics that should be communicated to residents;
- [c] discuss official governmental evaluation/inspection reports and provide input/feedback to Administration and the Residents' Association Executive Committee about Cornwall Manor performance in regard to the regulated health services areas; and
- [d] discuss and respond to other requests from the RA President.

## **8. Tree Committee (An Association Committee)**

The purpose of this committee is to

- [a] provide a forum for discussion of tree -related issues and recommend related programs to the Director of Maintenance.
- [b] encourage awareness of tree issues in the Resident community.
- [c] actively participate in tree maintenance activities in the community.
- [d] sponsor Arbor Day Activities.
- [e] maintain official Cornwall Manor records of memorial trees and their locations.

## **9. Wellness Committee (An Association Committee)**

The purpose of this committee is to

- [a] provide a forum for discussion of wellness issues and recommend related programs to the staff Wellness Coordinator;
- [b] encourage awareness of and participation in wellness programs;
- [c] assist the staff Wellness Coordinator in carrying out and supporting programs; and
- [d] discuss and respond to other requests from the RA President.

## **Article X: AMENDMENTS**

[10.1] The Executive Committee may undertake routine correction of these by-laws to better reflect the appropriate practice currently being used. Upon Executive Committee approval, the proposed changes may be submitted to the next scheduled General Meeting.

[10.2] Members may propose amendments to these by-laws by submitting them to the Executive Committee in writing signed by at least ten members of the Association. This communication, with a recommendation by the Executive Committee to approve or reject, shall be submitted to a regular or special meeting of the Association. Care is to be taken to insure that the proposed amendments do not conflict with other portions of the by-laws. The general meeting of the Association to consider member submitted by-laws amendments shall occur not less than fourteen days nor more than thirty days following the written submission of the proposed amendment to the members of the Executive

Committee.

[10.3] The amendment shall be adopted by a two thirds majority of Association members present, by a show of hands. If this method fails to provide a definite two thirds majority of the members in attendance, a written ballot shall be utilized and a two thirds majority of those present will be required for adoption. Proxy voting is not permitted.

[10.4] If the proposed amendments fail the two thirds vote, they will be withdrawn from consideration, and may not be resubmitted to the Executive Committee before ninety days have elapsed.

[10.5] If approved, the amendments will immediately come into effect and replace or be added to a revised by-laws edition that shall be distributed to Association members expeditiously.

## Resident Association Executive Committee Members

Office	Name	Phone Number	E-Mail
President	Rick Borger 4020 Meadow Drive	717-769-2813	<a href="mailto:glendalefarmsf@aol.com">glendalefarmsf@aol.com</a>
Vice President	Jim Tice 529 Sassafras Drive	717-769-6526	<a href="mailto:jtice46@gmail.com">jtice46@gmail.com</a>
Secretary	Laura Feather 8000 Gatehouse Lane	717-454-0491	<a href="mailto:jallfeather@comcast.net">jallfeather@comcast.net</a>
<b>Committees:</b>			
Activities	Bill Calhoon Westwood 2J	717-450-5926	<a href="mailto:bcretired@gmail.com">bcretired@gmail.com</a>
Building & Grounds	Dick Williams 8035 Gatehouse Lane	717-769-2465	<a href="mailto:dickpatwilliams@yahoo.com">dickpatwilliams@yahoo.com</a>
Communications	Jim Tice 529 Sassafras Drive	717-769-6526	<a href="mailto:jtice46@gmail.com">jtice46@gmail.com</a>
Dining	Fred Horowitz Bradley 103	202-445-4605	<a href="mailto:fjm347@aol.com">fjm347@aol.com</a>
Garden & Greenhouse	David Burrichter 518 Sassafras Drive	717-644-9469	<a href="mailto:davlin1965@gmail.com">davlin1965@gmail.com</a>
Health Services	Joanne Whary 522 Sassafras Drive	717-708-2266	<a href="mailto:jwhary@outlook.com">jwhary@outlook.com</a>
Resident Representative	Jim Earnshaw 7055 Treetop Circle	717-926-0558	<a href="mailto:jjearnshaw@comcast.net">jjearnshaw@comcast.net</a>
Tree	Barry Badger 515 Sassafras Drive	717-769-6741	<a href="mailto:bgbarons@hotmail.com">bgbarons@hotmail.com</a>
Wellness	Jack Keosseian Carriage House 11	717-454-0686	<a href="mailto:jmjk49@comcast.net">jmjk49@comcast.net</a>
PARCR Representative	Fred Horowitz Bradley 103	202-445-4605	<a href="mailto:fjm347@aol.com">fjm347@aol.com</a>



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# Emergency Instructions

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## Fire Disaster Instructions

### **Resident Responsibilities:**

DURING FIRE EMERGENCIES, it is recommended that residents are to remember the acronym R.A.C.E. (Rescue, Alarm, Contain and Extinguish).

1. **Rescue yourself by leaving your house or apartment by the closest exit to the outside.**

**Apartment Residents** - Before exiting the doorway to your apartment, feel the door for heat with the back of your hand. If the door is cool, exit quickly, closing your door behind you. Take appropriate clothing if the weather is inclement. Remain calm and rescue yourself by making your way to an outside exit and then to your evacuation site. **DO NOT USE ELEVATORS DURING A FIRE EMERGENCY.** If you are unable to reach an outside exit because of physical limitations or excessive smoke, etc., you may take refuge in one of the buildings stair towers. If you utilize a motorized cart, park the motorized cart in your apartment and use a walker to get to the stair tower. It is unsafe to have a motorized cart in the stair tower. Please sign-in on the clipboard provided. Staff and/or firefighters will arrive to help residents in stair towers or at the evacuation site. If your hallway door is hot to the touch, remain in your apartment until fire personnel can rescue you. Wet towels can be placed at the bottom of the door to prevent smoke from penetrating your apartment. You may hang a sheet or blanket out of your window to alert rescue personnel to your location.

**House Residents** - If you discover a fire in your home, exit immediately. If, for some reason fire and/or smoke make it impossible for you to exit your home using a doorway, exit through a window. After exiting, go to a neighbor's home for shelter. Never, under any circumstance, should you re-enter your house during a fire emergency.

2. **Alarm others in the building if you are the first to discover a fire emergency.**

**Apartment Residents** - If the alarm has not been triggered, activate a pull station on your way to your evacuation site or the nearest stair tower. You may also knock on neighbors' doors and call their name as you pass by on your way out of the building to your designated evacuation site. **(DO NOT STOP TO RESCUE OR EVACUATE OTHER RESIDENTS).**

## *Fire Disaster Instructions (continued)*

**House Residents** - After dialing 911 from your neighbor's house, alert your other closest neighbors of the fire emergency. **Remember to report the exact location of the fire including street address.** Also, call Cornwall Manor at 717-273-2647, to alert staff to the emergency.

3. **Contain a fire from spreading by closing doors as you leave an area.**

**Apartment and House Residents** - The most important door to close is the one which separates the fire from you and the remainder of the building. By closing additional doors between you and the fire, you increase the possibility that fire and smoke will be contained.

4. **Extinguish small fires with a fire extinguisher when possible.**

**Apartment and House Residents** – Don't waste valuable escape time fighting a fire. Only attempt to extinguish small fires that can be easily controlled by using the fire extinguisher available in apartment buildings and houses. After attempting to extinguish a fire, evacuate yourself from your building or home immediately.

### **The Fire Evacuation Site:**

#### **Apartment Resident Responsibilities:**

1. When you arrive at your evacuation site you will be asked to sign the resident census sign-in sheet next to the unit number for your dwelling. Also report any visitors that you may have brought with you. At the evacuation site you will be given further instruction. Please remain at the site until the All-Clear is given by the person in charge of the fire response. If you or your visitor are unable to reach the evacuation site due to physical limitations or excessive smoke, etc., you may take refuge in one of the buildings stair towers. Please sign-in on the clipboard provided.
2. If visiting an unfamiliar building when a fire alarm sounds, follow residents from that building to their designated evacuation site.

#### **Staff Responsibilities:**

1. Upon notification, staff is to respond to the fire area immediately.
2. Staff are to check stair towers for residents in need of help, assist residents to ambulate to their evacuation site, remain with residents in the stair tower who are unable to ambulate further, and to provide comfort and information to residents during the emergency.

## *Fire Disaster Instructions (continued)*

### **Assigned Evacuation Sites are as follows:**

(Use alternative site only if primary site cannot be used)

<b>Building</b>	<b>Primary Site</b>	<b>Alternate Site</b>
Boiler House / Greenhouses	Manypenny Rec. Room	Community Center
Bradley Hall (Fitness Room/HHA Office/Physical Therapy)	Wellness Center Club Room	Laurel Place Lobby
Buckingham Mansion	Zerr Chapel	Gateway Lounge
Carriage House	Bradley Lounge	Wellness Center Club Room
Community Center /Freeman Hall (Marketing Suite/ Freeman Dining Room/Manor Café/Manor Shoppe/Administrative Offices/ VPO/Freeman Auditorium)	Wellness Center Club Room	Laurel Place Lobby
Corson Hall	Freeman Auditorium	Laurel Place Lobby
Education Center	Health Center Core 3 Lobby	Community Center
Gateway / Gateway Library	Manypenny Rec. Room	Community Center
Health Center	Community Center	Wellness Center
Houses	Neighbor's House	Community Center
Laurel Place	Community Center	Wellness Center
Maintenance Building	Paymasters Building	Laurel Place Lobby
Mule Barn (Model Railroaders/Woodshop)	Health Center Core 3 Lobby	Community Center
Treasure Trove	Zerr Chapel	Gateway Lounge
Wellness Center (Bank, Hair Salon, Club Room/ Pool/Wellness Center Meeting Room)	Community Center	Laurel Place Lobby
Westwood	Gateway Lounge	Zerr Chapel
Zerr Chapel / Manypenny Rec. Center	Gateway Lounge	Community Center

### **ALL RESIDENTS NOTE:**

*If you plan overnight or extended vacation absences we urge you to submit a **Notice of Absence Form** (see "Conveniences" page K-4) to the Front Desk. This form will alert staff of your absence during an emergency. House residents should also report*

## *Fire Disaster Instructions (continued)*

*extended absences to the Maintenance Department, so that thermostatically controlled electric candles may be provided as a safeguard against heating failure in the winter.*

### **Responsibility of Resident Representatives at the Evacuation Site:**

1. Use the resident census sign-in sheet that is kept at the evacuation site to take a census of those who have reported to the evacuation site. Each resident in attendance should sign the sign-in sheet next to their apartment number. Inform staff of any visitors who may have also come to the site.
2. If you are not in your building when a fire alarm sounds, go to the evacuation site when you are notified of the emergency.
3. Share your completed census sheet with the lead staff person at the evacuation site. Indicate which residents have not been accounted for. Fire personnel and staff will be responsible to locate residents who have not been accounted for.
4. Remain with residents at the evacuation site and be alert to their needs. Alert staff to resident problems or concerns.
5. When the "all clear" is given, resident representatives should collect the sign-in sheets from the building stair towers and replace when necessary.

### **Ancillary Fire Alarm System for the Hearing Impaired:**

Residents who have difficulty hearing their building's fire alarm may request to have an ancillary alarm installed in their apartment. This alarm is integrated into the building's fire warning system and activates simultaneously with the building's general alarm. Contact the Maintenance Department at 717-274-8056 for up to date information on installation and pricing.



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## **Severe Weather Preparedness Plan**

Cornwall Manor has developed a Severe Weather Preparedness Plan to be implemented at management's discretion. During severe weather conditions, management's priorities are to make provision for adequate staff, supplies, and to provide essential services to residents.

Administration will monitor weather reports during severe weather advisories and will coordinate Cornwall Manor's response with the EMA's regional emergency plan if necessary.

Residents are to stay alert and wait for instructions from staff that will provide ongoing advice in the event of approaching hurricanes, winter storms, or regional flooding.

Employees assigned to care for residents in the Health Center and Corson Hall are responsible to take appropriate action to protect residents according to Cornwall Manor's severe weather plan as outlined in the Emergency Procedures Manual.

Resident Services staff is responsible for the safety of residents in residential apartments and houses when faced with a severe weather emergency.

### **Hurricanes, Winter Storms, Regional Flooding and Tornadoes:**

#### **Hurricanes**

Hurricanes are tracked by weather satellites the moment they form over sea. Therefore, there is always an adequate warning of 3-4 days before a storm strikes. While winds caused by hurricanes can cause considerable damage, the greatest threat to life and property is not from wind, but from flash flooding due to heavy rainfall.

#### **Winter Storms**

Winter storms usually produce significant snowfall often accompanied by high winds and low temperatures. Fortunately, like hurricanes, major winter storms are often forecast well ahead of their arrival, leaving adequate time for preparation.

#### **Regional Flooding**

Given the location of Cornwall Manor with respect to major rivers, streams, etc., it is likely that residents will be advised to remain on campus when there is risk of regional flooding. If travel off campus is an absolute necessity, the EMA can provide

## ***Severe Weather Preparedness Plan (continued)***

information concerning safe routes of travel.

### **Tornado**

Tornados can form within very short periods of time. Therefore, it is important to react quickly to a tornado watch or warning.

During a tornado watch or warning, the following steps are to be taken:

- All Health Center and Corson residents are moved out of their rooms and common areas to corridors. Staff close windows, doors, and draw curtains. Residents who are bedfast are moved to the corridor while in their bed accompanied by necessary medical equipment.
- Residents in Residential Living are asked to evacuate to the basement of their house or to an interior room, away from corners, windows, doors, and outside walls. When seeking shelter, residents should attempt to put as many walls between them and the outside of the building as possible.
- All residents should remain sheltered until the “ALL CLEAR” is given by staff.
- Should a tornado cause damage to any part of campus, residents should first dial 911 to inform the EMA and then notify Cornwall Manor personnel by dialing the main number, 717-273-2647.
- Residents should use extreme caution when moving around damaged buildings since they may have been structurally weakened. Residents should stay away from damaged or exposed electrical wiring, broken windows, or any other structural damage which may pose a danger.
- If a residential building is damaged, residents should report to their designated evacuation site or the alternate site depending on the circumstances at hand. Staff will assist residents as they arrive.
- Residents may direct rescue workers to those who may have been injured during the storm and assist others to appropriate evacuation sites.
- Once at the evacuation site, residents should await further instruction from staff concerning additional steps to be taken.

### **Thunderstorms and Lightning**

- During a thunderstorm or the threat of a thunderstorm, residents should take shelter inside the nearest building or one’s automobile.
- Do not use telephones during a storm, except in emergencies.
- If caught outside during a thunderstorm, it is best not to stand underneath a tree or a

## *Severe Weather Preparedness Plan (continued)*

telephone pole. Avoid areas greater in height than the surrounding landscape. Relieve yourself of metal objects. (i.e., umbrellas, canes, walkers.)

- Remember - lightning may strike some miles away from a parent cloud. If caught in a thunderstorm while in an open level area far from shelter, kneel on the ground, place your hands on your knees, and bend forward for the duration of the storm. Avoid lying flat on the ground.

### **Suggested Resident Emergency Supplies:**

The following is a list of recommended emergency supplies to have on hand if instructed to shelter in place or relocate to a shelter.

- Food with a long shelf life – Examples of this include canned, dried, and packaged foods. Enough food should be stored for each member of a household for at least 3 days.
- Water – Each person will need about 1 gallon of water per day.
- A change of clothes and shoes – Clothing should be suitable for the season. Include underwear, socks, and sturdy work boots.
- Paper plates, paper towels, and plastic utensils – Disposable dishware and utensils are best because there will not be enough water to wash dishes and because community water may be contaminated.
- Plastic bags – Because a person may not be able to leave their shelter for several days, they will have to collect all of their waste in plastic bags until it can be removed. (Adding liquid bleach to human waste material will reduce odors).
- Bedding – Sheets, blankets, pillows, and cots if necessary.
- Battery-operated radio and batteries – Electrical power may not be available for several days. A battery or manually operated radio will allow people to listen to emergency messages.
- Medicines – Bring all prescription and over the counter medications into the shelter.
- Toiletries – Soap, hand sanitizer, toilet paper, deodorant, disinfectant, towel and washcloths.
- Flashlight and batteries – Electrical power may not be available for several days. A flashlight or battery operated lantern with extra batteries will enable people to see in their shelter.

### *Severe Weather Preparedness Plan (continued)*

- A telephone or cell phone – Although cell phone or ground phone service may be interrupted, there is still a chance that a phone can be used to call for outside information, to obtain emergency services and speak with relatives.
- Pet food – If you have pets, bring a three-day supply of pet food into the shelter.
- Pets – Pets should not be left outside during a radiation emergency because they may track radioactive materials from fallout into the shelter. Therefore, residents should prepare a place for them to relieve themselves in the shelter.
- Games, books, and other entertainment – Because one may be in a shelter for a period of time, keep items on hand to occupy yourself.





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## Power Outage Response

Loss of electricity can be caused by a number of events such as severe weather conditions or equipment failure. In the interest of being adequately prepared, Cornwall Manor has developed a written Power Outage Response Plan. The plan focuses on employing strategies to enable staff to continue providing vital services to residents.

Given the unique circumstances associated with each power outage, the plan is designed to be flexible. The time of year, weather conditions, as well as the day of the week and time of day, all effect and determine the course of Cornwall Manor's response.

Should you experience a power outage, call the Front Desk in the Community Center at 717-273-2647 to make them aware of the problem immediately. Between the hours of 7:00 p.m. and 7:00 a.m., notify Security at 717-274-8058. Our staff will determine the extent of the power outage and begin to take appropriate action.

During an extended power outage, expect to receive periodic communications from staff concerning the availability of services. We will also do the best we can to keep residents updated on the status of the power outage and any actions residents should take.

When circumstances dictate, and unusual steps must be taken, (such as the relocation of residents to designated warm areas on campus), staff will give residents specific instructions about what to do.

In addition to staff doing their best to communicate with residents, residents should feel free to contact the Front Desk in the Community Center at 717-273-2647 for special needs.

**Note:** During a power outage, the Medical Emergency Alert System will continue to function. If you feel your medical emergency is life threatening, you should not hesitate to dial 911 and request emergency assistance before using your Medical Emergency Alert System.



## Communication During Emergencies

Cornwall Manor developed a series of avenues to communication relevant information to residents during emergency situations.

**Cornwall Manor Information Hotline:** 717-272-1600

This hotline provides recorded updates during power outages, extreme weather, or other unusual occurrences.

**Cornwall Manor Standby Cell Phone:** 717-679-3311

This telephone number is only to be used in an emergency if land line phones are down. This phone is not monitored unless other phones are out of service.

**Cornwall Manor Emergency Notification System:**

This system allows Cornwall Manor the option to send an automated phone call to residents when there is an emergency on our campus.

**Resident Representatives:**

Resident Representatives relay emergency and other timely information from the administration by phone or door-to-door to all residents in their area of responsibility.



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# Safety & Security

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## **Security Staff**

### **Purpose:**

Security Staff have several basic duties. They provide a means of alerting authorities who are responsible to protect the lives and property of Cornwall Manor and its residents. They insure the safety of residents and employees by observing and reporting hazardous conditions and violations of operational procedures which might endanger the welfare and property of residents, staff, or guests.

### **Identification:**

Security Staff wear a uniform, as well as a name tag. A security car is used for vehicle patrol of all Cornwall Manor property. The staff is in constant radio contact with our Nursing Staff.

### **Hours:**

Security staff are present every day from 3:00 p.m. to 7:00 a.m. Daytime security is provided by Maintenance personnel, and Cornwall Borough Police Department. The Security Staff lock doors to buildings at night and unlock doors to most buildings before going off duty in the morning.

### **Contact:**

The Security Staff can be contacted by calling the Front Desk in the Community Center at 717-273-2647 between the hours of 7:00 a.m. to 7:00 p.m. The receptionist will relay any hazardous conditions or security concerns to the Security Officer on duty. After 7:00 p.m., all calls will be transferred to Health Center staff who will relay the message to the Security Officer on duty. Security staff can also be reached daily between 7:00 p.m. to 7:00 a.m. by calling the Security phone number, 717-274-8058. This number is only to be used in the event of an actual emergency. In certain emergencies, such as fire and medical cases, call 911. This number is not for routine work requests. In the event that your call is not answered, please call Cornwall Manor's main telephone number at 717-273-2647.



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## Examples of Safety and Security Programs of Cornwall Manor

As a Continuing Care Retirement Community, it is Cornwall Manor's responsibility to provide a safe and secure environment for its residents.

### **The Case Management Team**

Cornwall Manor's "Case Management Team" is composed of key staff members from the Resident Services Department, Health Services Department and Administration. The role of this group is to ensure that the physical, social and emotional needs of residents who reside in residential living accommodations are identified, evaluated, responded to, and properly monitored.

### **Support Systems**

The Case Management Team relies on the use of one or more of the following programs to respond to issues related to resident safety and security:

- Cornwall Manor has developed a comprehensive Social Service Network to assist residents who are experiencing psychological, emotional, and medically related distress. The Vice President of Residential Living is responsible to oversee that the resources available through the network are applied appropriately.
- The Medical Emergency Alert System enables residents to alert staff to medical emergencies. This system is installed in each accommodation and in many common areas such as the pool and fitness room. When the Medical Emergency Alert System is activated, the system notifies the Health Center RN Supervisor, the Campus Nurse, and the Personal Care staff via a paging system. Appropriate staff are assigned to respond to Medical Emergency Alert calls.
- There is an informal system in place which allows residents to check on one another. Some residents use a sign hung on their door knob to let neighbors or a chosen "buddy" know they are up and moving in the morning. Residents who plan to be away from campus overnight or more are asked to inform the Front Desk. This will enable staff to account a residents whereabouts in an emergency.

### *Examples of Safety and Security Programs of Cornwall Manor (continued)*

- In the interest of resident security, Cornwall Manor utilizes an automated Wellness Check. Please see “Wellness Check,” page E-6 for more information.
- In the Health Center and Corson Hall Personal Care building, there is an automatic door locking system which prevents wandering residents wearing an electronics device to venture into unsafe areas or outside the facility. Bed and chair alarms as well as other safety measures are also used in the Health Center to prevent injury from resident falls.
- All prospective employees are required to submit to drug testing and a criminal background check prior to being hired. Positive drug test results, confirmation of a felony conviction, or prohibited misdemeanors listed under the Older Adults Protective Services Act 169, disqualify a person from further consideration for employment.
- A fire alarm system is present in all apartment buildings throughout campus. All common areas have fire detection systems which are monitored 24 hours per day.
- A sprinkler system is installed in Bradley Hall, Carriage House, Corson Hall, Freeman Dining room/kitchen, Health Center, and Laurel Place. These systems are tested regularly.
- Maintenance contracts are in place to perform preventative maintenance on emergency generators across campus, electrical equipment in the Health Center, cleaning hood exhaust systems in the Dining Services Department, and to inspect fire alarms and automatic fire suppression systems.
- All elevators are inspected by a certified elevator inspector on a regular basis.
- The Health Center is inspected by the “Life Safety” division of the Department of Health at least annually.
- Fire extinguishers are checked annually by a fire extinguisher service company. Staff receive fire extinguisher training annually. Residents are also provided with fire extinguisher training at their request.
- The local fire company is less than ¼ mile away.
- Local Police, whose headquarters is located adjacent to the Buckingham campus, patrol Cornwall Borough 24 hours per day.
- Security staff conducts a roving patrol of the Buckingham and Woods campuses Monday through Friday from 11:00 p.m. to 7:00 a.m. and Saturday & Sunday from 3:00 p.m. until 7:00 a.m.
- A Disaster Manual is available to guide staff through a variety of possible emergencies.

### *Examples of Safety and Security Programs of Cornwall Manor (continued)*

- Fire drills are conducted in the Health Center and Corson Hall regularly.
- Fire drills are conducted annually in apartment buildings.
- A fire drill is conducted in conjunction with the local fire company at the Health Center and Corson Hall annually.
- A “First Alert Safety Team” comprised of Cornwall Manor staff voluntarily respond to disasters in the event of an emergency.
- New employees are introduced to Cornwall Manor’s safety systems, including fire extinguisher training, at their employee orientation session.
- Staff receive annual training on safety issues.
- Stair towers are designed and built as safe areas in which to take refuge during a fire emergency.
- Common areas building furnishings, including upholstery, window treatments, and carpet, all meet current fire rating standards.
- Emergency generators provide emergency power during blackouts to Bradley Hall, Carriage House, Corson Hall, Buckingham Mansion, Freeman Hall, Gateway, Health Center, Laurel Place, Westwood, and the Treehouse.
- The Emergency Management Agency (EMA) coordinates emergency response throughout the county. In cases of potential wide spread disasters, the EMA is available for advice and assistance.
- Each residential living accommodation is equipped with an emergency response instruction card which provides vital information to residents concerning emergency responses.
- A Maintenance Technician is on call 24 hours per day, and is trained to respond to emergencies.
- An Administrator is on call 24 hours per day, and is trained to respond to emergencies.
- Nursing staff is on duty to help with emergencies 24 hours per day.
- There are pressurized fire hydrants located strategically around campus.
- Carbon Monoxide detectors are located throughout campus and in each house which utilizes fossil fuel.
- Houses are equipped with flashing porch lights to make the location of an

### *Examples of Safety and Security Programs of Cornwall Manor (continued)*

emergency easier for staff and rescue personnel. Woods homes - to activate, press the lower button on the porch light switch.

- There is an active Resident Association Building & Grounds Committee which communicates with the Maintenance Department regarding safety concerns.
- There is an active Employee Work Place Safety Committee which makes recommendations to Administration concerning safety hazards.

Questions about these or other issues related to safety and security at Cornwall Manor are to be directed to the Director of Maintenance at 717-274-8057.





## Wellness Check

In the interest of resident security, Cornwall Manor utilizes a Wellness Check. This system allows Cornwall Manor the option to send an automated phone call to residents **daily**. The Wellness Check will send an automated message to the residents Sunday through Saturday at 7:30 a.m., 9 a.m. or 10:30 a.m. Once the automated message is sent, the Front Desk will be able to compile an automated report as to which residents did not respond to the Wellness Check. If the resident does not respond to the Wellness Check call, the Campus Social Services Coordinator or the Campus Nurse will be notified. The Campus Social Services Coordinator or the Campus Nurse will attempt to contact the resident by going to his/her home. If there is no response at the door, an authorized person enters the home to verify the resident's status. In cases where the resident is found to be in need of assistance, necessary arrangements for proper care are made immediately.



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## Health, Safety, and Security Precautions for Residents of Cornwall Manor

As an organization committed to promoting and maintaining the health, safety, security and well-being of the residents and guests we ask that they adhere to the following:

### **Please DO NOT...**

- smoke inside any building throughout the campus. Our goal is to maintain the circulation of clean and healthy air, avoid damage to furnishings, and prevent fires which could result in the loss of lives.
- use regular lightweight extension cords to plug multiple items into an outlet. If you must plug more than two electrical appliances into one outlet, please utilize electrical power strips with built-in circuit breakers to avoid overloading electrical circuits.
- place lamp and appliance cords under carpets or pieces of furniture. They could become cracked and damaged, and the possible source of a fire.
- utilize space heaters and alternate fuel heaters within Cornwall Manor residences unless approved by the Director of Maintenance. Conditions of reduced heat may indicate a problem with the main heating system for a home or building, and the circumstances will need to be investigated for you and/or your neighbor's comfort and safety.
- lay or place appliances with "clap-on" capabilities on or near flammable fabrics or surfaces (like on beds, sofas, carpets, etc.) These items can be triggered by any loud noise and could cause an unattended appliance to start a fire.
- light candles or other open-flamed items (like incense) within living areas. They may tip over, be forgotten, or cause items nearby to catch on fire.
- store anything inside conventional or microwave ovens. If the appliance were turned on without someone checking inside first, this could be the source of a serious fire.
- store any items on a range top. If the appliance were turned on by mistake this could be a source of a serious fire.
- store or stack excessive amounts of personal belongings in your apartment, house, or storage area. These could cause a tripping hazard, and also provide an increased risk of fire. Never store flammable liquids in storage bins, inside an apartment or house, or near flammable fabrics.
- decorate with cut greens or trees during the holidays. They quickly dry out and become a fire hazard.
- place plants, decorations or door mats in building hallways. These items could cause tripping hazards on a daily basis as well as in the event of an emergency evacuation.
- drive at speeds of more than 15 miles per hour while on campus. Your fellow residents desire to have a safe walking atmosphere on campus roads.

*Health, Safety, and Security Precautions for Residents of Cornwall Manor (continued)*

**Please DO NOT...**

- leave cars parked and running unattended anywhere on campus. This dangerous situation could invite the theft of your car by criminals or confused residents.
- use motorized carts or wheelchairs throughout campus roadways without an obvious safety flag. This will help your vehicle to be seen by walkers and drivers alike.

**Note - It is the personal responsibility of each resident to comply with these instructions so that your life and the lives of your fellow residents are not put in jeopardy. Thank you in advance for your cooperation in following the above safety precautions.**



## **Campus Incident / Accident Report**

Cornwall Manor residents who are involved in or observe an incident which results in physical harm or has potential to cause harm are asked to fill out a Campus Incident/Accident Report. This report can be obtained from the Front Desk. It is to be filled out and returned to the Front Desk Manager and the Cornwall Manor Visiting Physician's Office so that Cornwall Manor may account for the well-being of the person(s) involved and the cause of the incident in an attempt to eliminate the risk for the future. A sample form follows on page E-10.

## **Potential Hazard Report**

There are times when concerned residents observe unsafe or hazardous conditions which need to be brought to our staff's attention. In such cases, please fill out a Potential Hazard Report. This report can be obtained from the Front Desk. It is to be filled out and returned to the Front Desk Manager. This will bring the hazardous condition to the attention of responsible staff. A sample form follows on page E-11.

# Campus Incident / Accident Report

Resident/Visitor

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Date of incident: \_\_\_\_\_ Time (a.m. or p.m.): \_\_\_\_\_

Condition before incident: \_\_\_\_\_

☐ Oriented    ☐ Confused    ☐ Disoriented    ☐ Sedated    ☐ Other

If other, please specify: \_\_\_\_\_

Location incident occurred: \_\_\_\_\_

Property involved: \_\_\_\_\_

Equipment involved: \_\_\_\_\_

Other person involved in incident (resident, employee, visitor): \_\_\_\_\_

Describe exactly what happened (facts (no opinions), statement of resident):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Type of injury (if applicable):

☐ Skin Tear    ☐ Burn    ☐ Fracture    ☐ Bruise    ☐ None    ☐ Other

If other, please specify: \_\_\_\_\_

\_\_\_\_\_

Was medical attention sought?    ☐ Yes    ☐ No

If yes, Date: \_\_\_\_\_ Time (a.m. or p.m.): \_\_\_\_\_

Action/Response: \_\_\_\_\_

\_\_\_\_\_

**Resident ONLY:** Was the Visiting Physician's Office notified?    ☐ Yes    ☐ No

Signature of person preparing report: \_\_\_\_\_

Date: \_\_\_\_\_

**Copies of this completed form should be sent to the Front Desk Manager and the  
Visiting Physician's Office.**

## Potential Hazard Report

Date of report: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_ ☐ Resident ☐ Staff ☐ Visitor

Location of hazard: \_\_\_\_\_

\_\_\_\_\_

Description of hazard relating to property: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Description of hazard relating to equipment: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Any comments or suggestions: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Return to the Front Desk Manager**



## Vehicle Registration/Parking

Motor vehicles and trailers must display a valid license plate and current state inspection sticker when parked on Cornwall Manor property. All residents must obtain a vehicle tag from Cornwall Manor to be displayed from the rear view mirror of their car. This tag helps Maintenance and Security staff identify vehicles in case of an emergency or a vehicle problem.

New residents obtain vehicle tags during the move-in process. Forms are supplied by the Marketing Department, who issue's the appropriate number of tags for the residents' use. The original form is submitted to the Maintenance office. The completed vehicle registration form also indicates if a resident has a current Pennsylvania issued handicap tag or placard. If a resident has a date sensitive placard, it is his or her responsibility to keep this current.

Campus residents should place their vehicle registration tag on their rear view mirror and transfer their vehicle tag if they purchase a new car. If, at any time, a resident's license plate changes, or they receive a Pennsylvania issued handicapped tag or placard, they must request and complete a new vehicle registration form, available from the Marketing Department. The completion of this form is necessary to maintain accurate records of the number of required handicapped parking places. Completed forms are to be sent to the Maintenance Department.

Upon vacancy of an accommodation, the vehicle registration tag should be returned to the Marketing Department. The Marketing Department will notify the Maintenance Department so records can be updated.

1. Parking - Parking should be in the designated lot or assigned carport as reviewed by the Marketing Department. The parking circle around the fountain is reserved for short-term parking of guests or residents coming to the Community Center. Except for loading, vehicles may not be parked in the Laurel Place Circle or the Gateway/Westwood Circle.
2. Handicapped Parking - Handicapped parking spaces are marked with a handicapped parking symbol and are reserved for vehicles displaying a Pennsylvania issued handicapped parking tag or placard. Residents are asked to limit Handicapped parking along the buildings to one space per apartment.
3. Carports - For information on reserving a carport, see "Carports," page K-11 in the Resident Handbook.

### *Vehicle Registration / Parking (continued)*

4. Guests/Visitor Registrations - If you are having short-term guests, please have them park in the visitor spaces or in spaces farthest from the main doors of your building. If they are staying for several days, please ask them to park in the spaces farthest from the main doors of your building. Guests of residents staying overnight must request a temporary parking tag at the Front Desk in the Community Center.
5. Subcontracted Employees - If you are employing someone other than a Cornwall Manor employee to assist you in your apartment, please ask him or her to park in the spaces farthest from the main doors of your building.





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## **Recreational Vehicle (RV) Parking**

Recreational vehicles (RV's) new to Cornwall Manor residents after December 2017 must be stored off campus.

Recreational vehicles may be parked in the driveway of a resident's home or in an appropriate safe location close to an apartment building for several hours at a time for the purpose of loading, unloading, minor maintenance and preparation.

Residents occupying houses, who wish to park their RV in their driveway overnight, the day before or on the day of their return from a road trip, must obtain permission from their neighbors. Neighbors are defined as those living on either side of the resident's driveway and directly across the street. RV's must be able to fit completely in the resident's driveway and not limit vision from a safety standpoint. A RV belonging to a resident living in an apartment may be parked in a parking space overnight only if their vehicle fits completely within the boundaries of that space.



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## Cornwall Manor Smoke-Free Buildings Policy

As an organization committed to promoting and maintaining the health, safety, security and well-being of the residents of our community and the employees who serve those residents, Cornwall Manor has adopted a smoke-free buildings policy.

Residents, employees and guests are not permitted to smoke in any building on the Cornwall Manor campus. Residents, employees and guests may smoke only in designated outside areas on the campus. Individuals are expected to follow safe smoking practices and to deposit all matches and remaining smoking materials in proper receptacles.

### Designated Outdoor Smoking Areas

<b><u>Building</u></b>	<b><u>Smoking Area</u></b>
Bradley .....	Bradley Courtyard
Carriage House .....	West entrance toward Gateway/Westwood
Chapel .....	Southwest Carport entrance to breezeway
Corson .....	North end of Corson Courtyard (covered area near bank)
Community Center/Freeman .....	North end of Corson courtyard (covered area near bank)
Gateway .....	Southwest Carport entrance to breezeway
Health Center .....	Receiving Dock
Laurel Place .....	South entrance
Maintenance Shop .....	Outside Maintenance Shop (dock area)
Mansion .....	Back porch area (rear entrance)
Westwood .....	Southwest Carport entrance to breezeway

**The following areas have receptacles located near entrances to dispose of smoking materials prior to entering buildings:**

Wellness Center Entrance  
Gateway/Westwood Circle Loading Zone  
Gateway/Westwood First Floor Entrances

Community Center South Entrance  
Laurel Place Main Entrance



## **Firearm Registration**

Cornwall Manor recognizes the constitutional right of citizens to bear firearms. However, Cornwall Manor also has a responsibility to provide a safe and secure environment for its residents, staff and visitors. Therefore, Cornwall Manor has established rules to govern the possession, registration and storage of firearms on campus.

1. Cornwall Manor prohibits resident possession of firearms for residents living in Personal Care and the Health Center.
2. For those in residential living, Cornwall Manor mandates that all firearms, including pellet or BB guns be:
  - Registered and/or licensed in accordance with local, state and federal provisions.
  - Registered with Cornwall Manor by completing a firearms registration form. This information will include make, model and serial number of the firearm. Contact the Marketing Department of CSSC for a registration form.
  - Changes in ownership, location or loss of firearms must be reported to the Campus Social Services Coordinator who may require that updated documentation be provided.
  - All firearms are to be stored unloaded within the confines of one's residence in a locked, secure location where minors or incompetent persons cannot gain access. Likewise, ammunition is to be stored in a locked, secure location separate from all firearms.
3. Copies of all government documentation indicating proper licensing and/or registration of firearms as well as required Cornwall Manor information will be kept in the resident's administrative file. This information is collected upon admission to Cornwall Manor.
4. Cornwall Manor reserves the right to terminate the agreement of any resident whose unlawful or irresponsible use of firearms has the potential to place themselves or others in danger of personal injury.



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## Safety Precautions for the Use of Medical Oxygen in Apartments/Houses

### **Safety Precautions:**

The following precautions were drawn from two documents. One, published by Good Samaritan Hospital's Home Med Care and the second, created by Lehigh Valley Respiratory Care.

### **Fire Prevention:**

In its pure form, oxygen is not considered explosive and it is not flammable. However, when an atmosphere enriched with oxygen is combined with a combustible or flammable material and a source of ignition is introduced, it can cause a fire to burn faster and hotter.

Therefore, in the interest of your personal safety, and the safety of those around you, please adhere to the following rules:

**Do not** permit open flames or smoking in a room where oxygen is being used or stored.

**Do not** use any household electric equipment in an oxygen enriched atmosphere (i.e., electric razors, electric blankets, electric heating pads, electric heaters, etc.). Keep these items at least 5 feet from the source of your oxygen.

**Do not** use petroleum products such as oily back rubs, lotions, face creams, hair dressings, or vaseline while receiving oxygen.

**Do not** use aerosol sprays in the vicinity of oxygen.

**Do not** oil or grease oxygen equipment.

**Do not** use alcohol or alcohol-base products containing ether or other flammable products in the vicinity of oxygen equipment.

**Do not** allow oxygen tubing to be covered by bedding or other objects.

**Do not** route oxygen supply tubing under carpet or furniture.

**Do not** leave oxygen turned on when not in use.

## ***Safety Precautions for the Use of Medical Oxygen in Apartments/Houses (continued)***

**Do not** open cylinder valves quickly.

**Do not** allow the use of friction toys or other devices that may cause a spark while Oxygen is in use.

**Do not** abuse or handle oxygen containers roughly.

**Do not** store containers in a confined area.

**Do not** allow untrained persons to use or adjust equipment.

**Do not** attempt to repair oxygen equipment.

**Do not** place oxygen containers near heaters, radiators, steam pipes, heat ducts, stoves or any other source of heat.

**Do not** touch frosted valve fittings or piping with bare hands.

**Do not** transport oxygen in an enclosed area such as the trunk of a car.

### **The DO's of Oxygen Safety:**

**DO** identify oxygen storage with a label or signage.

**DO** transport oxygen in the back seat of a car, secure it properly, and open a window at least one inch.

**DO** use all cotton clothing and all cotton bedding to avoid sparks from static electricity. Avoid nylon, synthetic fabrics and wool.

**DO** use a stand for all oxygen cylinders in use. Extra cylinders may be secured upright with a belt, chain, rope or stand. Smaller portable cylinders may be stored lying on the floor.

**DO** keep oxygen containers upright.

**DO** keep oxygen equipment out of reach of children.

**DO** contact a company representative or the Campus Nurse with questions regarding the safe use of oxygen.



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## **Cornwall Borough Police Department Community Alert System (Swift911)**

The Cornwall Borough Police Department has partnered with Swift911, a Community Information Service, in an attempt to supply borough residents with information related to department events, crime alerts and other pertinent information as quickly and efficiently as possible. Residents of Cornwall Borough can receive Important, official information directly from the Cornwall Borough Police Department via Swift911. Messages can be delivered by E-mail, SMS/text message, (standard text messaging rates apply), and over the Web or Mobile Application. YOU choose how you would like to receive your alerts!

Notification will include Emergency Alerts, Crime Alerts, Missing Persons, Traffic Advisories, Police Sponsored Community Events, etc.

The Swift911 system is simple to use, provides an easy sign-up process and is free. Swift911 users can also select to receive messages from other local organizations and Police Departments in the area. Each interested resident would need to individually sign-up at [www.cornwall-pa.com](http://www.cornwall-pa.com) or text "Swift911" to 99538 to access the Swift911 Public App.

### **Swift911 Registration Instructions**

1. To Register for Swift911 go to [www.cornwall-pa.com](http://www.cornwall-pa.com)
2. In the Swift911 paragraph, select CLICK HERE
3. Select Register Now!
4. Enter your information: name, main phone, email, password, confirm password.
5. Enter your address: Profile name (use Home), Street 1, Street 2, City, State, Postal Code.
6. Select Validate Address.
7. If the system does not recognize your address, use 1 Boyd Street, Cornwall, PA 17016 as your address.
8. Select Submit Registration.
9. You will receive an email with a confirmation code to verify the validity of the email address you registered with.
10. Enter code.
11. Select Complete Registration.
12. Select OK.
13. To add a cell phone number, select My Contact Information.

*Cornwall Borough Police Department Community Alert System  
(continued)*

14. Select +add phone. Fill in your information.
15. Select Save.
16. Select Save Updates.
17. Select Sign-out.

You can modify your settings at the SWIFT911 home page. From this area you can subscribe or unsubscribe to the agencies listed.

If you have any questions, please contact Cornwall Borough Police Department Administrative Assistant Kim Weitzel at: [kweitzel@cornwallpd.org](mailto:kweitzel@cornwallpd.org) or 717-274-2071.



## Medical Emergency Alert System (MEAS)

The Medical Emergency Alert System (MEAS) should be utilized only for MEDICAL EMERGENCIES. A wall mounted pull station is installed in the bathroom of all accommodations and each resident is issued a lanyard style MEAS pendant upon move-in. If a resident would prefer a wrist style pendant, they may do so at the prevailing cost.

### In case of a Medical Emergency:

If you feel your medical emergency is life threatening, you should not hesitate to dial 911 and request emergency assistance before using your Medical Emergency Alert System. If you feel you need immediate medical attention but your condition is not life threatening, use your Medical Emergency Alert System.

### To call for Help using your Medical Emergency Alert System:

#### 1. Wall Mounted Pull Station

Press the red "HELP" button OR pull the cord on the wall-mounted pull station in your bathroom to activate the call for help.

**Cancel** button allows staff or residents to cancel the alarm



**Help** button notifies and summons assigned staff members



## *Medical Emergency Alert System (continued)*

### **2. Alarm Activation by Lanyard or Wrist Pendant**

Press the center button on your portable pendant to activate the call for help. When activated, the pendant vibrates briefly and the light on the pendant flashes red until the alarm is cleared.



#### **A. Alarm Activation**

When activated, pendant vibrates briefly and light flashes red until alarm is cleared.



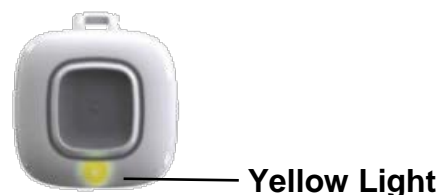
#### **B. Pendant Alarm Clearance**

- Press the button 3 times; Blue light will flash twice.
- Press button 3 more times.
- When Blue light flashes six times, alarm is cleared.



#### **C. Low Battery Condition**

A yellow blinking light on pendant indicates a low battery condition. Device is fully operational when yellow light is blinking to allow time for battery replacement. **Note:** A low battery alert is automatically sent to staff and a maintenance work order is issued for battery replacement.



#### **D. Pendant Fees**

- A lanyard style pendant is provided to each resident at no cost.
- If the lanyard style pendant is lost, the replacement fee is \$172.00.
- The lanyard style pendant can be exchanged with a wrist style pendant for \$26.00.
- If the wrist style pendant is lost, the replacement fee is \$198.00

Contact the Clinical Records Supervisor at 717-675-1541 if a replacement or exchange is needed. The fee will be billed by the Finance Department.

### **Staff Response:**

When the alert is received, the nurse will call promptly to speak with you. If you are unable

### ***Medical Emergency Alert System (continued)***

to answer the phone, staff will respond to assist you.

Any questions about how to use the Medical Emergency Alert System should be referred to the Campus Social Services Coordinator at 717-675-1531.



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## Telephone Information

### **Policy:**

Phone service at Cornwall Manor is not part of the resident agreement. Residents need to contract directly with a local provider for local and long distance phone service if they choose. To fully utilize the features of the digital phone system and automated night-time answering system of Cornwall Manor, a resident needs a phone with a touch tone line service and a touch tone phone. This should be established when ordering one's phone line service.

### **Phone Connections:**

1. A resident is responsible to provide his/her own telephone, equipped with a modular jack.
2. There is a service charge from the phone company for the initiation of the service. A visit is required to provide telephone service to an accommodation. Resident's will take responsibility for costs incurred during this visit. Contact the Marketing Coordinator for additional details or assistance. Once the installation is scheduled, contact the Marketing Coordinator with the installation date and your new telephone number.

### **Phone Disconnect:**

The resident, Power of Attorney, or Executor is responsible for their phone service provider to disconnect service and the customer service office of the long distance service being utilized.

### **Resident Phone Service:**

1. Each resident has his/her own phone number assigned by his/her phone service provider which provides direct access to the phone(s) in his/her accommodation.
2. A resident chooses his/her own carrier for regional and long distance service.

### **Telephone Problems:**

Contact the Cornwall Manor Maintenance Department at 717-274-8056 from 8:00 a.m. to 4:00 p.m., Monday through Friday, or Security on evenings and weekends.

## *Telephone Information (continued)*

A member of the Maintenance Staff will assess the problem. Cornwall Manor is responsible for any repair to the telephone lines on Cornwall Manor property. If we determine that the problem is with the phone instrument, the resident will be responsible for repair or replacement. The Maintenance Department does not repair personal phone equipment. If the Maintenance Department determines that the phone company is not supplying your service to the Cornwall Manor campus, the resident will be responsible for contacting the phone company to restore service.

### **Cornwall Manor Phone System:**

A receptionist is on duty to answer the Cornwall Manor Phone System:  
Sunday through Saturday (including Holidays), 7:00 a.m. until 7:00 p.m.

When a receptionist is not on duty, or answering another call, the call will be answered by an automated system. The automated system is explained later in this section.

Phone lines in staff offices and in most common areas (lounges, kitchens, activity areas) throughout the campus are part of an internal phone system accessed through the main Cornwall Manor telephone number, 717-273-2647. These phone lines are part of the computerized phone system and are considered “inside phones.”

#### **A. Cornwall Manor Staff**

Cornwall Manor Staff can be reached through the following avenues:

1. Dial the Cornwall Manor telephone number (717-273-2647) and the receptionist will transfer you to the correct staff person.
2. Dial the 4-digit extension. This can be done by using a common area phone or if dialing the Cornwall Manor telephone number, 717-273-2647, and greeted by the automated answering system.
3. Dial the 10-digit direct dial telephone number if available.

#### **B. Common Areas Phones**

1. All common area phones are equipped with a Resident Telephone Directory and a Cornwall Manor staff extension list.
2. Cornwall Manor staff can be contacted directly by pushing the 4-digit extension number.
3. To make an outside call, one must first dial the number 9 and then the 10-digit number one is calling, or dial 9 and then 0 for an outside operator. Common area phones have been restricted and cannot be used to dial long distance numbers.
4. **To summon Emergency Help** from a common area phone, the caller **must dial 9 and then 911** or call the main Cornwall Manor number at 717-273-2647. **When calling from your own phone – you only have to dial 911.**

**Note:** Residents cannot reach Cornwall Manor phones by dialing a 4-digit extension

## *Telephone Information (continued)*

from their own phone without first accessing the Cornwall Manor phone system by dialing 717-273-2647 or by dialing the 10-digit direct dial telephone number if available.

### **C. Automated Answering System:**

If a caller knows the four-digit extension number he/she is calling, that extension number can be dialed at any time during the automated answering system. *(The caller must be calling from a touch tone phone line to be able to access numbers in the phone system directly).*

If a caller wants to talk to a live person, or does not know the internal phone number of the person he/she is calling, he/she should listen to the instructions on the automated system and push the numbers indicated in the instructions. *(Those with rotary dial phones should stay on the line until an operator can answer).*

#### **1. Automated System Daytime Message.**

You will receive the following automated message when a receptionist is on duty at the Front Desk but is assisting another caller:

*Hello. You have reached Cornwall Manor at a time when the operator is busy assisting another customer.*

- **If you would like the company directory or to dial by extension, please press 1.** Otherwise, remain on the line and the operator will be with you shortly.

#### **2. Automated System Evening Message.**

You will receive the following automated message when a receptionist is not on duty at the Front Desk:

*Hello. Thank you for calling Cornwall Manor. If you know your party's extension, you may dial it now. If you are calling from a rotary phone, please hold for assistance after the following message:*

You may press numbers from the following menu anytime between now and the end of the message:

- **If this is an Emergency or for Security, press 1.** This will connect you to the nurse at the Health Center who can contact the Security person immediately.
- **To reach the Health Center, press 2 and follow the prompts:**
  - For the RN Supervisor or the Hillside 3 Nurses Station, press 1.
  - For the Hillside 2 Nurses Station, press 2.
  - For the Northview 2 Nurses Station, press 3
  - For the Northview 1 Nurses Station, press 4.
  - To leave a message for the Health Center Administrative Offices, press 5.
  - To leave a message for one of the Social Workers, press 6.
  - To contact the Corson Personal Care Nurses Station, press 7.

## *Telephone Information (continued)*

- **To leave a message for someone in another department, press 3 and follow the prompts:**
  - For the Marketing Department, press 1.
  - For the Resident Services Department, press 2.
  - For the Administrative Offices, press 3.
  - For the Human Resources Department, press 4.

### **D. Features of the Cornwall Manor Phone System:**

1. Voice Mail - If a staff member is not available to talk with a caller due to being out of the office, on the phone already, or in a meeting at which he/she cannot be disturbed, the caller can leave a message on the voice mail system. Leaving names, return numbers and subject(s) of the call are the best messages. The voice mail system can be accessed day or night either through an operator or the automated system.
2. Maintenance Requests - Call the Maintenance Office (8:00 a.m. – 4:00 p.m.) at 717-274-8056 to report your maintenance needs. If you are calling with a request and you reach the voice mail system, please leave your name, address, telephone number, and the request needing to be done. If you are calling with an emergency and you reach the voice mail system, hang up and call the Cornwall Manor number at 717-273-2647. Maintenance will respond as soon as possible. At night, the caller will get the automated system from which he/she can push 1 (any time after hearing the automated greeting start) to get the nurse at the Health Center who can contact the Security person on duty. Security staff can also be reached daily between 7:00 p.m. to 7:00 a.m. by the Security phone number, 717-274-8058. This number is only to be used in the event of an actual emergency. In certain emergencies, such as fire and medical cases, call 911. This number is not for routine work requests. In the event that your call is not answered, please call Cornwall Manor's main telephone number at 717-273-2647.
3. Emergency Help – If you experience a medical emergency, activate the Medical Emergency Alert System by pressing the button on the Medical Emergency Alert pendant or by pressing the RED HELP button or pulling the cord on the wall mounted Medical Emergency Alert station. (Refer to the "Medical Emergency Alert System" section F). To reach a nurse for non-emergency reasons, call the Visiting Physicians Office at 717-675-1565 during office hours.



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## Health Services

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## **The Health and Wellness Philosophy Statement**

The philosophy of Health and Wellness at Cornwall Manor is based on the principle that each resident is entitled to enjoy and maintain the highest level of physical, mental, intellectual, social, emotional and spiritual health and wellness possible. It is Cornwall Manor's intention to accomplish this by striving to fulfill the following commitments in the context of a secure, caring and Christian environment.

- To recognize the right of self-determination as it applies to resident choices regarding the course of his/her medical treatment, including the opportunity to create an advance directive, identify a surrogate decision-maker, and to engage in decisions regarding acute, preventive, palliative, life-sustaining and life-prolonging measures.
- To ensure that residents have access to information related to their medical care and that all medical information is treated in a confidential manner.
- To provide a safe and sanitary living environment which minimizes the potential for physical harm due to accidents, disasters, infection or the transmission of disease and provide a clean, comfortable home-like atmosphere where the resident can feel secure and protected.
- To treat residents with respect and dignity regardless of their physical or mental capabilities and to safeguard residents from verbal, sexual, physical and mental abuse, corporal punishment, involuntary seclusion, neglect and misappropriation of property.
- To provide access to rehabilitative services that assist residents to achieve and/or maintain the highest practical level of independence and dignity possible.
- To provide a choice of nourishing, pleasant, well-balanced meals which meet each individual resident's dietary needs and food preferences.
- To provide appropriate staff who are trained, knowledgeable and competent in carrying out the skills necessary to meet the comprehensive needs of residents.
- To provide pharmaceutical services through a qualified licensed pharmacist and to encourage the use of the least amount of medication necessary for a resident's course of treatment.
- To provide the services and resources necessary to enable a resident to live with dignity in the least restrictive environment possible.



### *Health Care Philosophy Statement (continued)*

- To provide opportunities for residents and their families to participate, to whatever degree possible, in decisions regarding their level of care, comprehensive care plan and discharge plan.
- To encourage resident autonomy in making choices regarding their activities, personal schedules, interests, family involvement, socialization with other residents and their interaction with the community at-large.
- To provide access to qualified mental health and social service professionals and services to meet the needs of the resident and to intervene appropriately to minimize a resident's mental duress.
- To emphasize the use of less restrictive behavioral management techniques rather than the use of chemical or physical restraints.
- To provide a full range of programming, facilities and wellness education to promote resident health and wellness activity.
- To regularly survey residents through a variety of means to measure their satisfaction with the quality of health and wellness services and to consider resident grievances, needs and desires.
- To support community church involvement and provide a Chaplaincy Program to assist residents with their spiritual needs without regard to their faith orientation.
- To provide residents affected by dementia a caring, secure and stimulating environment which emphasizes resident dignity and meaningful living.



## Sharps Disposal

Always use an appropriate sharps container when disposing of used syringes or chemstick lancets and **never place sharps in the trash**. For your convenience, residents may drop-off full sharps containers at the VPO. Sharps containers are available for purchase in the Manor Shoppe located in the Community Center.

### Appropriate:



### Not Appropriate:





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## Health Services

Cornwall Manor offers a comprehensive Health Services program which is explained in this section of the Resident Services Handbook. Any time you have questions or concerns about any of Cornwall Manor's health services programs; feel free to contact the Vice President of Health Services at 717-675-1545.

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## Residential Living

### **Visiting Physicians Office (VPO):**

The Visiting Physician's Office is located in Freeman Hall on the Second Floor. To schedule physician appointments and for **non-emergency** concerns:

- Call 717-675-1565 between 8:00 a.m. and 4:00 p.m., Monday through Friday
- Call 717-675-1564 between 8:00 a.m. and 4:00 p.m., Saturday and Sunday

Please note that VPO hours may vary due to physician schedules.

#### **1. Initial Health Care Visit:**

The Campus Nurse will visit you within two weeks of your arrival at Cornwall Manor. Feel free to ask questions about our health care services at this time. Should you decide to use our VPO, procedures for your initial health care visit and the process for choosing a physician will be explained.

**NOTE:** On the day of your first physician appointment, bring all medications and prescriptions with you. Cornwall Manor will provide transportation, if requested.

#### **2. Physician Hours:**

Physician office hours vary; please contact the VPO for information about physicians' schedules.

We ask that you make an appointment in advance to see your physician.

#### **3. Examinations/Physicals:**

Each resident is given the option of having a physical performed upon request or as recommended by your physician. The VPO Secretary will arrange your appointment. If a non-VPO physician performs the physical, we request that

## *Health Services (continued)*

copies of all records be sent to the VPO.

The following **MAY** constitute a physical depending upon the physician's evaluation and your requests.

Internal examination	Pap test
Breast check	Rectal examination
Electrocardiogram	Ear, Nose, Throat examination
Lab Studies	

### **4. Choosing a Physician:**

Choosing a physician is a very important decision each resident must make. The physician/patient relationship is the cornerstone of one's health care experience at Cornwall Manor. Fortunately, Cornwall Manor works with a number of very fine physicians who provide excellent medical services at all levels of care.

To learn more about these physicians as well as other available options, please ask for additional information from our Campus Nurse or VPO Secretary.

### **5. Changes in Medical Insurance Coverage:**

Please remember that it is important to update any changes in your medical insurance coverage to the Marketing Coordinator or the VPO so that copies of your cards can be placed in your medical chart and resident file.

## **Campus Nurse:**

### **Purpose:**

The Campus Nurse is responsible for coordinating and supervising health services for individuals living independently on campus. This position functions with direction from the Vice President of Health Services.

### **Location:**

The Campus Nurse's office is located in the VPO on the second floor of Freeman Hall. When the VPO is closed, calls are automatically forwarded to the main Cornwall Manor Front Desk. The Campus Nurse can be paged by the staff answering the telephone. When the Campus Nurse is not on duty, a nurse from the Health Center is responsible for responding to medical emergency calls.

## **Medical Emergencies:**

Emergencies are defined as any situation that you perceive to be an immediate threat to your health or safety.

## *Health Services (continued)*

If you experience a medical emergency, activate the Medical Emergency Alert System by pressing the button on the Medical Emergency Alert pendant or by pressing the RED HELP button or pulling the cord on the wall mounted Medical Emergency Alert station.

Each residence is equipped with the Medical Emergency Alert system. This system includes a wall mounted pull station located in the bathroom and a pendant that can be worn or carried. When a call button is activated, an emergency signal is forwarded to the VPO and Health Center. Additional information about the "Medical Emergency Alert system is found in section F of this book.

**FOR EXTREME MEDICAL EMERGENCIES DO NOT HESITATE TO CALL 911 IF YOU FEEL AN AMBULANCE IS NEEDED.** When you call 911 report the exact location and nature of the emergency, as well as the room, floor, building, or house from which you are calling. After placing the 911 call, hang up and activate the Medical Emergency Alert system.

### **Hospitalization/Hospital Discharge/Follow-Up:**

Cornwall Manor maintains transfer agreements with local hospitals for emergency and acute care needs.

#### **1. Hospital Discharge/Follow-up Care:**

In order for the VPO to maintain accurate health records, plan for your discharge, and provide follow-up care:

- A. Please notify the Campus Nurse when you are scheduling admissions to the hospital for routine services.
- B. The Campus Nurse will keep in touch with the hospital regarding your care and discharge plan.
- C. The hospital will call Cornwall Manor when you are ready for discharge.
- D. The hospital will arrange return transportation for you.
- E. The Campus Nurse and the Campus Social Services Coordinator will visit you in your residence after you return or help to arrange for needed health care services in the form of home health care if necessary.

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## **Personal Care**

### **Licensure:**

Corson Hall is licensed by the Pennsylvania Department of Public Welfare as a Personal Care Home designed for residents who require minimal personal assistance and supervision on a long term basis.

## *Health Services (continued)*

### **Care Provided:**

A Personal Care Home is one in which food, shelter and personal assistance or supervision is provided for residents who do not require the services in or of a licensed long-term care facility, but who do require assistance or supervision in matters such as dressing, bathing, diet, financial management, or medication prescribed for self-administration. For more information, contact the Health Care Admissions Coordinator at 717-675-1554.

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## **Health Center Services**

### **Licensure:**

Cornwall Manor's Health Center maintains licensure for 96 skilled nursing beds. Our Health Center is licensed by the Pennsylvania Department of Health and participates in the Medicare and Medicaid programs.

### **Care Provided:**

In order to be considered in need of skilled nursing care, a physician must prescribe skilled care services that require the supervision of skilled nursing personnel on a 24 hour a day basis. This type of care must be provided on an inpatient basis. There are additional requirements that must be met for services to be covered by Medicare Part A. For more information, call the Health Care Admissions Coordinator at 717-675-1554.

### **Visiting Hours:**

There are no restrictions on visiting hours in the Health Center.

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## **Physical Therapy, Occupational Therapy, and Speech Therapy**

Physical Therapy, Occupational Therapy, and Speech Therapy are available at three locations on-site to all residents.

- Core 1 of the Health Center
- Bradley first floor (next to the Fitness Center) on the Buckingham campus
- Treehouse on the Woods campus

Call Rehab Services at 717-675-1509 for information about scheduling.

---

## **Home Health Care**

Residents who need in-home nursing care or homemaker services should contact the Campus Social Services Coordinator or the Campus Nurse. The staff will assist residents to arrange for these services through area agencies. Such services may require an order from your physician, and residents will be charged by the home health agency at prevailing rates.

Residents utilizing home care must use Cornwall Manor approved providers. Cornwall Manor has policies in place to ensure that home health staff are well-trained and meet required expectations. Residents who wish to contract with a private individual for home health care are required to follow established policies and procedures. If you intend to make use of an agency or an individual to meet home health care needs, please call the Campus Social Services Coordinator at 717-675-1531 for more detailed information.

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## **Ambulance Service**

Ambulance service is available on a 24 hour, seven day a week basis. Because of its proximity to Cornwall Manor, First Aid and Safety Patrol of Lebanon is the designated first responder in most cases requiring transport by ambulance. In cases when First Aid and Safety Patrol is unable to respond, an alternate ambulance service is automatically dispatched.

Ambulance charges that are not covered by Medicare are automatically billed by the ambulance service to the resident's supplemental insurance. Charges for ambulance transport not covered by a resident's supplemental insurance are the responsibility of the resident.

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## **Advance Directive Policy**

### **Position Statement**

In accordance with our Christian tradition, Cornwall Manor upholds a belief in the sanctity of human life, respect for human dignity, and the right to self-determination. In keeping with these traditions, we seek to provide the best possible physical, psychological, emotional, and spiritual care to our residents. To this end, Cornwall Manor encourages the creation of a properly executed advance directive clearly stating a resident's wishes concerning the use or withholding of medical procedures including palliative, life-saving, and life-prolonging measures.

While it is Cornwall Manor's intent to adhere to a properly executed advance directive, circumstances may arise that make it difficult or impossible for Cornwall Manor to comply

## *Health Services (continued)*

with specific directions. For example, instructions may be unclear, or may conflict with generally accepted medical practice; or a dispute may arise among family members, legally appointed guardians or other agents concerned with a resident's course of treatment.

Cornwall Manor also draws a distinction between a resident's right to participate in decisions concerning their medical treatment and actions intended to end a person's life prematurely. Therefore, Cornwall Manor will resist any effort on the part of the resident or his/her agent to introduce methods or obtain assistance to promote the termination of one's own life or the life of another.

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### **Conflict Resolution Committee**

Because of the potential for any of the above mentioned circumstances to develop, Cornwall Manor has established a conflict resolution committee to resolve issues related to conflicting ethical positions or decisions concerning a resident's advance directive, medical treatment or care.

The Vice President of Health Services determines when to call the committee into session and acts as chairperson. The committee's purpose is to examine and evaluate conflicting ethical positions in light of Cornwall Manor policy, state and federal law, relevant regulations, physician orders, resident and third party wishes, and generally accepted medical practice, and to recommend a course of action. If the committee's recommendations do not serve to resolve a particular conflict adequately, the committee is to forward their findings and recommendations to Cornwall Manor's administration.

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### **Final Determinations**

Acting within the scope of its authority, Cornwall Manor's administration is responsible to make all final determinations concerning competing ethical decisions associated with resident care and is responsible to clearly convey the organization's findings, position and associated outcomes to all relevant parties.

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### **A Resident's Right to Self Determination as it applies to Medical Treatment**

In keeping with our Organizational Mission and Christian tradition, Cornwall Manor seeks to provide the best possible physical, emotional, and spiritual care to its residents. Cornwall Manor also recognizes the right to self-determination as it applies to an individual's choice about the course of their medical treatment, including the use of palliative, life-saving and life-prolonging measures.



## *Health Services (continued)*

Cornwall Manor also believes in the sanctity of human life and respect for human dignity and therefore draws a distinction between a resident's right to participate in decisions about medical treatment and a resident's choice to take his or her own life. Therefore, Cornwall Manor will not accept an effort on the part of the resident or his/her agent to introduce methods or obtain assistance for the purpose of taking one's own life; nor will Cornwall Manor accept or act upon instructions which are intended to promote that course of action.

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### **Schedule of Rates and Services**

For information about Health Center or Personal Care rates, please call our Health Care Admissions Coordinator at 717-675-1554.

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### **Urgent Care Facilities**

The information below is provided solely your information. Cornwall Manor has no affiliation with these facilities; this should not be perceived as an endorsement of any kind.

#### **Urgent Care Facilities**

Lancaster General Health Urgent Care      717-675-1788

1701 Cornwall Road, Lebanon, PA 17042

Hours: Monday – Friday, 9:00 a.m. to 9:00 p.m.

Saturday & Sunday, 8:00 a.m. to 8:00 p.m.

Holidays, hours may differ

Med Express Urgent Care ..... 717-272-7469

1010 West Crestview Drive, Lebanon, PA 17042

Hours: Monday – Sunday, 8:00 a.m. to 8:00 p.m.

UPMC Express Care ..... 717-988-0531

1251 East Main Street, Annville, PA 17003

Hours: Monday – Sunday, 8:00 a.m. to 8:00 p.m. (including holidays)

WellSpan Good Samaritan Hospital Emergency Department ..... 717-270-7612

252 S. 4<sup>th</sup> Street, Lebanon, PA 17042

Hours: Monday – Sunday, 12:00 a.m. to 12:00 a.m.



## Pastoral Services

Pastoral Services supports the Mission and Core Values of Cornwall Manor, by providing spiritual care and support for all residents of any faith tradition. There is one full-time chaplain and a part-time associate chaplain available for pastoral care needs.

Pastoral Services provides and leads worship services Sunday afternoons at 2:00 p.m. in Jeanne & Ed Arnold Worship Center located in the Health Center, and at 3:30 p.m. in Zerr Chapel. There are also special services throughout the year.

Some of the ways that Pastoral Services ministers to residents, families and staff is through:

- Counseling and Home Visitation
- Facilitates the Grief Support Group
- Hospital Visitation
- Bible Studies
- Coordinates Pastoral Services Volunteer Ministries:
  - Caring Friends
  - Chapel Volunteers
- Funerals, Memorial Services and Bereavement Counseling
- Employee Counseling and Support

The Pastoral Services office is located in the Freeman Building with the Administrative Suite. The office phone number is 717-675-1524.

### **On-Campus:**

Sunday Worship Services are held at 2:00 p.m. in the Jeanne & Ed Arnold Worship Center (Health Center) and 3:30 p.m. in Zerr Chapel. The service can be heard in the Corson 2<sup>nd</sup> floor lounge. The service is recorded and broadcast on CMTV 956 the following Sunday. (See schedule for time)

The Quaker Meeting of Friends is held on the first Sunday of every month at 10 a.m. in the Bradley Lounge.

### **Off-Campus:**

Residents are encouraged to attend churches in the community. If you are in search of church home, please contact the chaplain for assistance at 717-675-1524.

## *Pastoral Services (continued)*

### **Cornwall/Quentin Area Churches:**

Cornwall United Methodist Church, Rt. 419, Cornwall. The Cornwall United Methodist Church provides bus transportation for Cornwall Manor residents. Call 717-272-0148.

Good Shepherd United Methodist Church, Route 72 near the Plaza Mall. Good Shepherd United Methodist Church provides bus transportation for Cornwall Manor residents. Call 717-272-7741.

Miners Village Mennonite Church, 717-273-0086.

Quentin United Church of Christ, Routes 419 and 72 in Quentin, 717-272-3549.

Rexmont Evangelical Congregational Church, Rexmont Road, 717-272-3549.

Sacred Heart of Jesus Roman Catholic Church, on the crossroads in Cornwall, 717-273-1574.

### **Synagogue:**

Congregation Beth Israel, 411 S. 8<sup>th</sup> Street, Lebanon, 717-273-2669.



## **Social Services**

A network of social services is available at Cornwall Manor to assist persons in need at no additional charge.

### **Individual Assistance:**

When residents are in need of special assistance they may contact the Campus Social Services Coordinator at 717-675-1531 or the Vice President of Residential Living at 717-675-1525.

### **Resident Advocate:**

The Campus Social Service Coordinator and the Vice President of Residential Living serve as the Resident Advocates. In the event a resident desires the assistance of a third party to resolve any issue involving a Cornwall Manor department, individual staff member or neighbor, the Resident Advocate is available to mediate. Please call the Campus Social Service Coordinator at 717-675-1531 or the Vice President of Residential Living at 717-675-1525.

### **Case Management Team:**

Cornwall Manor's "Case Management Team" is led by the Campus Social Services Coordinator and is composed of key staff members. These include the Vice President of Residential Living, the Vice President of Health Services, the Campus Nurse, the Lead Chaplain, and the Therapy Department Manager. The role of this group is to ensure that the physical, social and emotional needs of residents who reside in residential living are identified, evaluated, monitored, and met.

### **Counseling:**

To help persons in the Cornwall Manor Community achieve a well-adjusted, confident, and fulfilling life style, counseling is provided on an individual basis and in group settings.

## *Social Services (continued)*

### **1. Individual Counseling:**

Residents, staff, or family members who are experiencing concerns related to life at Cornwall Manor, are invited to avail themselves of this help. Please contact the Campus Social Services Coordinator at 717-675-1531 or the Chaplain at 717-675-1524 for more information.

### **2. Support Group Involvement:**

Supports groups are available to residents and family members experiencing similar life traumas. For specific information about the support groups see page I-5 or call the Campus Social Services Coordinator at 717-675-1531. For pastoral counseling, call the Chaplain at 717-675-1524.

### **3. Information & Referral:**

The Campus Social Services Coordinator will assist with coordination and referral to a variety of community resources such as in-home care, eldercare, and Area Agency on Aging services in an effort to help residents maintain as independent a lifestyle as possible.

## **Enrichment Programs:**

### **Resident Activities:**

See the extensive list of available recreational activities listed in the "Leisure Time Activities," section L of this manual.



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## Service and Support for the Physically Challenged Residents

### **Support Groups:**

If you would like more information regarding the groups listed below, call the Campus Social Services Coordinator at 717-675-1531 unless otherwise stated.

**Alzheimer's and Dementia Family Support Group** - The Lebanon County support group meets at 6 p.m. on the fourth Wednesday of each month at Linden Village's Community Center, 100 Tuck Street, Lebanon. For more information call 717-274-7400.

**Grief SHARE Group** (S.H.A.R.E. - sorrow, hope, anxiety, recovery, experiences) - meets the first Wednesday each month at 2:00 p.m. in the Boiler House Meeting Room. Please contact the Chaplain at 717-675-1524 for additional information.

**Hearing Loss Support Group** – meets the fourth Tuesday (Jan/Mar/May/Sept/Oct) at 2:00 p.m. or 7:00 p.m. (depending on speaker preference) in the Freeman Auditorium. Please see *Neighborhood News* for exact times.

**Parkinson's Support Group** - meets the fourth Monday of each month (except Dec) at 2:00 p.m. in the Freeman Auditorium.

**Sight Loss Support Group** - meets the first Thursday of each even month at 2:00 p.m. in the Laurel Place 2<sup>nd</sup> Floor Lobby.

**Vision Loss Support Group** - meets each month at VisionCorps in Lebanon. For more information, contact the Campus Social Services Coordinator at 717-675-1531.

**Meeting dates, times and locations are subject to change and are listed in the “*Neighborhood News*” campus activity calendar.**

## *Services and Support for the Physically Challenged (continued)*

### **Support Devices:**

**Assistive Listening Devices** - Assistive Listening Devices for use by individuals are available through Resident Services. These are specifically designed for use with the Laurel Place Theater, Freeman Auditorium and Zerr Chapel and sound systems.

**Hearing Loop** - Available in Bradley Lounge, Health Center Community Room, Freeman Auditorium and Laurel Place Theater Room. A hearing loop is a wire that circles a room and is connected to a sound system. The loop transmits the sound electromagnetically. The electromagnetic signal is then picked up by the telecoil in the hearing aid or cochlear implant. To use a hearing loop, you flip on the t-switch on the hearing aid or cochlear implant to activate the telecoil.

**OPTILEC Magnifying Machine** - Available for all residents use. Located in Laurel Place on the 3<sup>rd</sup> floor, Gateway Lounge and Corson Lower Level.

**Wheel Chair Lift** - Cornwall Manor has several vehicles equipped with a wheelchair lift and can accommodate a varied number of wheelchairs or motorized carts. Contact 717-274-8050 for transportation information.



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## Funeral Arrangements

### Fee for Service Residents

A resident is responsible, at the time of admission, to make appropriate funeral arrangements. The resident shall inform their responsible party and Cornwall Manor of the choices they have made.

A resident's Responsible Party (designated Family Member or Executor of Will) shall:

1. Arrange with the funeral home to remove the deceased from the Hospital/Health Center/Residence.
2. Arrange for services through the funeral home selected.
  - He/She shall contact the funeral home director.
  - He/She shall contact the resident's home clergy person.
  - The Cornwall Manor Chaplain is available to assist in making funeral arrangements and in conducting services depending on availability and travel requirements. The Zerr Chapel is available for funeral and memorial services; contact the Chaplain for arrangements. The Chaplain will not accept an honorarium or any form of gift for services rendered.
3. Inform the Cornwall Manor Chaplain of the date, time, and place of the funeral service as soon as possible. It is our practice to post notices of services to inform Cornwall Manor residents.
4. If the service is to be held in Zerr Chapel and refreshments are desired following interment, please make arrangements through Campus Dining Services at least 48 hours in advance. Charges will be billed to the person making the arrangements.
5. If lodging is needed for immediate family members, occasionally, a guest accommodation may be available on campus. Check with the Front Desk Manager or Receptionist in the Community Center. A per night charge will be incurred. If no guest accommodations are available on campus, there are numerous lodging facilities in the vicinity. Consult the Lebanon Area telephone book or contact the Front Desk Manager or Receptionist in the Community Center for suggestions.

If meals are desired, many restaurants are within easy driving distance; or arrangements can be made--with 24 hour notice--to eat in the Cornwall Manor dining facilities. Contact the Campus Dining Service Supervisor for suggestions and/or arrangements at 717-675-1529.



### ***Funeral Arrangements (continued)***

6. The Marketing Coordinator will provide guidelines to the resident's family or responsible party/POA agent regarding the process to clear the residential living unit.



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## **Guidelines for Weddings at Cornwall Manor**

To be married in Zerr Chapel or other campus locations, the bride or groom should be either a resident of Cornwall Manor or an employee of Cornwall Manor.

### **Scheduling:**

Weddings need to be scheduled through the Chaplain's Office, 717-675-1524. Weddings are scheduled on a first-come, first-served basis. Weddings cannot be held in Zerr Chapel on a Sunday, due to regularly scheduled services and programs.

### **Officiating Clergy:**

If you wish the Chaplain of Cornwall Manor to officiate at your wedding, please state so at the time that you schedule your wedding.

If the chaplain is not officiating or participating in the service, please indicate who will be officiating to the Chaplain. Please have the officiant contact the Cornwall Manor Chaplain.

### **Wedding Service:**

The Chaplain will be glad to work with the couple to personalize the wedding service; to make it unique to the bride and groom.

When the Chaplain of Cornwall Manor is officiating, he or she will provide 4-6 hours of pre-marital counseling, and wedding preparation, following the initial meeting. The chaplain does not accept an honorarium for services.

Couples are responsible for their own supplies pertinent to the wedding, such as the printing of their own bulletins, supplying the unity candles and flowers. Other candles are not permitted.

Couples are also responsible to make arrangements for clean up immediately following the service. Items such as bird seed and rice are not permitted.



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# Employee/Resident Relations

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## Employee Tipping/Receipt of Gifts Policy and Procedure

### **Policy:**

In the interest of maintaining an equitable system of services and to avoid unwarranted accusations and misunderstandings, Cornwall Manor forbids its employees from accepting tips or gifts from residents and/or their representatives.

### **Procedure:**

#### Soliciting, Accepting or Receiving Tips or Gifts

Cornwall Manor employees are prohibited from soliciting, accepting or receiving any tips, gifts, bequests, or articles of value from any resident or any other person on behalf of a resident in return for services provided to the resident at Cornwall Manor. Violation of this policy may be grounds related disciplinary action. Furthermore, the employee agrees that after he/she ceases to be employed by Cornwall Manor, he/she will not solicit or accept any tip, gift, bequest, or any article of value from any resident or any other person on behalf of a resident as a result of services provided to the resident while they were employed at Cornwall Manor. Any article of value given to employees, current or former, by residents or their affiliates, will be allocated as part of the constructive trust for the benefit of Cornwall Manor. That tip, gift, bequest, or article is to be returned to Cornwall Manor upon request. As an alternative, residents may make a gift to the Benevolent Care Program or the Employee Scholarship Program in honor of an employee. This policy is not intended to obstruct the normal exchange of gifts and bequests between employees, former employees and residents when a family relationship exists between such persons.

#### Lost Property

Misplaced/lost property, i.e., wallets, watches, jewelry, purses, etc., found on campus or in Corson Hall, are to be turned in to the Front Desk in the Community Center for identification and, if possible, returned to the owner. Items found in the Health Center, are to be turned in to the Health Services Scheduler. No rewards (monetary or non-monetary) may be accepted by an employee for the recovery of misplaced or lost property. If lost items are not claimed within 3 months of being found, they are to be turned over to the Treasure Trove. Lost items of significant value (greater than \$50.00) are to be turned over to the Finance Department.

#### Disposition of Personal Property Upon the Death or Transfer of a Resident to Another Level of Care

If, upon the death or transfer of a resident, personal property is designated either verbally or in writing to be given or sold by the resident or his/her responsible party to an employee, the employee is to refuse such offers and instead direct the resident and/or the family to

## *Employee Tipping/Receipt of Gifts Policy & Procedure (continued)*

the Resident Services Department for appropriate guidance concerning the sale or donation of such property. Such property may be made available for sale to all employees through the Treasure Trove, an announcement placed in the employee newsletter, or posted on resident and employee bulletin boards.

### Tips or Gifts Offered by Guests or Visitors

All tips or gifts offered to employees by visitors or guests are to be refused. Should an employee discover money left as a tip on a table at the Manor Café or in any of Cornwall Manor's dining rooms or guest accommodations and it cannot be returned, the money or gift is to be given to the employee's direct supervisor. In turn, supervisors are to forward such money or gift to the Administrative Assistant for Advancement. Proceeds are to be deposited into the Employee Scholarship Fund.

### Tips or Gifts Offered in Recognition of Special Occasions

Money or gifts received in recognition of special occasions such as birthdays, anniversaries or holidays are likewise considered inappropriate and should either be refused or forwarded to one's supervisor, who, in turn, is to forward it to the Administrative Assistant for Advancement. The employee may decide whether proceeds are to be deposited into the Employee Scholarship Fund or the Residents' Association Gift Fund for Hourly Employees.

### Sale/Purchase of Resident Property

From time to time residents may wish to offer personal property for sale and employees may be interested in purchasing such items. In these cases, employees are to direct the resident to the Resident Services Department for appropriate guidance concerning the sale of such property. Cornwall Manor has a corporate compliance plan that all employees must follow. Resident property must be offered for sale to all employees through the Treasure Trove, an announcement in the employee newsletter, or posted on resident and employee bulletin boards.

### Tips and Gifts offered to the Chaplain

Cornwall Manor's chaplain is not to accept tips or gifts, whether monetary or non-monetary, for services rendered as an employee of Cornwall Manor. Those interested in providing a donation in recognition of services provided by the chaplain are to be referred to the Administrative Assistant for Advancement. Proceeds given in recognition of the chaplain's services may be designated for deposit into the Employee Scholarship Fund, the Resident Association Gift Fund for Hourly Employees, or Cornwall Manor's Benevolent Care Fund.

### Procedure for Employee Reimbursement to Cornwall Manor for Gifts or Articles of Value

Cornwall Manor staff are strongly discouraged from accepting gifts or articles of value from residents and/or resident family members. However, if an employee is unable to refuse the gift or article of value, they must consult the Compliance Officer first for guidance. In some circumstances, the employee may keep the gift if they reimburse Cornwall Manor for the fair market value of the item(s) in question. The Compliance Officer will assist in calculating fair market value. Payment must be made in the form of a check made payable to Cornwall Manor in the amount agreed upon and marked "Corporate Compliance Reimbursement." The check is to be presented to the Advancement Office. The employee may designate

## *Employee Tipping/Receipt of Gifts Policy & Procedure (continued)*

into which of the following funds he/she wants their money to be deposited (e.g. The Residents Association Gift Fund for Hourly Employees or the Employee Scholarship Fund). In such cases, reimbursement to Cornwall Manor is not tax deductible as a charitable gift.

### Residents Association Gift

The Cornwall Manor Residents Association, at its discretion, utilizes the Residents Association Gift Fund for Hourly Employees as a means to recognize the outstanding service provided by Cornwall Manor employees throughout the year. This fund is solicited and administered by the residents themselves and is entirely voluntary. It was established by the Residents Association as an alternative to the tips and gifts which residents might otherwise feel inclined to provide to employees.

Nothing in this policy shall be construed as prohibiting an employee or former employee of Cornwall Manor from soliciting a gift or bequest from a resident or any other person when such solicitation is performed for the benefit of Cornwall Manor or Cornwall Manor's programs such as the Employee Scholarship Fund.

### Unusual Circumstances

There are rare occasions when unforeseen tragedy may have a profound effect on a member of the Cornwall Manor community (i.e. staff member, staff family members, resident, or board member). In such cases, it is the prerogative of the Corporate Compliance Committee to allow for the contribution of money and/or valuables (i.e. furnishings, specialized equipment, vehicles, etc.) on behalf of such individuals. Decisions concerning unusual circumstances will be made by the committee on a case-by-case basis.



## **Independent Contracting of Employees**

### **Policy**

There are occasions when residents request employees to perform services for pay or on a volunteer basis during off-duty times, on or off the Cornwall Manor campus. This policy is established to address this type of arrangement.

### **Procedure**

Cornwall Manor realizes that there are times when residents cannot or choose not to perform certain tasks that are considered their responsibility. In these instances, when approved by the Vice President of Residential Living, it is acceptable for residents and employees to enter into an independent contractor arrangement or for an employee to volunteer their time to complete a task. Employees must contact the Vice President of Residential Living prior to committing to the task or service. The Vice President of Residential Living will decide whether the task is within the guidelines of the Cornwall Manor Independent Contracting Policy as Cornwall Manor prohibits employees from independent contracting or volunteering with residents for services already provided or made available by the facility. This policy is only approved for employees to enter into an agreement with residents in independent living. It is prohibited between employees and residents in Corson Personal Care or the Health Center.

Employees who visit at the invitation of residents as independent contractors or as volunteers are not subject to the half hour "no loitering" rule. Tips, gratuities, and gifts given to employees by residents or family members continue to be prohibited. (Please refer to the "Employee Tipping/Receipt of Gifts Policy," page J-1.)

It should be understood by any and all employees and residents who enter into an independent contractor/volunteer arrangement, that Cornwall Manor accepts no responsibility and/or liability for the quality of work, breakage, damage, theft, injury, amount/fairness of fees, or for any other matter arising from such an arrangement. It should also be understood that any employee who enters into such an arrangement accepts responsibility for all taxes, fees, and/or liability that may result from such an arrangement. Cornwall Manor equipment or property may not be used. Finally, this policy does not obligate any resident or employee to enter into any independent contractor arrangement against their wishes.

### **Conclusion**

Questions regarding interpretation and implementation of this policy should be directed to the Vice President of Human Resources or the Vice President of Residential Living.



## **Resident Advocate**

The Campus Social Services Coordinator and the Vice President of Residential Living serve as the Resident Advocates. In the event a resident desires the assistance of a third party to resolve any issue involving a Cornwall Manor department, individual staff member or neighbor, the Resident Advocate is available to mediate. Please call the Campus Social Services Coordinator at 717-675-1531 or the Vice President of Residential Living at 717-675-1525.





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## Conveniences

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## Conveniences Schedule

Conveniences	Location	Phone # or Extension	Days & Hours
Craft & Activity/Game Room	Laurel Place 1st Floor – north end	717-675-1521	Activity/Game room - see schedule for availability Craft room - always open for crafts
Gateway Library	Gateway 2nd Floor	Ext. 1701	Monday, Wednesday, Friday, 1pm-3:30pm Tuesday, Thursday, 9:30am - 11:30am
Hair Salon	Wellness Center	717-675-1537	Wednesday, Thursday & Friday by appointment (no walk-ins) <u>Manicures</u> - by appointment
Hearing Care Center	Laurel Place 1st Floor - CMTV Room	717-274-3851	1 <sup>st</sup> & 3 <sup>rd</sup> Wednesday, 8:00am-12pm By appointment
Jonestown Bank & Trust	Wellness Center	717-769-2818	Monday, Wednesday & Friday 8am-Noon for banking and accounting services 1pm-5pm by appointment for personal financial consultations
Manor Shoppe	Community Center	Ext. 1626	Monday - Friday, 9am-1pm Saturday, 11am-1pm Closed Sunday
Manypenny Recreation Room	Chapel: lower level	Ext. 1711	Always open-see schedule posted on the door for scheduled activities.
Prescription Service	Drop off: VPO or Front Desk	717-675-1565	Monday-Friday delivery 12pm & 6pm Saturday delivery 12pm
Seamstress	Wellness Center Meeting Room	None	1 <sup>st</sup> & 3 <sup>rd</sup> Wednesday, 3:30pm
Treasure Trove	Rear of the Buckingham Mansion	717-675-1534	Wed, 12pm-4pm Sat, 10am-2pm
Worship Service <ul style="list-style-type: none"> <li>Jeanne &amp; Ed Arnold Worship Center</li> <li>Zerr Chapel</li> </ul>	<ul style="list-style-type: none"> <li>Community Room</li> <li>Zerr Chapel</li> </ul>	Ext. 1524  Ext. 1524	Sunday 2pm  Sunday 3:30pm



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## Convenience Services

These special services provide our residents with all the special conveniences that can make a community a comfortable place in which to live.

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### **Banking Services:**

#### **On Campus:**

##### **1. Jonestown Bank & Trust, Cornwall Manor Branch:**

Full Service Banking, Checking, Savings, Certificates of Deposit, Safety Deposit Boxes, Personal Loans, Investments and Trust Services.

Location: Wright Family Wellness Center

Hours: Monday, Wednesday, and Friday  
8 a.m. to 12:00 p.m. – available for banking and account services  
12:00 p.m. to 1:00 p.m. – closed for lunch  
1:00 p.m. to 5:00 p.m. – available for personal financial consultations

Call: 717-769-2818

##### **2. Front Desk Check Cashing Service:**

Resident checks (from your personal bank) up to \$40.00 may be cashed. Checks must be made payable to Cornwall Manor.

Location: Front Desk in the Community Center.  
(Please use only when Jonestown Bank & Trust is closed.)

Hours: Sunday through Saturday (including holidays) - 7 a.m. to 7 p.m.

#### **Off Campus:**

Transportation to local banks is available through Cornwall Manor transportation services. Call the Front Desk at 717-273-2647.

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## *Convenience Services (continued)*

### **Mail:**

#### **1. Box Locations:**

You will find resident mail boxes on the main floor of each residential building. Residents of houses on the Buckingham Campus are assigned mailboxes in the Community Center next to the Front Desk. The Woods and Gatehouse Lane resident mailboxes are conveniently located in each neighborhood.

#### **2. Incoming Mail:**

Mail is normally delivered between 1:00 p.m. and 3:00 p.m. Delivery times may vary due to inclement weather and/or heavy incoming mail.

All incoming mail should be addressed in this format for residents residing at the Buckingham Campus:

##### **First Class Mail:**

Resident Name  
Apartment Name & Number  
or Street Address  
P.O. Box 125  
Cornwall, PA 17016-0125

##### **Packages:**

Resident Name  
Apartment Name & Number  
or Street Address  
1 Boyd Street  
Cornwall, PA 17016-0125

All incoming mail should be addressed in this format for residents residing at the Woods Campus:

##### **First Class Mail and Packages**

Resident Name  
Street Address  
Lebanon, PA 17042

#### **3. Outgoing Mail:**

Drop in the marked slot next to mailboxes. Outgoing mail will be picked up at the time of mail delivery.

#### **4. Cornwall Manor Inter-Campus Mail:**

Cornwall Manor office mail and mail to Cornwall Manor residents may be dropped in the same place without postage but marked Campus Mail. In the Woods, use the designated outgoing campus mail slot. **Please do not use decorative seals in lieu of stamps.**

#### **5. Temporary Forwarding of Mail:**

See the Front Desk in the Community Center for a mail forwarding form. This form must be filled out one week in advance of extended (one month or

## *Convenience Services (continued)*

more) vacations so forwarding arrangements can be made. An approximate date of return is required to stop forwarding mail five days before a residents' return. First class mail and certain magazines can be forwarded for a maximum of 90 days as stated by the postal service. Mail that cannot be forwarded will be held for the resident.

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### **Notice of Absence Form:**

If you are going to be away from Cornwall Manor overnight or for a longer period, please notify the Front Desk in the Community Center by:

1. Fill out a temporary **Notice of Absence Form**. These may be obtained at the Front Desk in the Community Center. It will be kept on file at the Front Desk in the Community Center until you return.

Sample form:

Date Received: _____
<b>Cornwall Manor Notice of Absence</b>
Name: _____
Address: _____
Date: Leaving: _____
Returning: _____
Hold Mail: <input type="checkbox"/> Yes <input type="checkbox"/> No
(Your mail will remain on hold until you contact the Front Desk)
<u>Temporary Address (motel or home of):</u> _____
Phone: _____
Names of people authorized to pick up your mail in your absence: _____

2. Email the Front Desk at **frontdesk@cornwallmanor.org**. This email address is for **Notice of Absence ONLY**. Do not email any other information or requests to this email address.

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### **Stamps:**

Stamps (First Class) are available at the Front Desk for purchase. Special orders for rolls of stamps or larger denominations can be placed, along with payment, at the Front Desk for next day pick up or placed in your mailbox the next day.

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## *Convenience Services (continued)*

### **Post Office:**

Location: Cornwall Manor Gatehouse Lane Area

Lobby Hours: Monday - Friday, 8 a.m. to 6 p.m.  
Saturday, 8 a.m. to 12:30 p.m.  
Closed Sundays and Holidays

Window Hours: Monday - Friday, 8 a.m. to 12:30 p.m.  
2 p.m. to 4:30 p.m.  
Saturday, 9 a.m. to 11:30 a.m.

Last mail pick-up from Cornwall Post Office Box is 3:45 p.m.

Telephone: 717-273-7961

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### **Newspapers/Newsletters:**

Most major and local newspapers can be ordered by calling the Front Desk in the Community Center at 717-273-2647. Newspapers can also be purchased on a daily basis, after 8:30 a.m., at the Community Center newspaper stand. The Lebanon Daily News can be ordered for home delivery by calling the Lebanon Daily News directly.

#### **1. ManorLife:**

Published two times a year for residents, friends and employees of Cornwall Manor. Delivered to residents through campus mail.

#### **2. Neighborhood News:**

Published monthly and delivered to Cornwall Manor residents. Special events, calendar, announcements, and news. Please contact the Public Relations Department to place items in the "news" at 717-675-1514.

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### **Prescription & Non-Prescription Pharmacy Items:**

Both prescription and non-prescription items may be obtained through HersheyCare Pharmacy by leaving your prescription or request for an item at the Front Desk in the Community Center or outside the Visiting Physicians Office. Prescriptions need to be dropped off by 9:00 a.m. to receive next day's return.

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## *Convenience Services (continued)*

### **Campus Hair Salon / Health Center Beauty Shop:**

#### 1. Campus Hair Salon

Location: Wellness Center

Hours: Wednesday, Thursday and Friday by appointment (*no walk-ins*).  
Manicures by appointment.

Telephone: 717-675-1537 to schedule an appointment.

#### 2. Health Center Beauty Shop

Location: Core 1 in the Health Center.

Hours: Monday and Tuesday by appointment.

Telephone: 717-675-1551 to schedule an appointment.

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### **The Manor Shoppe:**

The Manor Shoppe is sponsored by the Cornwall Manor Society and is staffed by volunteers. The Manor Shoppe sells an array of gifts, cards, candy, and convenience food items. Proceeds benefit the Health Center and Personal Care.

Location: Community Center

Hours: Monday through Friday, 9:00 a.m. - 1:00 p.m.  
Saturday, 11:00 a.m. - 1:00 p.m.  
Closed Sunday

Telephone: 717-273-2647, ext. 1626

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### **Treasure Trove:**

The Treasure Trove is sponsored by the Cornwall Manor Society and is staffed by volunteers. Contributions can be brought to the Treasure Trove on sales days or have maintenance deliver the items. The Treasure Trove takes most anything. Proceeds benefit the Health Center and Personal Care. Call 717-273-2647 for more information.

Location: Treasure Trove (located at the rear of the Buckingham Mansion)

Hours: Wednesday, 12:00 p.m. - 4:00 p.m.  
Saturday, 10:00 a.m. - 2:00 p.m.

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## *Convenience Services (continued)*

### **Woodshop:**

The Woodshop is a place where residents can pursue their own woodworking hobbies or volunteer to help others with their projects or resident requests. Any resident interested in using the Woodshop may do so upon orientation/training and approval from the Woodshop chairperson or their designee. Residents who wish to use the Woodshop frequently may obtain a key from the Campus Activity Coordinator at 717-675-1521. There is no fee for services provided, however; residents are expected to cover all material costs, and are encouraged to make a donation. Proceeds from services rendered, benefit the Cornwall Manor community through purchasing capital items or making a contribution to benevolent care.

Examples of Woodshop services:

- Furniture repairs, such as fixing loose joints on chairs, tables, and case furniture
- Furniture refinishing projects
- Small construction projects, such as shelves and picture frames
- Lamp repair, such as replacing cords and sockets
- Caning and rushing chair seats
- Assembling kit furniture
- Building puzzle boards

Location: Mule Barn (south of the Health Center)

Hours: Weekdays as staffed by volunteers. No set hours.  
Woodshop volunteers meet every Monday, 1:00 p.m. – 3:00 p.m.

Telephone: For resident requests, call 717-273-1058 and leave a voice mail message. A woodshop representative will make contact with you once the message is received.

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### **Personal Laundry:**

Washers and dryers are available on each floor of some apartment buildings, in each apartment of some apartment buildings, and in each house. Special laundry services are available to those unable to do their own laundry, at the prevailing rate. Please contact housekeeping at 717-675-1522 for more information. There are also coin operated machines on the first floor of Laurel Place.

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### **Lost and Found:**

Check at the Front Desk in the Community Center for missing items or to turn in found items.

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## *Convenience Services (continued)*

### **Seamstress:**

1<sup>st</sup> & 3<sup>rd</sup> Wednesday of each month. Check the activity calendar for schedule.

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### **Shoe Repair:**

The Cornwall Manor mini bus can take you to Dinunzio's for shoe repair. Call the Front Desk at 717-273-2647 to make arrangements.

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### **Wedding Anniversary Announcements:**

For 50th, 55th, 60th, 65th, etc. wedding anniversaries, the Public Relations Department will arrange for a press release and photo at no charge. Call 717-675-1514.



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## **Cable Television Information**

Comcast is the only cable television provider at Cornwall Manor. Residents can elect to subscribe to cable directly from Comcast and are responsible to arrange services from Comcast. Rates and services are set by Comcast and subject to change. Monthly Comcast statements are billed directly to the resident.

Comcast offers bundling services for Cable, Internet and Phone.

Residents interested in utilizing Comcast services must contact Comcast Xfinity at 1-800-934-6489.

If Comcast services are cancelled, the resident is responsible to return all Comcast equipment. Cornwall Manor team members cannot return rented equipment on behalf of a Comcast customer.

Please call the Marketing Department for additional details or assistance.



## Cornwall Manor Television (CMTV)

### **Policy:**

Cornwall Manor Television (CMTV), our in-house programming system, is broadcast on Channel 956. CMTV is intended to act as a means to enhance communication, educate, and build a sense of community among Cornwall Manor residents. CMTV programming is primarily comprised of information and other subject matter relevant to residents. While CMTV is not to act as an additional source of television entertainment, it may be useful at times as a means to extend campus events, feature presentations, and relevant meetings to residents who would otherwise find it difficult or impossible to participate.

### **Procedure:**

The Resident Services Department is responsible for the administration of CMTV broadcasting. This includes editing, program scheduling, program formatting, the coordination of staff and volunteers associated with CMTV, and the use, repair, exchange or upgrading of technical equipment.

The following broadcasting formats are available:

- Written announcements with graphics accompanied by background music.
- Written announcements accompanied by graphics, music and voice over feature.
- Live broadcasting of announcements, debates, meetings, etc. (currently from the campus activities room only)
- Transmission of video taped events and special features.

Cornwall Manor staff or residents who wish to broadcast or contribute material for programming must discuss their request with the Vice President of Residential Living. At the time of the discussion, the Vice President of Residential Living may request additional information or details regarding the broadcast request. Broadcast requests will be accepted based on their appropriateness, timing, the importance of the subject, the subjects' value to residents as well as other relevant broadcasting priorities. All programming is approved by the Vice President of Residential Living or his/her designee prior to broadcasting. All ideas and concerns regarding CMTV are submitted to the Vice President of Residential Living.

**Note:** Residents will not be able to receive our in-house programming system with satellite dish television or with Comcast IP video.



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## Residential Carports

Carport use is available on a limited basis for residents living in Laurel Place, Gateway and Westwood Apartments. Residents are charged a one-time fee of \$2,500.00 for use of a carport. Residents interested in using a carport must complete the Carport Reservation Form. Please contact the Marketing Administrative Assistant to receive a copy of the form. Names are placed on the carport waiting list in priority order based on the date of reservation.

When a carport is available, residents on the waiting list will be notified by the Marketing Administrative Assistant. The one-time fee of \$2,500.00 is due upon notification and acceptance of an available carport. The use of the carport is restricted to the resident who paid for the use of the carport only.

Residents do not retain use of the carport in the event they no longer have a car or move to a higher level of care. Vehicles that are no longer being driven must be removed from campus.

The following refund policy is in effect for any resident who vacates their carport space:

**If a resident vacates the carport within:**

1<sup>st</sup> year of use  
2<sup>nd</sup> year of use  
3<sup>rd</sup> year of use  
After 3<sup>rd</sup> year of use

**Refund:**

75% refund  
50% refund  
25% refund  
0 refund

Residents who wish to vacate their carport should notify the Marketing Administrative Assistant in writing. Any refund due will be processed after written receipt of notification.



## Guest Accommodations

Cornwall Manor recognizes and encourages residents to extend hospitality to family and friends. Cornwall Manor has established guest accommodations to be used primarily by visitors of Cornwall Manor residents if space is not available within their home. Guest accommodations can be reserved 1 year in advance of current date. For reservations, contact the Front Desk in the Community Center at 717-273-2647.

### **Guest House Occupants will Abide by the following Rules:**

1. Length of stay is not to exceed seven (7) consecutive days unless approved by the Vice President of Residential Living or the Front Desk Manager.
2. Keys may be picked up at the Front Desk in the Community Center after 2:30 p.m. on the day of check-in. **Keys shall be returned to the Front Desk by 10:00 a.m. on the day of checkout.** Delay in vacating or turning in the keys will incur an additional fee.
3. Charges will be billed to the resident making reservations unless otherwise arranged in advance.
4. Current charges for the Guest Accommodations can be obtained by calling the Front Desk in the Community Center.
5. Costs related to misuse or damage will be charged to the resident making the reservation. A second occurrence of this nature will result in permanent loss of guest accommodation privileges.
6. Guests staying for more than one night should register and obtain a visitor parking card from the Receptionist in the Community Center.
7. **Smoking is prohibited** inside all guest accommodations. Receptacles are available at designated outdoor locations for our guests who desire to smoke.
8. Pets are not allowed in guest accommodations, except for service animals.
9. Guests shall use calling or credit cards, or reverse charges when making long distance phone calls.
10. Utensils, dishes and other kitchen items used during a visit shall be washed and put away prior to departure. Additional cleaning charges may apply for extra cleaning time.

### *Guest Accommodations (continued)*

11. For housekeeping needs, call 717-675-1522 (between 8:00 a.m. and 4:00 p.m.), or 717-273-2647 (after 4:00 p.m.).
12. For maintenance emergencies, concerns or issues, call 717-274-8056 (between 8:00 a.m. and 4:00 p.m.), or 717-273-2647 (after 4:00 p.m.).



## Resident Guests

### **Accommodations for Resident Guests:**

The following alternatives are available for resident guest consideration.

- Local Hospitality Facilities: The Lebanon area offers many options to visitors for overnight accommodations. Information about local facilities can be obtained at the Front Desk in the Community Center.
- Cornwall Manor Guest Accommodations: Cornwall Manor has designated guest facilities for overnight stays available by reservation on a first-come, first-served basis. Information can be obtained about guest accommodations from the Front Desk in the Community Center.
- A guest may stay in a resident's dwelling (Residential Living only) provided the unit is under contract with Cornwall Manor, the guest has permission from the resident to utilize the accommodation, and the guest agrees to abide by applicable Cornwall Manor policies and procedures. Guests, who wish to utilize a resident's accommodation in their absence or as part of an exchange program, must notify the Vice President of Residential Living prior to occupancy.

### **Length of Stay in Resident Accommodations:**

Guests staying in a resident living space longer than 2 nights must register at the Front Desk at the on-set of their stay. A guest's length of stay should not exceed 14 days. Resident guests, who wish to extend their stay beyond a 14 day period, must have their request for an extension approved by the Vice President of Residential Living. Extensions may be granted based on guest or resident need or other extenuating circumstances. All requests for extensions should be made three weekdays prior to the expiration of the initial 14 day stay.

### **Use of Cornwall Manor Facilities by Resident Guests:**

Procedures associated with the use of Cornwall Manor's facilities are outlined in the Resident Handbook. **It is the resident's responsibility to make all guests aware of the Resident Handbook and inform them of their responsibility to be knowledgeable of and abide by the policies and procedures contained therein.**

Resident guests should take special note of Cornwall Manor's "Vehicle Registration Policy," page E-12.



### *Resident Guests (continued)*

Guests who have pets accompany them during their visits should adhere to Cornwall Manor's Pet Policy as outlined in the Resident Handbook.

All resident guests, 17 years of age or younger, who wish to utilize Cornwall Manor facilities, must do so under the direct supervision of the host resident or other responsible adult.

Failure by guests to abide by any of Cornwall Manor's policies and procedures may result in their exclusion from specific Cornwall Manor programs, facilities, or from Cornwall Manor property entirely.



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## Guidelines for using Cornwall Manor Facilities and Scheduling Special Events

The use of Cornwall Manor facilities for special events is limited to Cornwall Manor residents, employees and trustees and / or immediate family, unless special permission is obtained from Cornwall Manor Administration. The term “Event Sponsor” referred to in this document refers to the department, resident, group, or individual requesting or hosting the event.

1. The Event Sponsor is responsible for scheduling the meeting or event. Please contact the Campus Activity Coordinator at 717-675-1521 as far in advance of the meeting or event as soon as possible in order to avoid conflicts. The Campus Activity Coordinator is responsible for keeping a master schedule of all activities and meetings to be held in all Campus facilities, except the Health Center and Administrative offices.
2. The Event Sponsor is responsible for contacting the Campus Dining Services Supervisor at 717-675-1529 to make arrangements for catered events. Prices vary depending on the number of guests, staff, time, and menu chosen. **A minimum of four weeks’ notice is needed for refreshments and six weeks’ notice is needed for meals** (*exception – shorter notice is acceptable for memorial or funeral luncheons*). Catering is subject to staff and space availability.
3. If the event does not require catering services but a special set-up is needed, the Event Sponsor is responsible to contact the Housekeeping Manager at 717-675-1522.
4. Do not use the billiard tables, TV’s, projectors, sound systems, or other equipment without permission or training.

Please make the people associated with your group aware of the following requests at your first meeting.

- ♦ Residents consider Cornwall Manor their home. As such, please be mindful of noise levels. Many common areas and meeting rooms are in close proximity to resident accommodations.
- ♦ Please leave the room and bathroom facilities as you found them. Our housekeeping staff will appreciate your thoughtfulness.
- ♦ Please turn off lights as you leave the room. Energy savings is an important issue

## ***Guidelines for using Cornwall Manor Facilities and Scheduling Special Events (continued)***

to our residents.

- ♦ Please familiarize all group participants with the exterior fire exits closest to your meeting area. If a fire alarm should sound, please leave the building immediately.
- ♦ Please make note of the closest telephone with an outside line.
  - To obtain an outside line, dial 9 and then the ten digit number.
  - For health emergencies, dial 9 and then 911.
  - For Cornwall Manor Security, dial 9 and then 717-273-2647 and listen to the automated operator and follow the prompts for Security.

If you have any questions regarding the use of our facilities, please contact the Vice President of Residential Living at 717-675-1525, the Campus Activity Coordinator at 717-675-1521, or the Campus Dining Services Supervisor at 717-675-1529.



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## **Guidelines for Partisan Political Activity at Cornwall Manor**

Guidelines described below are designed to provide a general understanding about the use of Cornwall Manor common areas for political activities. These are general guidelines intended to promote harmony among residents and to help address unanticipated situations as they arise.

- I. Cornwall Manor common space cannot be used for any partisan political activity. This includes all lounges, meeting rooms, auditorium, grounds, etc.
- II. Residents may host partisan political activities in their personal residence.
- III. Partisan political activities specifically prohibited in common spaces include:
  - a. Political candidate visits, fundraising, or campaigning.
  - b. Partisan presentations, movies, or other events promoting a specific candidate or political party.
  - c. Distribution of campaign materials.
- IV. Elected officials conducting informational meetings or constituent service are not considered partisan political activities.
- V. Informational programs about existing government laws and programs are not considered a political activity. (for ex., programs about Medicare, Medicaid, Affordable Care Act, Advanced Directives/Living Wills, etc.).
- VI. Resident discussion groups in common spaces are encouraged and generally are not considered to be a partisan political activity.
- VII. Political signs are not permitted in yards, windows, or outside of campus buildings (refer to Outdoor Aesthetics Standard in Handbook)
- VIII. Door to door campaigning for a political candidate is prohibited on Cornwall Manor property.



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## Key Disbursement and Replacement Policy

### **Accommodation Key/Key Card/Key Fob:**

Accommodation keys or key cards are distributed to residential living residents during the move in process by the Marketing Department. They usually consist of:

- 2 sets of house keys or apartment keys
- 1 key card per resident where applicable
- 2 mail box keys
- 2 building entry keys and/or one key fob per resident where applicable

### **Wellness Center Membership Key:**

Wellness Center members are issued one key for entry into the pool and/or fitness area by the Wellness Coordinator at the time of initial membership.

### **Replacement Key/Key Card/Key Fob:**

If a replacement key or key card is needed because of loss, or additional keys or key cards are desired, a Key Duplication Form is filled out and signed by the intended recipient. The Key Duplication Form is available through the Resident Services Department or the Marketing Department.

#### **Fee for Replacement:**

- In the case of a resident, the Key Duplication Form is forwarded to the Marketing Department for processing and then to the Finance Department where a Key Duplication Fee is posted on the resident's next monthly bill.
- In the case of a Wellness Center member who is not a resident, a Key Duplication Form along with a cash payment is collected by the Wellness Coordinator and forwarded to the Finance Department for processing.

### **Return Key/Key Card/Key Fob:**

Residents are instructed to return accommodation keys, key card, and fobs to the Marketing Department upon vacating an accommodation or the Wellness Coordinator when a Wellness Center membership is discontinued. Keys that are not returned are subject to replacement fees.



## **Motorized Carts**

Cornwall Manor permits the use of motorized carts on its campus. Motorized carts include carts designed for a single operator (scooters & electric wheelchairs), carts (with or without trailers) which may transport more than one person at a time (including golf carts), and Segways®.

The following rules have been established to protect both the cart operator and pedestrians:

### **Cart Registration**

All residents who intend to use a motorized cart shall request a Cart Registration Form from the Campus Social Services Coordinator. The form shall be completed and returned to the Campus Social Services Coordinator within one week of acquiring the cart. All cart owners will receive an orange traffic flag after they have successfully completed motorized cart safety training with the therapy department. Cornwall Manor reserves the right to assess and require additional motorized cart safety training and to deny use of a motorized cart if the user is determined incapable of operating his/her cart in a safe manner.

### **Insurance/Accidents**

Residents are responsible to obtain necessary insurance for the operation of a motorized cart. Residents should consult their renters insurance policy concerning the existence of appropriate liability coverage (100,000.00 minimum is recommended). Incidents involving injury or property damage must be documented by the cart owner using an Incident/Accident report. Reports can be obtained at the Front Desk in the Community Center.

### **Storage and Parking of Carts**

Carts shall be stored in a resident's apartment or upon specific request, other locations approved by the Vice President of Residential Living. Approved locations may vary between accommodations based on building design. Motorized carts may not be stored in hallways or open common areas such as lounges without permission. Golf carts must park on a paved surface, not on the grass or sidewalks. Grass parking is permitted only when there is no paved surface available.

## *Motorized Carts (continued)*

### **Safety Precautions and Cart Courtesy**

1. All carts shall be equipped with a signaling device or horn to alert pedestrians of the carts approach.
2. All carts shall be equipped with front, rear and side reflectors.
3. Carts with handlebars are to be equipped with a rear view mirror to use for backing up.
- \*4. All carts shall display a 5' Traffic Flag. The flag will be obtained from the Campus Social Services Coordinator after motorized cart safety training has been successfully completed with the therapy department. The traffic flag will be mounted for display by the maintenance department.
- \*5. The speed limit for motorized carts is limited to a walking pace on sidewalks and in hallways. A governor may be required to limit a cart's speed.
6. Extreme caution should be used on campus roads and traffic regulations must be followed, this includes, but not limited to stopping at stop signs, yielding to pedestrians, and keeping to the right side of the roadway. Carts must not be operated on campus roadways after dusk, unless equipped with a white headlight on the front and a red light on the rear of the cart.
7. The Commonwealth of Pennsylvania Motor Vehicle Code prohibits the use of unlicensed vehicles (i.e. motorized carts) on all public roadways. This includes Boyd Street and all other roadways adjacent to Cornwall Manor property. Carts may be used on the Rail Trail to travel between campuses at the resident's risk.
- \*8. Extreme caution must be used when operating a cart indoors, especially when backing up, entering and exiting an elevator, or rounding hallway corners.
9. Cart owners are responsible for injuries or damage caused by their cart.
- \*10. Motorized carts are not permitted on the pool deck unless prior authorization is granted by Cornwall Manor administration.
11. Cornwall Manor reserves the right to discontinue individual use of motorized carts due to injuries, property damage or unsafe operation.
- \*12. Transportation of a motorized cart on the Cornwall Manor van requires the resident to relocate to a van seat with proper safety restraints. The cart will be secured in the vehicle.
- \*13. The dining room area maintains a designated motorized cart parking area (see dining services staff for locations).
14. Administration reserves the right to require a resident to be re-evaluated for the safe operation of their cart on a case by case basis.
- \*15. Motorized carts are not permitted in stairwells during fire alarms.

***\*Does not apply to golf carts.***

Questions should be directed to the Vice President of Residential Living.



## Pets at Cornwall Manor

Cornwall Manor recognizes the importance of pets to residents. At the same time, Cornwall Manor recognizes the rights of other residents not to be disturbed or inconvenienced or have their health and safety threatened by pets living within or near the Cornwall Manor community. Pets of families living in neighboring communities or pets of visitors to Cornwall Manor are welcome during daylight hours with the expectation that they will be controlled at all times by their owners. Cornwall Manor residents owning pets will be expected to register them with the Campus Social Service Coordinator and to abide by all procedures relating to pet care.

Cornwall Manor residents will be permitted to have one pet in their apartment or house. Dogs are permitted only in houses and patio apartments. Administration will consider applications for ownership of additional pets on a case by case basis. Ownership is contingent upon the following:

### **(1) Pets must be:**

- a. All pets must be registered with Cornwall Manor by completing a Pet Registration form and attaching a picture of the pet to the form. Contact the Campus Social Services Coordinator for a Pet Registration form.
- b. Properly vaccinated against diseases, i.e., rabies, feline leukemia and wormed.
- c. Kept clean and pest free and given prompt veterinarian care if sick.
- d. Of small to moderate size. Dogs living in patio apartments must not be larger than 30 pounds.
- e. **Kept on a leash** when away from the owner's accommodation.

### **(2) Pet owner's responsibilities:**

- a. **Any damages** done to the accommodation, buildings, grounds or another resident's personal belongings due to any actions by one's pet will be at the expense of the resident or resident's estate.
- b. Follow proper sanitation procedures **inside and outside** all buildings and follow proper disposal of animal waste.



### *Pets at Cornwall Manor (continued)*

- Animal waste for dogs must be cleaned up immediately and put into a waste bag and tied properly so the bag does not open in the trash receptacle.
  - Animal waste/litter for cats must be put into a waste bag and tied properly so the bag does not open in the trash receptacle.
- c. Cats may not have free access to hallways, the outside or allowed to roam overnight.
  - d. Please do not leave pets unattended on porches, decks, patios or other outdoor areas.
  - e. Keep one's pet under control at all times assuring that it does not cause a noise nuisance, or attack, bite, or behave in any manner which may result in injury or endanger the general health and safety of residents, guests, employees, or visitors. Pets are not permitted to roam their building hallways.
  - f. Restrain the pet as necessary when staff or visitors are entering the living accommodation.
  - g. Provide restitution for any injury caused to other residents, staff, or guests due to the action of one's pet.
  - h. Keep the accommodation and surrounding common areas free of animal odors.
  - i. Pets are not permitted in the Community Center or any Cornwall Manor Dining Room.
  - j. Dog houses/dog kennels, permanent cages and dog runs are not permitted. Tying of pets to the exterior of houses, patios, trees or anchoring devices is prohibited.
  - k. Both visible and invisible fences are allowed to contain dogs in yards. Standards on size, type, and location must be approved by Cornwall Manor. Please see the "Fencing Guidelines," page K-25 in the Resident Handbook.
  - l. Make provisions for the care of the pet in the event the resident is unable to do so (i.e., hospitalization, vacation, etc.).
  - m. Provide a pet carrier to transport a pet in a Cornwall Manor vehicle. It is also recommended for restraining a pet, if necessary, while visitors are present or staff is working in the accommodation (see item "e" above).
  - n. Evacuate the pet in the event of an emergency, using a pet carrier to do so if necessary. Pet carriers may also be used by emergency personnel to retrieve pets from accommodations. Leave the carrier inside the door of

### *Pets at Cornwall Manor (continued)*

your accommodation if you are unable to quickly retrieve the animal before evacuating.

**Please note:** visitor pets are subject to the same restrictions as residents pets.

#### **(3) Administration:**

- a. Reserves the right to revoke the privilege of pet ownership if proper pet procedures are not followed and if that course is deemed appropriate.
- b. Reserves the right to intervene in cases where the pet seems to be seriously neglected or has been abused by the owner.
- c. Should be notified when a pet is missing.
- d. Should be notified when a pet dies, though it is the owner's responsibility to arrange for its disposition.
- e. Reserves the right to exclude pets that may be deemed inappropriate to life at Cornwall Manor, particularly those that may pose a threat to other residents or staff.



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## Pet Dog Park Rules

The Dog Park is for Cornwall Manor Residents, their guests and Cornwall Manor Employees only. All dogs must be registered at the Freeman Reception Desk *before* using the dog park. Please read and follow these basic rules to ensure a safe and healthy environment for you and your dog(s).

1. Use of the dog park is at your own risk.
2. The park is open sun up to sun down.
3. Residents are held responsible for their dog(s) as well as their guest's dog(s).
4. Owners are liable for any injury/damage caused by their dog(s)/guest's dog(s) and are fully responsible for their actions in the park and on Cornwall Manor property.
5. All dogs must be properly licensed and healthy. All dogs using the park must have up-to-date vaccinations including rabies, DHPP (Distemper) and Bordetella (Kennel Cough) prior to entering the park.
6. When entering the dog park, open one gate at a time in the double-gated area. Open and close it before opening the next gate to enter the off-leash area.
7. Leaving dogs unattended is prohibited. Always have your leash in hand, dog in sight and under voice control to monitor behaviors.
8. All Cornwall Manor leash rules apply OUTSIDE the park, which means dogs must be on a leash at all times, except when inside the Dog Park.
9. Dogs under 50lbs. are permitted in the dog park at any time. Any dog over 50lbs. is permitted, only when the dog park is not being used by smaller dogs. Please be respectful and cognizant of others and their desire to use the park. Be willing to compromise so all dogs can enjoy the park.
10. Aggressive dogs are not allowed. If your dog displays signs of aggression towards people or dogs, it must be removed immediately. Keep your dog from jumping on other dogs or people.
11. Dogs that excessively bark must be muzzled or removed.
12. If your dog digs, fill in the hole(s) immediately.
13. Fetch toys are permitted in the dog park, such as tennis balls, frisbees, disc toys, and Kong toys. Squeaky and tug toys are not permitted.
14. Owners must bring their own bags and clean up after their dog(s) immediately. Dispose of waste in the appropriate trash receptacle.
15. All dogs must be at least 4 months old; dogs in heat are not permitted.
16. All children under the age of 16 must be supervised.
17. DO NOT bring rawhide or other food into the dog park. You may bring small training treats.
18. No smoking, food or glass containers allowed in the park.
19. If continued issues arise with a dog or owner, Cornwall Manor reserves the right to suspend participation of use of the dog park.
20. Cornwall Manor reserves the right to close the park for maintenance, weather issues or other conditions.



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## Pet Fencing Policy

Cornwall Manor permits house residents to install an invisible fence or physical fence to contain a pet. The Pet Fencing Policy must be adhered to in addition to the Pet Policy. Pets contained behind a fence cannot be left unattended for any period of time.

- Installation cost and ongoing maintenance fees for the fence are the sole responsibility of the resident.
- Fencing is permitted **only** in the rear yard of the house extending from the back corners of the house.
- Invisible fences must have a warning sign located at the front of the house alerting neighbors that the dog is contained behind an invisible fence.
- Physical fences must be a maintenance free material such as composite decking or Vinyl. Metal, wood and chain link fences are not permitted.
- The height of the fence cannot exceed five feet.
- Physical fences must be neutral in color and compliment the campus outdoor aesthetics.
- An access gate that is a minimum of 6 feet wide in total opening must be included as part of the physical fence design. The gate will allow the Cornwall Manor maintenance team to access the fenced area for mowing.
- Final design layout/sketches, style and color of the fence must be given to and then approved by Cornwall Manor.
- It is the responsibility of the resident to clean up and dispose of animal waste on a regular, timely basis. The Maintenance team will not remove animal waste or mow the grass if animal waste is in the yard.
- When a resident permanently vacates the house, all fences **must** be dismantled and removed. Fence removal cost are the responsibility of the resident or the residents' estate.
- A list of local fencing companies may be obtained from the Marketing Office.
- Any additional questions or concerns regarding installing a fence can be directed to the Maintenance Department at (717) 274-8056.



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## **Resident Inter-Campus Moves**

Due to the variety of available residential living accommodations, and the realization that from time to time residents may want or need to move to another residential living accommodation, the following procedure will be enacted in order to ensure an equitable method for current residents to move to available units. This procedure would also apply if the Case Management Team agrees that a residential living resident should, for health or other reasons, permanently relocate to another residential living unit.

1. Cornwall Manor residents will have priority for available residential living units. The unit requested must be a smaller type of accommodation than the one currently being occupied, (i.e. a house to an apartment, not a house to a smaller house). If a residential living resident wishes to relocate to another residential living accommodation, the resident must notify the Vice President of Marketing, in writing. A formal Resident Waiting List Agreement (see page K-27), including an updated Financial Disclosure form, must be completed, thereby placing the resident on the formal waiting list.
2. If a resident chooses to relocate to the available unit, the resident must complete the Financial Disclosure form and may need to meet with the Vice President for Finance to discuss the resident's financial eligibility. If the unit is accepted, it will be the responsibility of the resident to arrange and pay for moving services as well as a relocation fee (see fees listed on "Resident Waiting List Agreement," (page K-27) that is determined based on the type of the accommodation. Packing services are available from the Cornwall Manor Housekeeping Department at prevailing fees or from outside services. Information on all of these outside services are available from the Marketing Department.



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## Resident Waiting List Agreement

I/we \_\_\_\_\_ request placement on the Resident Waiting List for a different residential living accommodation at Cornwall Manor. I/we understand the unit requested must be a smaller accommodation than the one I/we currently occupy unless the request to move is for health reasons. Placement on the Resident Waiting List is effective upon signing this Agreement.

I/we also understand that when the Marketing Department notifies me/us that the type of unit requested is available, I/we have seven (7) days in which to accept or decline the unit. I/we understand that a relocation fee, based on the type of accommodation selected, will be charged as follows:

<u>Unit Desired</u>	<u>Relocation Fee</u>
Standard 1 Bedroom Apt. (Gateway/Westwood)	\$ 6,000
Large 1 Bedroom Apt.	\$ 8,000
Large 1 Bedroom w/Den	\$ 9,000
Standard 2 Bedroom Apt.	\$ 9,000
Large 2 Bedroom Apt.	\$ 10,000
2 Bedroom Apt. w/Den	\$ 12,000
3 Bedroom Apt.	\$ 12,000
Buckingham/Woods Homes:	
Group 1-4	\$ 9,000
Group 5-7	\$ 10,000
Group 8+	\$ 12,000

It is the resident's responsibility to arrange and pay for moving services (list of area movers available from the Marketing Department). Packing services are available from the Cornwall Manor Housekeeping Department at prevailing fees or from TLC Ladies (brochure available from the Marketing Department). A Financial Update Form (attached) is required to be completed and returned with this form.

Type of accommodation/building I/we are most interested in is: \_\_\_\_\_

Reason for requesting placement on Residential Waiting List: \_\_\_\_\_

Timeframe for this move is: \_\_\_\_\_

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Resident Signature

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Cornwall Manor Representative



## **Resident Move from Independent Living to Personal Care or Health Center**

As a continuing care retirement community (CCRC) Cornwall Manor offers supportive levels of health care including Personal Care and Skilled Nursing Care. Priority access to higher levels of health care and services are available to campus residents.

A resident, family member, or responsible party/POA agent may request a move from a residential living accommodation (house or apartment) to a supportive level of care. The Case Management Team at Cornwall Manor also reserves the right to relocate a resident to Personal Care or Health Center if needed to ensure that residents' safety and well-being needs are met.

1. If it has been determined that a permanent relocation to Personal Care or the Health Center should occur, the following procedure will take place:
  - a. The Health Care Admissions Coordinator will provide information and assist with coordinating details pertaining to the move including discussing the move with the resident and his or her family members, responsible party, agent, or other appropriate persons.
  - b. A health care assessment may need to be completed to determine the appropriate level of supportive care.
  - c. An updated financial disclosure form must be completed as a part of the relocation process.
  - d. The Marketing Coordinator will provide guidelines to the resident, and/or their family, or responsible party/POA agent regarding the process to clear the residential living apartment or house.



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## **Solicitation at Cornwall Manor**

In the interest of protecting residents from uninvited solicitations, Cornwall Manor has a “NO SOLICITATION” policy.

Signs are posted at the entrances to the property to discourage individuals and groups from coming on campus to solicit. Should a resident experience someone soliciting for purchases or asking for contributions at their door, they should note the name and phone number of the person or group, explain that this type of activity is not permitted on the campus, and then contact the Director of Maintenance as soon as possible. If this happens during evening hours, the Security staff should be notified.

Employees are at no time permitted to solicit residents for purchases or contributions. Notification should be given to the employee’s supervisor should this happen.

As a not-for-profit charitable organization, Cornwall Manor does offer residents and surrounding community members the opportunity to support and participate in fundraising appeals and campaigns that directly benefit the Cornwall Manor community. Examples include anniversary, annual and capital campaigns, The Weik Scholarship Fund, Society fundraisers, etc. Again, resident contributions to these appeals are purely voluntary.

Each year the Cornwall Manor Residents Association solicits its members prior to the holiday season for contributions to the Employee Christmas Fund. This annual collection gives residents the opportunity to express their gratitude, as tipping of employees throughout the year is strictly prohibited at Cornwall Manor. The amount raised is distributed equitably to all hourly employees, based on a formula determined by the Executive Committee of the Residents Association.

Resident-to-resident monetary contribution solicitation is limited to the Resident’s Association Employee Christmas Fund collection and the annual Crop Walk. An annual collection of canned and boxed food items for Lebanon County Christian Ministries is also permitted. The timing of these activities should be coordinated through the Advancement office.

Any questions about this policy should be directed to the Vice President for Advancement at 717-675-1510.





## Guidelines for Trip Payment & Refunds

### **Trip Payment:**

Residents wishing to participate in Cornwall Manor trips and utilize provided transportation for scheduled activities are required to pay for the event **at the time of sign-up**. In the case of sign-up by telephone, payment must be made by the end of the **business day (Saturday through Sunday, 7:00 a.m. – 7:00 p.m.)** for a name to remain on the sign-up list.

### **Refunds:**

If the resident cannot attend the event for which they have reserved, it shall be their responsibility to advise the Campus Activity Coordinator or, if after 4:00 p.m., the Front Desk Receptionist at least 24 hours prior to the event. The Campus Activity Coordinator or Receptionist will attempt to secure another resident to occupy the space. This attempt will use a "waiting list" which may be established for the event. If this attempt is not successful, the original purchaser shall forfeit the fee paid. Refunds will be provided only if the resident is hospitalized or receiving emergency room treatment.



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## **Alcohol Policy and Guidelines**

### **Policy**

Alcoholic beverages (limited to beer or wine) will be permitted to be served at Cornwall Manor according to the guidelines stated below.

### **Guidelines**

1. Residents may bring their own beer or wine to the Manor Café, Freeman Dining Room or Gateway Lounge or other rooms used for special catered events. Cornwall Manor will provide glasses and openers at the Manor Café or Freeman Dining Room. Residents will be responsible for pouring their own beverages. If requested, Cornwall Manor staff may keep unopened beverages refrigerated during the meal. Residents will be responsible for removing any unused alcoholic beverages after the meal from the Manor Café, Freeman Dining Room, Gateway Lounge, or other event areas.
2. Residents or outside organizations may host events at Cornwall Manor that involve the serving of beer or wine, with prior written notice to Cornwall Manor and with the provision of proof of liability insurance. Residents or outside organizations will be responsible for purchasing and serving the alcohol at the event, and removing any unused alcoholic beverages after the event. Cornwall Manor and its employees will not purchase or serve alcohol at events hosted by residents or outside organizations. When scheduling an event that will involve the serving of alcohol, residents will agree to reimburse Cornwall Manor for any damages that may occur during the event or cleaning that would be necessary after the event (over and above the routine clean-up.) Residents and outside organizations will be responsible for the behavior of their guests. Cornwall Manor reserves the right to not allow the serving of alcohol at events sponsored by residents or outside groups.
3. Cornwall Manor may host events that involve the serving of beer or wine. Cornwall Manor employees under the age of 18 will not be permitted to serve alcohol at any Cornwall Manor event.
4. Cornwall Manor reserves the right to not allow the serving or consumption of alcohol to any individual who exhibits unacceptable behavior and/or who is intoxicated. Residents and outside organizations recognize and agree that Cornwall Manor assumes no liability of any kind for accidents, injuries or losses suffered by them or their guests; and shall indemnify and hold harmless Cornwall Manor, its employees and Board, from and against all liability, claims, damages, losses and expenses, including attorneys' fees.



## Satellite Dish Policy

Cable television is made available to all campus residents through Comcast. Cornwall Manor permits residents (*living in houses only*) the option to contract with vendors for satellite dish television within the following parameters:

- For houses only - 1 satellite dish per house.  
(Not permitted in apartments, Personal Care (Corson) or the Health Center)
- The satellite dish cannot exceed 36 inches by 22 inches in size.
- The satellite dish cannot be attached to the house.
- The satellite dish must be located on the ground, within the approved landscaped area of the house (preferably in the rear of the house). The satellite dish and wiring cannot extend into the mowing area. If necessary, the satellite dish may be located on either side of the house, but **not in front of the house**.
- Cornwall Manor will not allow the removal of trees or special trimming to accommodate satellite TV reception.
- The resident is responsible for all costs related to installation, maintenance and removal of the satellite dish when the house is vacated, including repairs to the house to pre-installation conditions.

**NOTE:** With satellite dish television, residents will not be able to receive our in-house programming system, Cornwall Manor Television (CMTV).



## House Generator Policy

If a resident wants to install a whole house generator, it is the resident's responsibility to get approval from the Director of Maintenance. The costs of the generator, the installation and the maintenance of the generator are at the expense of the resident and not Cornwall Manor.

When the resident vacates the house where the generator was installed, it is the responsibility of the resident to have the generator removed OR it can remain at the house if the vacating resident waives ownership of the generator. If the generator remains with the house, it is the resident's responsibility to have it serviced prior to leaving the house. Keys or any information about the generator must be turned in with the keys to the house.

The incoming resident moving in to the house would not be charged for the generator equipment but it will be the responsibility of the new resident for the continual service and maintenance of the generator.

### Local Generator Companies are:

DynaTech Generators  
120 N. 25<sup>th</sup> Street  
Lebanon, PA 17046  
1-800-779-8809

Powerton Generators  
511 King Street  
Lebanon, PA 17042  
717-866-6696



## Decade Renovation Program

In 1997, Cornwall Manor's Administration decided on a plan to offer refurbishing to residents living in their homes or apartments ten years or more. The Decade Renovation Program was set in to action in 1998.

Residents will be contacted by the Marketing Coordinator when their apartment or house is scheduled for a decade renovation. A standard decade renovation consists of complete paint of walls, doors and trim, if needed, and replacement of carpet and vinyl flooring. Housekeeping is included and is scheduled after the other work is completed. House residents receive renovations only to the main level of the house. Lofts and basements are not included in the decade renovation program. The time frame of completion of these renovations is anywhere between 2-4 weeks and depends on the size of the accommodation and the amount of work to be completed.

The standard renovation requires that the resident be relocated to a guest accommodation for the duration of the renovation. Resident belongings will be packed and unpacked by a professional company and a mover will store the resident's belongings in storage off campus. Three meals a day in the Freeman Dining Room or Manor Café are also included during the renovation period.

A partial renovation such as a thorough house cleaning, carpet cleaning and vinyl replacement may also be completed and does not warrant the resident to relocate.

Other resident requests that are not part of the decade renovation program should be addressed through our Maintenance work order system.

A resident should not feel obligated to participate in this project, however, these services will not be offered for another ten years, whether the accommodation receives a partial, a full decade renovation, or is declined.



## Leisure Time Activities

### **Bocce:**

Bocce courts are located in the area of the Buckingham Mansion gardens. Equipment is kept near the courts. The courts are available for all to use whenever a game or tournament is not scheduled. Please see the Neighborhood News calendar for times the court is in use for scheduled games. Call the Wellness Coordinator for further information at 717-675-1528.

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### **Cornwall Manor Society:**

The Cornwall Manor Society is a dedicated group of volunteers that provides a variety of both tangible and intangible items for the residents of Cornwall Manor.

Founded in 1950, the group's mission is to support the ministry of Cornwall Manor by building relationships both on and off campus, by providing opportunities for volunteers to bring services and programs to Corson Hall and Health Center residents, and by raising funds for Benevolent Care.

The Society fulfills this mission in many ways: Shoppe on Wheels at the Health Center, transporting residents within the Health Center to Sunday Services and activities, and providing entertainment, games and cognitive stimulation activities for residents in the Health Center and Personal Care are a few examples.

Volunteers from the Society also run the Manor Shoppe and the Treasure Trove (see section K-6 for hours), as well as an annual Festival and Open House with proceeds benefitting the Health Center and Personal Care.

Members include both residents and non-residents of Cornwall Manor. Lifetime membership is \$35.00 per person or \$70.00 per couple. For more information call the Front Desk at 717-273-2647 or pick up a Cornwall Manor Society brochure in the Community Center literature rack.

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## *Leisure Time Activities (continued)*

### **Cornwall Manor Sponsored Activities:**

Check the Neighborhood News articles or calendar for information on activities such as Chapel choir, trips, pinochle and bridge clubs, arts and crafts, men's breakfast, shopping trips, Concert Series, and dining interest group. Suggestions for activities not already planned are always welcome. Contact the Campus Activity Coordinator at 717-675-1521.

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### **Community Sponsored Activities:**

Examples: Community Concerts, Community Playhouse, Cornwall Iron Furnace, Lebanon Valley College activities, Hershey Theater and Entertainment, Middlecreek Wildlife Area, Audubon Society programs, service and social organizations, shopping trips, etc.

Variety: Residents are encouraged to familiarize themselves with and participate in the variety of cultural, educational, recreational, and entertainment activities located throughout the Lebanon Valley.

Ideas: For more information and details, consult the local newspapers.

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### **Craft & Hobbies:**

Location: Craft Room, Laurel Place 1<sup>st</sup> Floor

Hours: This room is open and available for resident use, unless a scheduled class is in session. Please see the Neighborhood News for posted schedule.

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### **Gardens & Greenhouses:**

For your  
enjoyment: Flower and vegetable gardening and house plant care.

Hours: At your convenience.

The following are available options for residents if they have an interest in gardening:

- **Through the Resident Services Department, residents may register to:**
  1. Store plants in the large Greenhouse over the winter.
  2. Volunteer to help maintain the plants and greenhouse.

Contact the Resident Services Department for the volunteer who coordinates these efforts.

## *Leisure Time Activities (continued)*

- **Through the Garden and Greenhouse Committee residents, may register to:**
  1. Plant vegetables within the enclosed fenced area below the Mansion on the Buckingham campus or near the main entrance at the Woods campus. Contact the coordinators of the Vegetable Gardens, to reserve your spot early.
  2. Use the small Greenhouse to sow seeds and plant cuttings at appropriate times between October and May to be planted around one's home or in the garden one tends. Contact the Garden and Greenhouse Committee Chairperson for a spot in this greenhouse.
  3. Plant and/or weed within one of the designated flower gardens around the campus that the Administration has given the Garden and Greenhouse Committee to manage. Contact the Garden and Greenhouse Committee Chairperson, who coordinates these efforts in concert with the Director of Maintenance.

The current contacts for committee chairpersons name and telephone number can be obtained from the Maintenance Secretary at 717-274-8056.

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### **Gateway Library:**

Location: The Gateway Library is located on the 2<sup>nd</sup> floor of the Gateway Apartment Building. Call extension 1701.

Hours: Monday, Wednesday, Friday - 1:00 p.m. - 3:30 p.m.  
Tuesday & Thursday - 9:30 a.m. - 11:30 a.m.

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### **Golf:**

Several fine golf courses are located near Cornwall Manor. Call the Wellness Center Coordinator at 717-675-1528 for more details.

There is a putting green on Cornwall Manor grounds at Bishop Park. Putters and balls are kept in the storage bin near the shuffleboard court.

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### **Paymaster Bldg./Art Studio:**

For your enjoyment: A quiet retreat to relax, read or paint. Facilities to store art supplies.

Location: Across from the Maintenance Building.

Hours: Daily 8:00 a.m. to 4:00 p.m. Weekends - obtain a key from the Receptionist at the Community Center.



## *Leisure Time Activities (continued)*

### **Picnic Area:**

A picnic area is available for residents, staff and guests, located in the formal gardens in front of Buckingham Mansion near the gazebo. There is a charcoal grill and a picnic table. The picnic area should be reserved with the Campus Activity Coordinator at 717-675-1521.

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### **Ping Pong Table/Table Tennis:**

Location: Activity Room, Laurel Place 1<sup>st</sup> Floor

Hours: The Ping Pong table may be used at any time. Paddles and balls are available for resident use. Check the posted schedule for room availability.

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### **Providence Meditation Room:**

For your enjoyment: A quiet place to sit and enjoy.

Location: Behind the Treasure Trove.

Hours: Available during daylight hours throughout the spring, summer and fall seasons.

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### **Scheduling Meeting Rooms:**

The Campus Activity Coordinator is responsible for keeping a master schedule of all activities and meetings to be held in all Campus facilities, except the Health Center and Administrative offices.

If you are responsible for scheduling a meeting or any type of activity, please contact the Campus Activity Coordinator at 717-675-1521 as far in advance of the activity as possible in order to avoid conflicts. All arrangements for assistance from other departments must be made 2 weeks in advance of the event (see section M-2 for catering services).

Should you need assistance with scheduling the use of facilities, please contact the Campus Activity Coordinator or the Campus Dining Services Supervisor.

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## *Leisure Time Activities (continued)*

### **Shuffleboard:**

There is a shuffleboard court located at Bishop Park. Shuffleboard equipment is kept in the bin near the shuffleboard court.

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### **Tennis:**

Public Courts: Cornwall Elementary School Courts.

Location: Adjacent to Cornwall School grounds.

Hours: Daytime or evening upon availability.

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### **Volunteer Opportunities:**

Cornwall Manor's Volunteer Program is comprised of three groups – the Cornwall Manor Residents Association, the Cornwall Manor Society, and Cornwall Manor volunteers. There are over 100 different volunteer opportunities available and volunteering is a beneficial way to remain active, meet your neighbors, and brighten the lives of fellow residents. Scheduled orientation sessions are necessary for volunteers and are held several times a year, please check the *Neighborhood News* for more information or contact the Public Relations & Volunteer Coordinator at 717-675-1514.

The Residents Association provides opportunities for residents to become involved in maintaining the lifestyle of our community through nine different committees – Activities, Building and Grounds, Communications, Dining Service, Garden and Greenhouse, Health Services, Residents Representatives, Tree and Wellness. All residents of Cornwall Manor are voting members of the Association. For more information see “Cornwall Manor Residents Association,” page C-1, pick-up a ‘Cornwall Manor Residents Association’ brochure available in the Wellness Center literature rack, or attend any of the Resident Association general membership meetings (four are held each year in Freeman Auditorium, check the *Neighborhood News* for more information).

The Cornwall Manor Society is an auxiliary group of volunteers that raise funds and provide programming for Personal Care and Health Center residents. Committee work, as well as hands-on volunteer opportunities exist throughout the Cornwall Manor Society. For more information see “Leisure Time Activities,” page L-1, pick-up a ‘Cornwall Manor Society Volunteer Opportunities’ brochure available in the Community Center literature rack, or attend any of the Cornwall Manor Society general membership meetings (four are held each year in Freeman Auditorium, check the *Neighborhood News* for more information).

The ‘Cornwall Manor’ branch includes volunteer opportunities in each of the Administrative Departments (Marketing, Public Relations and Advancement,

### *Leisure Time Activities (continued)*

Maintenance and Human Resources), Pastoral Services, Resident Services, Personal Care and the Health Center. For more information, please contact the Public Relations & Volunteer Coordinator at 717-675-1514.

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#### **Woodshop:**

For your  
enjoyment:      Tools are available or bring your own.

Location:        Mule Barn (located south of the Health Center).

Hours:            See "Woodshop" page K-7 of this Handbook.



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## Dining Services

### **Dining Rooms:**

#### **Meal Service:**

Cornwall Manor's main dining room is located in the Freeman Community Center. The price varies depending on items ordered. Meals are served to the table with the exception of items available at the continental breakfast counter. Residents needing help with the soup or salad bar may request assistance from the wait staff. Direct your questions to your server, Campus Dining Services Manager, Chef, or Kitchen Supervisor.

#### **Menu Selection:**

The Manor Café and Freeman Dining Room menus are designed to allow the resident to make menu selections from daily choices at the time of service. Daily specials are available in addition to the standard menu.

Special menu requests as ordered by a physician or texture modifications should be ordered before 2:00 p.m. the day before, if at all possible. Some supplements may not be in stock and are subject to order availability. The Social Services Coordinator or Campus Dining Services Manager must be notified for this request and they will notify the Health Center Main Kitchen of the special request.

#### **Take out Policy:**

Residents dining in Freeman are requested to have any takeouts properly wrapped in disposable containers by Dining Services personnel. Takeouts are limited to served items and exclude items from buffet meals. If Residents choose to bring their own carryout container for leftover food, the resident will package the food themselves.

**Please note:** Take-out meals are always available for pick-up any time the Manor Cafe or Freeman Dining Room is open.

#### **Meal Delivery Policy:**

Requests for meal delivery may be made to the Freeman Dining Room by calling 717-675-1586. Lunch meals are available for delivery between 11:30 a.m. and 1:00 p.m. Sunday through Saturday. Supper meals are available Monday, Wednesday, and Friday between 4:45 p.m. and 6:00 p.m. depending on the availability of a driver. Residents may order any item from the Manor Café/Freeman Dining Room menu.

## *Dining Service (continued)*

The meal will be served on disposable products. Cost will be the posted menu price plus a \$3.00 delivery charge. Holiday meals (or other special meals being offered on campus) will also be at the posted menu price plus a \$3.00 delivery charge.

### **Catered Services:**

Please see the Campus Dining Services Manager to make arrangements for catered events. Prices vary depending on the number of guests, staff, time, and menu chosen. **A minimum of four weeks notice is needed for refreshments and six weeks notice is needed for meals (exception - shorter notice is acceptable for memorial or funeral luncheons).** Catering is subject to staff and space availability.

Contact the Campus Dining Services Manager at 717-675-1529.

### **Manor Shoppe (Convenience Store):**

A selection of grocery items are available, including bread and milk. Also, a variety of non-prescription drugs and personal hygiene items are stocked for your handy access.

Location: Community Center

Hours: Monday, 9:00 a.m. to 3:00 p.m.  
Tuesday through Friday, 9:00 a.m. to 1:00 p.m.  
Saturday, 11:00 a.m. to 1:00 p.m.  
Closed Sunday

### **Bakery:**

Freshly baked goods. Subject to availability.

Location: Manor Shoppe

Hours: Daily during regular Manor Shoppe hours.

## *Dining Service (continued)*

### **Dining Room Hours and Reservations:**

<b>Manor Café</b>		
<b><u>Breakfast</u></b> Continental Breakfast Monday through Sunday 7:15 a.m. until 11:00 a.m. ----- Made-to-Order Breakfast Monday through Sunday 7:45 a.m. until 11:00 a.m.	<b><u>Noon Meal</u></b> Monday through Saturday 11:00 a.m. until 2:00 p.m. Sundaes and Ice Cream until 3:00 p.m. Take-out seating available	

<b>Freeman Dining Room</b>		
	<b><u>Noon Meal</u></b> Monday through Sunday seating 11:00 a.m. until 2:00 p.m. *No reservations needed for parties of 6 or less	<b><u>Evening Meal</u></b> Tuesday, Thursday, Saturday & Sunday seating 4:45 p.m. until 6:00 p.m. *No reservations needed for parties of 6 or less  Monday, Wednesday & Friday seating 4:45 p.m. until 6:30 p.m. <b><u>Reservations necessary</u></b> Call 717-675-1586

<b>Gateway Snack Bar</b>
The snack bar is open Monday through Sunday, all day & evening. A variety of breakfast and light fare items, and beverages are available for purchase. On Sundays, the snack bar does not offer salads or sandwiches.

<b>Corson Dining Room</b>		
<b><u>Breakfast</u></b> 7:40 a.m. until 8:30 a.m.	<b><u>Noon Meal</u></b> 11:40 a.m. until 12:45 p.m.	<b><u>Evening Meal</u></b> 4:45 p.m. until 5:30 p.m.



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## Maintenance Services

The Maintenance Department services and maintains Cornwall Manor equipment and property in apartments and houses as follows:

### **Hours:**

Monday through Friday 7:00 a.m. - 4:00 p.m., Weekends and holidays 7:00 a.m. - 3:00 p.m. During non-working hours a technician is on call for emergencies only and will respond when deemed necessary.

### **How to Make a Maintenance Request:**

Call the Maintenance Office (8:00 a.m. – 4:00 p.m.) at 717-274-8056 to report your maintenance needs. If you are calling with a request and you reach the voice mail system, please leave your name, address, telephone number, and the request needing to be done. If you are calling with an emergency and you reach the voice mail system, hang up and call the Cornwall Manor number at 717-273-2647. Maintenance will respond as soon as possible. A maintenance person will not enter your home or apartment unless you give permission or an emergency requires immediate entry.

### **Garbage Disposals:**

The garbage disposal installed in our accommodations is designed for food waste only. The water must be running while operating the disposal.

Plate scraps are fine to dispose of through the disposal. DO NOT put bones, paper, or plastic in the disposal. **Never reach your hand into a disposal, even when it is turned off.**

### **Exterior Maintenance and Upkeep:**

1. **Cornwall Manor is responsible for the maintenance and upkeep of:**

- Building envelope which consists of:
  - Foundations
  - Walls
  - Exterior wall finishes (brick, stone, siding, paint, etc.)

## *Maintenance (continued)*

- Roof systems
- Windows, etc.
- Rain gutter cleaning
- Storm windows/screens (when applicable)
- Lawn care and trimming trees and shrubbery beyond the perimeter landscaping area of houses (up to 10 feet) and patio apartments (up to 5 feet)
- Trash removal (routine) in apartment buildings
- Snow removal - walks and driveways (please refer to the "Snow Removal," page N-8)

### **2. Residents are responsible for installation and upkeep of:**

- Approved modifications, upgrades or changes to the basic accommodation or equipment supplied
- Trash removal (bulk)
- Designated volunteer gardens and flower beds
- House perimeter landscaping areas (up to 10 ft.). Please refer to the "Landscaping Policy," page N-10.
- Garden/patio apartments have the following options:
  - Residents can contract for mulch and landscape maintenance of the shrubbery around your patio (personal plantings including flowers are limited to the patio itself rather than the mulched area) by contacting the Maintenance Department at 717-274-8056
  - Residents may mulch and complete landscape maintenance without involvement by Cornwall Manor
- Residents can contact the Maintenance Department at 717-274-8056 to arrange for delivery of mulch once per year to the landscaped area adjacent to the resident patio and resident will be responsible for spreading the mulch around the plantings. Please refer to the "Landscaping Policy," page N-10.

If a resident would like assistance in caring for their landscaping, gardens, or flower beds, contact the Maintenance Department or the Resident Services Department for a list of approved outside contractors.

## **Interior Maintenance and Upkeep:**

### **1. Cornwall Manor is responsible for maintenance and upkeep of:**

- Standard building/accommodation provided:
  - paint
  - carpet/vinyl flooring repair
  - plumbing systems and fixtures
  - electrical system and fixtures
  - heating, ventilating and cooling systems
- Light bulb replacement of non-personal fixtures



## *Maintenance (continued)*

### **2. Residents are responsible for:**

- Housekeeping (houses only)
- Draperies (houses only)
- Telephones and telephone service
- Cable television service
- Light bulb replacement of personal fixtures
- Installation, maintenance, upkeep, and possible removal of approved modifications to the basic accommodations per specific resident requests (these modifications may occur both prior to and during occupancy)
- Repair, installation or assembly of personal property
- Cleaning stove exhaust vent filters
  - Non-charcoal filters can be cleaned in a dishwasher
  - Charcoal filters must be replaced (if assistance is needed contact the Housekeeping Department)

Any repairs or maintenance done on items listed under Resident's responsibility will be charged at prevailing rates. Please call the Maintenance office at 717-274-8056 for information.

### **Trash:**

**Apartments:** Trash should be bagged and placed at a designated pick up spot. Incontinence management and medical treatment products must be double bagged and not filled heavier than 25 pounds. Please place sharp objects such as knives and razor blades in a rigid container such as a can or laundry detergent bottle. The sealed rigid container may be placed in the trash. Trash is removed from apartment buildings daily.

**Please note:** Always use an appropriate sharps container when disposing of used syringes or chemstick lancets and never place sharps in the trash. For your convenience, residents may drop off full sharps containers at the VPO. Sharps containers are available for purchase in the Manor Shoppe located in the Community Center (see "Sharps Disposal," page H-3).

**Houses:** GFL Environmental, Inc. will provide weekly trash removal service at all houses. Trash will be collected every Tuesday with the exception of holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, and Christmas). Trash will be picked up on Wednesday when a holiday occurs on a Monday or Tuesday. Place your trash container at the end of the driveway by 7:00 a.m. GFL Environmental, Inc. will not return to retrieve trash once they go through your area. Our onsite dumpster capacity has been drastically reduced, therefore, we cannot pick up your trash if you forget to put it out by 7:00 a.m. on the designated day.

## *Maintenance (continued)*

### **Bulk Trash:**

Arrangements must be made in advance for the removal of large items that will not fit into a standard garbage bag. Please contact the Maintenance Office to request information on fees associated with the removal of bulk trash and delivery of acceptable items for the Treasure Trove. Delivery to this area is provided on Thursdays from 1:00 p.m. to 3:00 p.m.



## Recycling Services

### Apartments:

The Maintenance Department will collect recyclable items in apartment buildings according to the schedule in your area. Check your bulletin board. In order to facilitate the maintenance pick-up of recyclable materials, please follow these procedures:

Acceptable Recycled Items	Instructions	Where to put Item
Glass Bottles Jars	<ul style="list-style-type: none"><li>- Must be rinsed</li><li>- Dispose of lids separately</li></ul>	Bagged & placed inside the blue or gray recycling containers provided. <b><i>Glass bottles/jars must be bagged separately from plastic bottles &amp; tin/aluminum cans.</i></b>
Plastic Bottles #1 PET or PETE (soda) #2 HDPE (laundry, milk & water)	<ul style="list-style-type: none"><li>- Must be rinsed &amp; crushed</li><li>- Dispose of caps separately</li></ul>	Placed inside the blue or gray recycling containers
Tin Cans Aluminum Cans	<ul style="list-style-type: none"><li>- Must be rinsed</li><li>- Lids do not have to be removed from either end of can</li><li>- Labels may remain on cans</li></ul>	
<b><u>Note:</u></b> aluminum pie pans, milk & orange juice cartons, and cereal boxes are not recyclable.		
Newspapers Newspaper inserts (including glossy inserts)	Must be tied in bundles or placed in paper grocery bags only. No plastic grocery bags.	Bundle/bag & placed next to the blue or gray recycling containers
<b><u>DO NOT</u></b> mix magazines with the newspapers. Magazines must be bundled separately for ease of disposal		
Corrugated Cardboard	Must be collapsed	Place near the blue & gray recycling containers

## Maintenance (continued)

Fluorescent Lamps Compact Fluorescent Lamps (CFL's)		Box separate from other glass or light bulbs and clearly mark "CFL."
Broken Glass Light Bulbs		Place in a cardboard box and clearly mark "broken glass."
<b>Note:</b> Broken glass and bulbs will be removed during trash pick-up not recycling pick-up.		

## Houses:

GFL Environmental, Inc. will provide recycle collection every other week. Place recyclables at the end of the driveway by 7:00 a.m. **DO NOT bag recyclables. No plastic bags allowed!** GFL Environmental, Inc. will accept comingled items in one container. In order to facilitate the GFL Environmental, Inc. pick-up of recyclable materials, please follow these procedures:

Acceptable Recycled Items	Instructions	Where to put Item
Glass: Clear, brown, blue & green glass from food & beverage containers	- Must be thoroughly cleaned - Dispose of lids/caps separately	Place inside recycling container
Plastic: #1 and #2	- Must be thoroughly cleaned - Dispose of lids/caps separately	Placed inside recycling container
Metal: Aluminum beverage cans, steel food & beverage cans, aerosol cans	- Must be thoroughly cleaned Dispose of lids/caps separately	Placed inside recycling container
Cardboard & Newspaper	- Remove all packaging peanuts, plastic wrap, plastic liners, etc. - Flatten all boxes	Bundle/bag & placed next to the recycling containers
Light bulbs/broken glass	Place in a box. The box does not need to be labeled "broken glass."	Place box in the trash.
<b>Note:</b> Broken glass and bulbs will be removed during trash pick-up not recycling pick-up.		
<b>Note:</b> fluorescent bulbs, tubes and rechargeable batteries are recycled at the Cornwall Manor Maintenance shop. Call the Maintenance office to arrange pickup. Regular non-rechargeable alkaline batteries may be placed in the trash.		

### *Maintenance (continued)*

Unacceptable Recycling Items:		
needles & medical waste	propane tanks	broken glass/windows
mirrors/ceramics	drinking glasses	aluminum foil/scrap metal
clothing hangers	plastic tableware	plastic grocery bags
lightbulbs	food soiled material	shredding paper
used tissues or towels	pool chemicals	plastic bubble wrap
Christmas lights/ornaments	diapers	food debris
plastic food wrappers		

Residents may take their plastic containers to the Greater Lebanon Refuse Authority, 1610 Russell Road, Lebanon, (Monday through Friday, 7:00 a.m. to 3:45 p.m. and Saturday, 8:00 a.m. to 11:45 a.m.).



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## Snow Removal

### Snow Removal:

1. Removal of snow or ice is the first priority during a winter storm; therefore, work on all other projects (except for emergency situations) will cease until the snow has been removed properly. Please be patient when calling for routine repair work.
2. Since conditions vary depending on the type, severity, starting times and duration of a storm, the methods used to remove snow and/or ice will be at the discretion of the maintenance staff. The safety of residents, staff and visitors is the top priority. **Please exercise caution when walking or driving during adverse weather as conditions can change quickly.**
3. While snow is still falling, the priority of snow removal will be as follows:
  - Health Center – main entrances and emergency exits
  - Specific medical access. Call 717-274-8056 with requests
  - Corson front door and circular drive
  - Main roadways of campus
  - Community Center - front and sides
  - Food Service delivery areas
  - Treehouse and mail kiosks
  - Wellness Center entrance
  - Gateway - front and lower level
  - Westwood at mailboxes and circular drive, lower level and parking lot entrance
  - Laurel Place entrances and walkway to Community Center
  - Bradley Hall entrances
  - Carriage House entrances
  - Buckingham Mansion entrances
  - Pathways to all house front doors from road
4. When priority areas are cleared and the snow has stopped, then the following areas will be addressed:
  - Walks and driveways of each house
  - Secondary walkways and sidewalks to apartment buildings and throughout campus
  - Walkways and driveways to other buildings (i.e. Zerr Chapel, Mule Barn, Boiler House, Treasure Trove, Education Center)
  - Non-emergency Health Center entrances/driveways

## *Snow Removal (continued)*

- Snow left by plows in walkways, driveways, parking lots, carports and curbs
  - Path to Post Office
5. Parking Lots - When snow is predicted or starts, residents who can, please move cars to designated areas of parking farthest away from the apartment buildings. As soon as the regular parking spaces near the buildings are cleared, and after the snow has stopped, cars can be moved back to their original place. This will allow the formerly occupied areas of the lots to be cleared. We ask your patience and assistance when you are called to remove your vehicles from the parking areas.
  6. Snow removal priority will be given to those persons needing special consideration for ***necessary*** medical appointments. Please call the maintenance office at 717-274-8056 during regular business hours, or after hours at 717-273-2647, to inform us if you need to travel to a medical appointment.

***Please remember that Cornwall Manor transportation is available (unless driving conditions are extremely dangerous) and residents are encouraged to contact the Front Desk Manager to arrange transportation.***

**Please note:** the Maintenance/Security Staff will work as expediently as possible to keep up with snow accumulation during a storm. However, there are many roads, parking lots, driveways and sidewalks to clear. Depending on the storm, snow accumulations, weight and distribution, it may take several days to have all areas cleaned up.



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## Landscaping Policy

Lawn mowing service is provided by Cornwall Manor and included in the monthly service fee.

### **Patio Apartments:**

Landscaping maintenance services around your apartment patio are provided by Cornwall Manor and included as part of your monthly service fee.

Cornwall Manor will contract with a local landscaping company to provide landscape maintenance and mulching. Landscape maintenance including trimming shrubbery and edging around the patio, will be provided twice a year in the spring and fall. Mulching will be completed on an annual basis.

Please limit personal plantings, including flowers, to planter pots on the patio area, not in the mulched bed area.

### **Houses:**

Residents are required to maintain the landscaping perimeter around their home which includes planting, weeding, trimming, mulching, etc. on an ongoing basis. Cornwall Manor will clean-up/prune the landscaping and provide fresh mulch prior to occupancy. Anything after that is the resident's responsibility.

### **Woods Houses:**

Newly constructed homes in the Woods will receive a landscaping package in accordance with the construction of the house. However, the care of the landscaping along with the mulch is the resident's responsibility after the initial plantings. If the residents want to add more to the landscaping area, it is again the residents responsibility and a list of approved landscapers can be requested from the Marketing Department. Additional landscaping needs to be approved by the V.P. for Plant Operations. Plantings of trees in the area of new house construction is the responsibility of Cornwall Manor.



### ***Landscaping Policy (continued)***

A list of the local landscapers that are familiar with Cornwall Manor can be requested from the Marketing Department. Please contact the landscapers directly if you would like to utilize their services for landscaping or mulching.

Questions related to this policy may be addressed by contacting the Cornwall Manor Maintenance Department at (717) 274-8056.



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## Housekeeping Services

Housekeeping Services at Cornwall Manor are defined as "services which assist the resident to maintain a clean and orderly living environment." These services are provided by Cornwall Manor employees and might include dusting; vacuuming; cleaning of floors, walls, sinks, tubs, mirrors; turning mattresses and making beds; cleaning refrigerators and stoves; cleaning upholstered furniture; washing interior windows, screens, and drapes; cleaning outdoor furniture and rooms, etc.; gathering recyclables and trash; and also doing laundry which includes ironing.

Some of these tasks may be performed during regular cleaning duties at the time one is assigned a housekeeper or you may contact the Housekeeping Department to have a housekeeper perform these tasks as an "additional cleaning service" for a fee.

### **Apartments, Studios & Suites:**

Housekeepers provide regularly scheduled general cleaning for studios, suites, and apartments during an allotted time. The residents may negotiate types of cleaning to be done during that time if general cleaning is not desired (see above). Estimated time for general cleaning is as follows:

1 Bedroom - 1½ hours per month	2 Bedrooms – 2-2½ hours per month
1 Bedroom & Den – 2 hours per month	3 Bedrooms - 3 hours per month

If services are needed beyond the provided time, arrangements should be made with the Housekeeping Manager. If additional time for services is used, charges for that time will be applied at the prevailing rate.

### **Houses:**

House residents are responsible for their own cleaning. If help is desired, the resident may call 717-675-1522 to inquire about any availability of housekeeping services at the prevailing rate.

### **Carpets, Drapes and Bedspreads:**

Every three years after initial move-in date, residents living in homes or apartments may call the Housekeeping Manager to schedule a carpet cleaning courtesy of Cornwall Manor. If a resident would like their carpet shampooed or spot cleaned

## *Housekeeping Services (continued)*

prior to the three year carpet cleaning they may do so by calling the Housekeeping Manager, charges for that time will be applied at the prevailing rate. Routine laundering of curtains and draperies, which are the property of Cornwall Manor, is scheduled by Housekeeping. Residents who provided their own draperies are responsible for the cleaning of those draperies. Any bed linens can be laundered at the residents request at the prevailing rate.

### **Window Cleaning:**

1. Apartments - exterior window cleaning of apartment buildings is done each spring by a subcontractor. Interior window cleaning of apartment buildings is scheduled by the building housekeeper as needed throughout the year.
2. Houses - exterior window cleaning of houses can be arranged through the Housekeeping Department each spring and fall. The service is provided by a subcontractor. Interior windows of houses can be done by the subcontractor or scheduled with Housekeeping at the prevailing rate.

### **Additional Services:**

- Cleaning beyond which is included for the resident's accommodation, for example, cleaning inside kitchen cabinets, and cleaning outdoor furniture, etc. Prices are available upon request.
- Assist with packing and unpacking for new residents and residents who make inter-campus moves. Fees are available upon request.
- Annual thorough cleaning (spring house cleaning) as needed or requested by the resident. The length of time can be determined by the resident and the charge would be at the prevailing rate. Contact the Housekeeping Manager to arrange for this service.
- Laundering of personal laundry each Wednesday. The fee for this service is by the piece. Pricing can be obtained from the Housekeeping Manager. Additionally, arrangements can also be made for laundry and ironing service in your home if preferred. This service is charged at the prevailing hourly rate. Contact the Housekeeping Manager to arrange for this service.

### **Housekeeping Independent Contractors:**

Residents that have employed an outside independent contractor prior to moving to Cornwall Manor, may retain that person for cleaning services provided the independent contractor is registered and abides by all Cornwall Manor rules and regulations. The resident shall submit registration information to the Campus Social Services Coordinator.



## Transportation Schedule

Lebanon Area transportation on the Cornwall Manor van is available:							
Monday – Friday departure times:							
8:30 a.m.      10:10 a.m.      12:30 p.m.      2:10 p.m.							
Saturday departure times:							
10:10 a.m.      12:30 p.m.							
Sunday departure times:							
10:30 a.m.      2:30 p.m.							
Drop-off locations: Most destinations in the Cornwall Lebanon City Area. Drop-off locations are as follows:							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Lebanon Valley Mall	X	X					X
Doctor's Offices		X	X	X	X	X	
Aldi / Walmart	X					X	X
Giant / CVS / Staples	X	X	X	X	X	X	X
Local Restaurants	X	X	X	X	X	X	X
Lowes / Target	X	X	X	X	X	X	X
Kohl's	X	X	X	X	X	X	X
Sunset Grocery Outlet							X
DMV						X	X
Weis Market	X	X	X	X	X	X	X
Local Nail/Hair Salons	X	X	X	X	X	X	X

Cornwall Manor Campus transportation is available:
Monday – Friday departure times: 8:15 a.m. to 4:00 p.m., after 4:00 p.m. by reservation. Before or after regular hours is subject to fees.
Saturday departure times: 8:15 a.m. to 2:00 p.m., after 2:00 p.m. by reservation. Before or after regular hours is subject to fees.
Sunday departure times: 10:30 a.m. to 4:30 p.m., after 4:30 by reservation. Before or after regular hours is subject to fees.

**Contact the Front Desk to request Lebanon Area or Campus transportation at 717-273-2647.** For further information, please see pages P-2 to P-6.



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## Transportation

Cornwall Manor will assist residents with their transportation needs to facilities on the Cornwall Manor campus (physical, occupational and speech therapy, beauty shops, activities, Visiting Physicians Office, etc.), to medical appointments, shopping facilities and events throughout Lebanon County within the outlined guidelines, and to make available additional transportation to surrounding counties, airports, train stations, etc., through special arrangement.

Transportation services are provided by Cornwall Manor employees and are under the direction of the Front Desk Manager. Day to day transportation schedules are coordinated by the Front Desk Receptionist. **Call 717-273-2647.**

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### **Cornwall Manor Lebanon Area Transportation System on the Mini Bus:**

This system services many of the popular Lebanon area shopping centers, grocery stores, restaurants and doctors' offices.

1. **Lebanon Area Transportation System on the Cornwall Manor Mini Bus is available:**

(a) Monday through Friday from 8:30 a.m. to 4:00 p.m. (four departures)  
Departure times: 8:30 a.m. 10:10 a.m. 12:30 p.m. 2:10 p.m.

(b) Saturday from 10:10 a.m. to 2:00 p.m. (two departures)  
Departure times: 10:10 a.m. 12:30 p.m.

(c) Sunday from 10:30 a.m. to 4:30 p.m.\* (two departures)  
Departure times: 10:30 a.m. 2:30 p.m.

**\*Please note:** This driver also provides campus transportation at 3:00 p.m. for the Chapel service and other campus transportation as scheduled; therefore, off campus pick-up must be scheduled accordingly.

2. **Scheduling:** Residents desiring transportation on the mini bus are asked to contact the Front Desk Receptionist at 273-2647 at least one hour prior to the desired departure. For medical appointments, please schedule transportation at the time of making your doctor appointment to ensure that you are on the schedule. We ask your cooperation in attempting **not to schedule any appointments after 2:30 p.m.** This will allow the driver to transport you during regularly scheduled hours.

## *Transportation (continued)*

3. **Fee Schedule:** The Mini Bus transportation system is provided, free of charge, to Cornwall Manor residents who paid an entrance fee, provided departure and return are between 8:30 a.m. and 4:00 p.m. Monday through Friday, between 10:00 a.m. and 2:00 p.m. on Saturday, and between 10:30 a.m. and 4:30 p.m. on Sunday. Any transportation **before or after** the regular hours is subject to fees.
4. **Pick-up:** Riders are asked to be available for pick-up at their designated area 15 minutes prior to a scheduled departure time. You are asked to arrange for the approximate time and location of return pick-up with the driver whenever possible.
5. **Drop-off:** Arrival times at the designated stops will vary according to the size of ridership. You will be dropped off as close to your destination as possible. Drop-off locations are as follows:

Lebanon Valley Mall (*Monday, Saturday & Sunday only*)

Doctor's Offices – Lebanon Area

Aldi / Walmart (*Friday, Saturday & Sunday only*)

Giant / CVS / Staples

Local Restaurants

Lowes / Target

Kohl's

Sunset Grocery Outlet (*Saturday only*)

DMV (*Friday & Saturday only*)

Weis Market

Local Nail/Hair Salons

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## **Campus Transportation System:**

This system services Campus and Cornwall Area Trips, i.e., Beauty Shop and Post Office.

1. **Cornwall Manor Campus Transportation is available:**
  - (a) Monday through Friday from 8:15 a.m. to 4:00 p.m., after 4:00 p.m. by reservation.
  - (b) Saturday\* from 8:15 a.m. to 2:00 p.m., after 2:00 p.m. by reservation.
  - (c) Sunday\* from 10:30 a.m. to 4:30 p.m., after 4:30 p.m. by reservation.

**\*Please note:** This driver also provides Cornwall Manor Mini Bus transportation with departure times at 10:30 a.m. and 2:30 p.m.; therefore, there may be a brief delay in campus transportation.

2. **Scheduling:** Residents desiring transportation on campus are asked to call the Front Desk Receptionist prior to the desired pick-up time. For requests after

## *Transportation (continued)*

regular hours, residents must call one day prior to the desired trip to allow for time to contact a driver. Requests will be honored as the schedule permits and as driver and vehicle availability allows.

3. **Fee Scheduling:** Transportation services on campus are provided free of charge to all residents, provided departure and return are between 8:15 a.m. and 4:00 p.m. Monday through Friday, between 8:15 a.m. and 2:00 p.m. on Saturday, and between 10:30 a.m. and 4:30 p.m. on Sunday. Any transportation **before or after** regular hours is subject to fees.

---

### **Event/Activity Transportation:**

- 1, **On Campus:**

Transportation to Cornwall Manor activity events on campus is provided free of charge as driver and vehicle availability allow. For events scheduled **before or after** regular transportation hours (Monday – Friday, 8:15 a.m. to 4:00 p.m., Saturday, 8:15 a.m. to 2:00 p.m. and Sunday, 10:30 a.m. to 4:30 p.m.) residents must call **one day prior to the event** to allow for time to contact a driver.

2. **Off Campus:**

Transportation to Cornwall Manor activity events off campus is provided or made available through the Activities Department. Refer to the Neighborhood News and Activity News for particular events, details on sign-up procedures, and cost. Also, see “Guidelines for Trip Payment and Refunds,” page K-30 for trip payment procedure.

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### **Demand Response Transportation Services For Medical Appointments:**

1. **Scheduling:**

(a) Cornwall Manor Campus and Personal Care Residents: Medical appointments beyond the normal mini bus route, such as Hershey Medical Center, are scheduled as needed through the Front Desk Receptionist.

(b) Health Center Residents: The Health Center Transportation clerk will schedule appointments and arrange for transportation when necessary.

2. **Fee Schedule:**

(a) Campus Residents & Personal Care Residents who paid an entrance fee: Demand response transportation is provided, free of charge, to medical appointments within a 15 mile one-way radius (total of 30 miles round trip), provided departure and return are between 8:15 a.m. and 4:00 p.m.

## *Transportation (continued)*

Monday through Friday. Any transportation that exceeds the 30 mile round trip radius or the regular transportation hours is subject to fees. Requests for the use of a car instead of the mini bus will also result in fees. This charge will be reported to the Finance Department through the Front Desk Manager and will appear on the resident's monthly statement.

- (b) Personal Care Residents who did not pay an entrance fee: Regardless of distance, transportation will be made available to medical appointments and will be billed at the prevailing rate. Ambulance service can be provided as needed and billed by the service provider.

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### **Demand Response Transportation Service for Non-Medical Trips:**

Individualized Services - i.e., trips to airports, train stations, recreational trips, after hour's trips, and destinations not available on the mini bus route.

1. **Scheduling**: Please make your reservation with the Front Desk Receptionist as far in advance as possible--at least one week. Transportation will be provided on a "first come, first served" basis, as vehicles and drivers are available.
2. **Fee Schedule**: Individualized transportation will be billed to the resident at the prevailing rate. This charge will be reported to the Finance Department by the Front Desk Manager and will appear on the resident's monthly statement.

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### **Pick-up/Drop-off Locations for all Cornwall Manor Transportation:**

- Doorway on the south side of Freeman/Community Center near the Laurel Place circle
- Gateway and Westwood 1<sup>st</sup> floor covered entrance
- Bradley by the mailboxes
- Houses at the end of each driveway
- Mansion by the rear door (by the carports)
- Corson by the front door
- Carriage House by the 2<sup>nd</sup> floor carport entrance

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### **Alternate Transportation Services:**

1. **COLT (County of Lebanon Transit)** - registered Senior Citizens (65+) ride for free. Call 717-274-3664 to register and receive a Senior Citizen Transit Identification Card.

(a) **Lebanon Transit Fixed Route**: Buses run six days a week, from Monday through Saturday. The fixed route does not have a route at Cornwall



## *Transportation (continued)*

Manor. All buses are equipped with wheelchair lifts. Call COLT for a list of schedules, pick-up areas, and prevailing fees.

- (b) **Lebanon Transit Paratransit:** Vans provide curb-to-curb service to and from any area within Lebanon County Monday through Saturday. Reservations are required by 2:00 p.m. the day before you need the ride. Reservation can also be made up to 2 weeks in advance. All vans are equipped with wheelchair lifts. Call COLT for more information.

2. **Local Taxi Service** – available 24 hours/day. Call 273-3941 or 273-1656. Fee at prevailing rates and must be paid to drivers at the time of service. There is no Senior Citizen Discount.
3. **Ambulance Service** – available on a 24 hour, seven day a week basis. Because of its proximity to Cornwall Manor, First Aid and Safety Patrol of Lebanon is the designated first responder in all cases requiring transport by ambulance. In cases when First Aid and Safety Patrol is unable to respond, an alternate ambulance service is automatically dispatched. For more information, see “Health Services”, page H-8.

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### **After-hours Transportation:**

For after hours **Transportation**, call 717-273-2647 and the evening Receptionist can call a casual call driver. If it is after 7:00 p.m., the RN Supervisor can call a casual call driver. This service will be billed at the prevailing rate. Please note: Drivers have the option to refuse the assignment.

This procedure is utilized for urgent or atypical situations only. It is not an option to ask security to leave campus.



## Wellness at Cornwall Manor

At Cornwall Manor, we believe it's important to nurture the body, mind and soul. To do this, we offer a variety of fitness programming. The Wright Family Wellness Center has something for everyone, from aquatic exercise classes to strength training. The center includes a therapeutic pool, spa, and state-of-the-art fitness center. These areas of the Wellness Center require physician's clearance prior to use.

### Pool:

The pool is used primarily for arthritis aquatic classes and aqua aerobics; however, it features the availability of two lap lanes and is available regularly for open swims. It is 25 feet wide by 50 feet long and 3½ to 5 feet deep. The pool water is maintained between 87 and 90 degrees. This facility is endorsed by the Central Pennsylvania Chapter of the Arthritis Foundation. A hydraulic lift is available to assist those who require help getting into and out of the water. The Pool/Spa is open daily from 6:00 a.m. to 9:00 p.m. The Buddy System is required during pool hours. For guest pool passes, see the receptionist at the Front Desk in the Community Center. Access is by key only, and for members and their paid guest only. Please see the "Key Disbursement Policy," page K-19.

### Pool Rules:

The following rules have been developed for your enjoyment, health and safety:

1. Only members of the Wright Family Wellness Center who have submitted a completed **Physician's Clearance Form** and their guests are permitted to use the Pool.
2. One must go through public areas of campus to get to the Wellness Center; therefore, one should be dressed appropriately to be in these public areas. Appropriate cover-ups would be any type of clothing which one would wear on a public street. This could include warm up suits, dress-type jumpers, longer shorts or slacks, lightweight jackets, golf shirts, etc., but not robes or beach cover-ups, etc. Appropriate footwear would be sneakers or sandals.
3. There will not be a lifeguard on duty at all times. For this reason please follow the Buddy System when using the Pool. This means you must be accompanied by at least one ambulatory adult when in the water.
4. A shower **must** be taken prior to entering the Pool.
5. No running, pushing or rough play.
6. No jumping or diving into the Pool.
7. Please use the steps or ladders when entering and exiting the Pool. If you

## *Wellness Center (continued)*

- require the use of the hydraulic lift, please seek assistance.
8. No food or glass are permitted in the Pool area. There is a water fountain in the pool area for your use.
  9. Participants of the pool programs must provide their own swimsuit, towels, etc. and must remove all items from the locker room at the end of each visit. You may wear a t-shirt of average length (not longer than the wait-line) with your swimsuit if you choose to. Heavier clothing could impede movement in the water and loose fitting could become tangled and be a safety hazard.
  10. Please put any equipment that was used back in its original place.
  11. If you have been ill for an extended period and/or been required to stay in the hospital, we ask that you have a new PHYSICIAN'S CLEARANCE FORM completed and returned to the Wellness Coordinator before resuming Wellness Center activities.
  12. If you are suffering from an infectious disease please refrain from using the Pool.
  13. If you at any time feel dizzy, short of breath or develop unusual pain, please stop what you are doing and seek assistance immediately.
  14. **In the event of an emergency**, if you feel an ambulance is necessary, you should not hesitate to dial 911 and request assistance and then also activate the Medical Emergency Alert system.

### **Spa:**

The spa is 3½ feet deep with seating for 6 to 8 people. The water is maintained between 97 and 99 degrees.

### **Spa Rules:**

The following rules have been established for your health, safety, and enjoyment while using the Spa.

1. Only members of the Wright Family Wellness Center who have submitted a completed **Physician's Clearance Form** and their guests are permitted to use the Spa.
2. One must go through public areas of campus to get to the Wellness Center; therefore, one should be dressed appropriately to be in these public areas. Appropriate cover-ups would be any type of clothing which one would wear on a public street. This could include warm up suits, dress-type jumpers, longer shorts or slacks, lightweight jackets, golf shirts, etc., but not robes or beach cover-ups, etc. Appropriate footwear would be sneakers or sandals.
3. There will not be a lifeguard on duty at all times. For this reason please follow the Buddy System when using the Spa. This means you must be accompanied by at least one ambulatory adult when in the water.
4. A shower **MUST** be taken prior to entering the Spa.
5. No running, pushing or rough play.
6. No jumping or diving into the Spa.
7. Please use steps or ladders when entering and exiting the Spa. If you require

## *Wellness Center (continued)*

- the use of the hydraulic lift, please seek assistance.
8. No food or glass are permitted in the Spa area. There is a water fountain in the pool area for your use.
  9. Participants of the spa program must provide their own swimsuit, towels, etc. and must remove all items from the locker room at the end of each visit. You may wear a t-shirt of average length (not longer than the wait-line) with your swimsuit if you choose to. Heavier clothing could impede movement in the water and loose fitting could become tangled and be a safety hazard.
  10. Use of the Spa is not recommended after intense physical exertion.
  11. No aerobic exercise in the Spa.
  12. No underwater submersion.
  13. Limit use of the Spa to 10 minutes.
  14. Please put any equipment that was used back in its original place.
  15. If you have been ill for an extended period and/or been required to stay in the hospital, we ask that you have a new PHYSICIAN'S CLEARANCE FORM completed and returned to the Wellness Coordinator before resuming Wellness Center activities.
  16. If you are suffering from an infectious disease please refrain from using the Spa.
  17. If you at any time feel dizzy, short of breath or develop unusual pain, please stop what you are doing and seek assistance immediately.
  18. **In the event of an emergency**, if you feel an ambulance is necessary, you should not hesitate to dial 911 and request assistance and then also activate the Medical Emergency Alert system.

## **Fitness Center:**

Cornwall Manor has two fitness centers.

1. **Buckingham Campus:** The fitness center is located in the historic Bradley Hall. It includes ten pieces of Keiser strength training equipment, which uses compressed air pressure to provide a quiet, comfortable system for resistance training. Other pieces include four treadmills, an upright stationary bicycle, two recumbent bikes, a rowing machine, two cross-trainers, three NuStep machines and a rack of free weights. The Fitness Center is open daily from 6:00 a.m. to 9:00 p.m. Access is by key only, and for members only. Please see the "Key Disbursement Policy," page K-19.
2. **Woods Campus:** This fitness center is located at the Tree House. It has two treadmills, a Nu-Step, an upright stationary bike, a cross-trainer and a rack of free weights. The Fitness Center is open daily from 6:00 a.m. to 9:00 p.m.

## **Fitness Center Rules:**

The following rules have been developed for your safety and enjoyment of the facility.

## *Wellness Center (continued)*

1. Only members of the Wright Family Wellness Center who have submitted a complete **Physician's Clearance Form** and have been oriented to use the equipment are permitted to use this area.
2. Appropriate dress in the fitness center is required. This could include clothing specifically designed for exercise; spandex shorts and tops, warm up suits, sweat shirts and pants, breathable lightweight cotton workout clothing, or regular or knit shorts and tops. Shirts must be worn at all times while in the Fitness Center. Shoes must be worn; comfortable supportive shoes appropriate for exercise are recommended.
3. No food or glass is allowed in the Fitness Room. Plastic water bottles are acceptable and encouraged.
4. Please wipe off equipment when you are finished exercising by using the disinfectant spray and towels provided.
5. If you at any time feel dizzy, short of breath or develop unusual pain, please stop what you are doing and seek assistance immediately.
6. **In the event of an emergency**, if you feel an ambulance is necessary, you should not hesitate to dial 911 and request assistance and then also activate the Medical Emergency Alert system.

### **Guest Policy:**

1. There will be no guests permitted in the Fitness Centers. This area is reserved for members who have gone through the necessary screening and training procedure.
2. Residents and Employees must accompany guests at the Pool or Spa. The resident or employee does not need to swim, but must be at the Pool with their guest.
3. It is the responsibility of the resident and employee to inform the guest of the rules governing the Pool or Spa. Guests are required to abide by all these rules.
4. Guests may not participate in any scheduled classes. (i.e. Arthritis Class or Aqua Fitness) without the consent of the Wellness Coordinator.
5. Children under the age of 17 years must be accompanied in the pool by an adult.
6. No one under the age of 10 years is permitted in the Spa.
7. Children must be toilet trained as a prerequisite to using the pool. Any child who still uses diapers may not use the pool.

### **Other Wellness Amenities:**

**Hearing Care Center:** As a service to residents of Cornwall Manor, an Audiologist holds office hours on our campus the 1<sup>st</sup> & 3<sup>rd</sup> Wednesday of each month, except for May. Check the activity calendar for schedule. If interested, call Linda Gonya-Hartman, Audiologist, at 717-274-3851 (Lebanon Office), or 717-653-6300 (Mt. Joy Office).

**Massage Therapy:** As a service to residents of Cornwall Manor, a massage therapist

## *Wellness Center (continued)*

holds office hours on our campus every Tuesday and Friday. If you would like information or would like to schedule an appointment, contact Joyce Keidel at 717-274-6770.

**Locker Rooms:** There are men's and women's locker rooms adjacent to the pool entrance, with showers and secure storage available for all members and their guests.

**Club Room:** The Club Room is located in the Wellness Center and is equipped with two billiard tables, several game tables, a seating area in front of the fireplace, a flat screen TV and a kitchen area with counter seating.

**Manypenny Recreation Room:** The Manypenny Recreation Room is located at the Lower Level of Zerr Chapel. This room is open and available for resident use, unless a scheduled activity is in session. Please see the schedule on the door for posted activities. Contact the Wellness Coordinator at 717-675-1528 if you would like to reserve this room for a meeting or activity.

**Wellness Center Meeting Room:** The Wellness Center Meeting Room has a television with surround sound, cable, and a stereo system perfect for TV viewing or meetings. Contact the Campus Activity Coordinator at 717-675-1521 if you would like to reserve this room. Instruction on the use of this equipment is available from the Director of Resident Services.

**Wellness Activity Schedule:** A list of regularly scheduled classes and programs can be found posted on the bulletin board in the Wellness Center and Cornwall Manor Television (CMTV), broadcast on Channel 956.

**Bud & Jack Campbell Life Trail™ Fitness Trail:** The fitness trail, located on the Buckingham Campus, is an outdoor exercise concept featuring equipment designed for use by the older adult. The ten stations are located along a 7/10 of a mile path beginning at Wildflower Lane behind Gateway/Westwood apartments and continues along Wildflower Lane through the Gatehouse Woods neighborhood, up along the path to the main entrance and back down the road adjacent to Gateway, ending at Wildflower Lane. Each station is capable of two exercisers at once, so this encourages couples and friends to exercise together. Five stations are designed for wheelchair users.

**Lebanon Valley Rails-to Trails:** The Lebanon Valley Rails-to-Trails invites walkers, runners and bikers to use the trail for wellness. Trail entrances are located near the Woods and the Buckingham Campus. The trail also connects the Buckingham and Woods campuses.

**For fees or membership information on the Wellness Center, or to receive/complete a Physician's Clearance Form, contact the Wellness Coordinator at 717-675-1528.**



## **Automated External Defibrillator (AED)**

**Policy:** An AED is located in the Buckingham Campus Fitness Center and is available for use by Fitness Center members in the event of a cardiac emergency while exercising. The AED can be operated by Fitness Center members and designated Cornwall Manor staff. There is no guarantee that someone will always be present to administer the AED, and Fitness Center members exercise there at their own risk.

**Procedures:**

1. The AED will remain in the Buckingham Campus Fitness Center at all times and is not intended for use elsewhere.
2. New Fitness Center members are offered AED training as part of their initial orientation.
3. The following staff are trained to operate the AED: Wellness Coordinator, Campus Nurse, and nurses designated as campus medical emergency responders.
4. Tags with the phrase “Do Not Resuscitate” are available in the Buckingham Campus Fitness Center for members to wear while exercising if they who do not wish to be resuscitated. If a “Do Not Resuscitate” tag is not worn, it is assumed that use of the AED is desired.

# Wright Family Wellness Center

## Accident Report

Date of Report: \_\_\_\_\_

Name of Injured Person: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Accident: \_\_\_\_\_ Time: \_\_\_\_\_ Number of People in Water: \_\_\_\_\_

Water Condition: \_\_\_\_\_

Describe the Accident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

List the names of those involved in accident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Did those involved disregard posted rules or order of staff? \_\_\_\_\_ If so, explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Identify who, if anyone, was injured and describe the injuries: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Was CPR used: \_\_\_\_\_ For how long: \_\_\_\_\_

Was EMS called: \_\_\_\_\_ What time did they arrive: \_\_\_\_\_

Was the Companion One activated: \_\_\_\_\_ What time did they arrive: \_\_\_\_\_

Was additional medical treatment required: \_\_\_\_\_ If so, indicate where the individual(s) were taken, who provided treatment and what treatment was given: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Bloodborne Pathogen Exposure Incident

Employee Name: \_\_\_\_\_ Soc. Sec. No: \_\_\_\_\_

Was the source the injured person listed above: \_\_\_\_\_

If not, give source's name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone No: \_\_\_\_\_

Document route of exposure (mucous membrane, puncture, etc): \_\_\_\_\_

Was protective equipment used: \_\_\_\_\_ Yes Describe equip: \_\_\_\_\_

\_\_\_\_\_ No Reason not used: \_\_\_\_\_

Describe post-exposure cleanup procedure used: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## Staff Information

Name: \_\_\_\_\_ Position: \_\_\_\_\_

General Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**\*Please return a copy to the Front Desk Manager and Visiting Physician's Office\***



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