

FLOURISH

A PLACE TO CALL HOME

Resident Handbook

Flourish Senior Living
9000 Golden Valley Road
Golden Valley, MN 55427
www.flourishhome.com
763-543-9000

4/1/2021

Welcome to Flourish!

We are honored that you have chosen our community as your new home. Our goal is to ensure that you enjoy all that Flourish has to offer.

Flourish is designed to make it possible for you to devote your time and energy to pursuing your personal interests and to spending time with other residents, who may be your longtime treasured friends or have just become new friends. We also encourage you to invite your family and others to visit and to enjoy the hospitality Flourish provides.

We are eager to help you get settled into your new home. We hope this handbook will help you get acquainted with your new home and with the Flourish community.

We extend a warm welcome to you, your family and friends. Our commitment is to provide you a home with the happy, healthy lifestyle you deserve.

Sincerely,

Flourish Management

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YOUR HOME

Because many of our residents most recently lived in a single-family home, Flourish is committed to helping our residents make a pleasant transition. This handbook is designed to share information and guidelines about how best to enjoy our programs and common areas as well as being mindful of other residents. Please see your lease agreement for additional information.

ABSENCES

Please notify Flourish Management if you are going to be taking an extended leave from your apartment. This could be for a vacation or medical reasons. An emergency phone number where you can be reached is greatly appreciated. Please let us know if you need plants watered, mail/packages or newspapers placed in your apartment, or any other assistance while you are away. Fees for these services can be found in the service section of the handbook.

APPLIANCES

All apartments are equipped with refrigerators, microwaves & ovens. Most are also equipped with dishwashers and washers & dryers. You may not install or replace an appliance without prior written approval of Flourish Management. This includes freezers, mini-fridges, air conditioners, space heaters and any other appliance that is not considered a countertop kitchen appliance. If you have any appliance concerns, please contact Flourish Management.

DECORATING

Residents are encouraged to decorate their new home to suit their tastes. If you need assistance decorating or organizing, please see Flourish Management for assistance. Fees for these services can be found in the service section of the handbook.

Balconies

Balconies may not be used for storage or hanging clothes, flags, or signs. Nails, screws, or other devices may not be installed into the exterior walls of the building. Carpeting of balconies is not allowed. Fire ordinance prohibits the use of gas or charcoal grills in or near the building, including on balconies.

Doors

When decorating please refrain from putting nails or hooks in any doors. You may use 'over the door' hangers as long as nothing penetrates the wood.

Entryways

Due to fire code, please do not place, shoes, walkers, scooters, wheelchairs, or other items in the entryways to the apartment or in the hallway outside your apartment. You are welcome to decorate the entryway next to the door as long as nothing sticks out into the hallway. Your unit door and the hallway doors may not be propped open at any time.

Holiday Decorating

The use of any natural green trees or wreaths is prohibited in apartments, balconies, and common areas. Artificial trees and wreaths are acceptable. You are also welcome to decorate your balconies with holiday lighting.

Walls

Apartments have cream/ivory & blue/grey walls & white ceilings, if you choose to change colors or add wallpaper, we require that you hire a Flourish approved company at the resident's expense. Please see Flourish Management for assistance and approval. You would also be responsible for the cost of restoring the apartment back to the original colors upon move out.

Residents may hang pictures, paintings etc. on the walls. Please contact Flourish Management to assist in hanging heavier large items such as mirrors and televisions. Flourish has established standards for installing these items to ensure safety for everyone. Fees for these services can be found in the service section of the handbook.

Windows

Apartments are furnished with vertical and horizontal blinds on all windows. Residents may install additional window treatments so long as it does not interfere with the blinds and not installed into the woodwork. Please do not remove the blinds to install your own window treatments. If you prefer a different window treatment other than blinds, please contact Flourish Management to discuss. Blinds will be replaced when they become defective or have worn out due to normal wear. If blinds are damaged due to misuse the resident is responsible for the cost of replacement.

HEATING/AIR CONDITIONING

Each apartment is equipped with its own Heating, Ventilation and Air Conditioning (HVAC) system. Twice a year Flourish Management will replace/clean the HVAC filters. The thermostat is typically located on the living room wall. You can adjust the temperature to your comfort level. If there is an issue with the thermostat or the HVAC please contact Flourish Management immediately and we can assist you in correcting the problem. Please keep all snow, ice and personal items clear of the exterior grill, if you need assistance please contact Flourish Management.

HOUSEKEEPING

We know how important it is for you to have a clean home. Flourish also takes pride in maintaining a high standard of living.

Hoarding

It can be very hard to part with personal items. But sometimes the number of items you keep can cause safety issues. Hoarding becomes the concern when personal property is not being stored in a manner that allows for proper air circulation and easy exiting during an emergency. Fire safety, pests, odors and falls due to storage of personal items are also concerns. If Flourish Management becomes concerned about the safety of your apartment, we will meet to discuss how to help you make your home safe again.

Housekeeping Assistance

If you need assistance with maintaining the cleanliness of your home, please contact Flourish Management. Fees for these services can be found in the service section of the handbook.

Pest Control

The presence of pests in a building is sometimes unavoidable, because even the best housekeeping practices cannot always prevent their presence. If you notice evidence of rodents or pests, please contact Flourish Management immediately. The sooner the problem is reported, the sooner it can be resolved. We will schedule a professional pest control company to treat the apartment or common area. For effective extermination, it is often necessary to treat all apartments surrounding the problem area. Should this occur, cooperation is required with the extermination effort even if your apartment does not seem to be affected. Please do not use over the counter pest products, unless given permission from Flourish Management. Often these do more harm than good.

Following the below recommendations will greatly reduce the occurrence of unwanted pests:

- Inspect newly purchased items to ensure pests are not present.
- Store food in seamless metal, glass, or plastic containers.
- Remove and clean dishes and food from your kitchen after dining.
- Use plastic garbage bags and place in building trash bins.
- Rinse all cans and bottles with hot water before placing in recycling.
- Clean the stove and refrigerator on a regular basis.
- Wipe up all spills and grease routinely.
- Do not store paper bags.
- Use plastic storage containers instead of cardboard boxes for storing items.

INSPECTIONS

Residents are required by the lease to permit The Schuett Companies Inc., Flourish Management, CompassionCare Services LLC or contractors authorized by Flourish Management, to enter your apartment for scheduled or reasonable inspections, repairs, and replacements. You will be given advance notice unless it is an emergency, or a resident reported work order. Management will conduct an inspection of all apartments at least once per year. Your apartment will be checked for cleanliness and to make sure all appliances, windows, doors, smoke detectors and emergency response system devices are working properly. Any needed repairs will be noted and later corrected.

KEYS, FOBS AND LOCKS

Keys and Fobs

Each resident will receive one apartment key, one mailbox key and one key fob. The apartment and mailbox keys will access your respective apartment and assigned mailbox only. The access fob will access the exterior doors of the building. Please report any lost, stolen or damaged keys to Flourish Management immediately. To ensure the security of the building, residents and family members are NOT ALLOWED under any circumstance to duplicate their own keys. If you need additional keys please see Flourish Management. There will be a charge of \$10 for additional or replacement keys and \$20 for additional or lost fobs.

Locks

Residents may not alter locks or install additional locks or security systems on any door. If you have any concerns, please see Flourish Management.

LAUNDRY

Washers and Dryers are in most apartments. There is also a community laundry room on the 4th floor. This is for resident use only. The laundry room is available on a first come first serve basis. Please contact Flourish management if any machine is not working properly.

Washers

Please follow the machines recommended instructions. Do not overload. Be sure to remove all articles from pockets prior to washing. Please wipe off any soap, bleach or stains from the exterior of the machines. Please do not use machines for tinting or dyeing. When you have completed your washing be sure to leave the lid or door open so that the interior of the machine will dry.

Dryers

Please be sure to not overload machines. Always clean lint screen and trap before and after each load for faster drying and fire prevention.

LIGHT BULBS

All permanent light fixtures and appliances are equipped with light bulbs. Flourish Management will replace these bulbs at no cost to you. If you need a light bulb changed in a personal lamp or device, we can assist you for a fee. Fees for these services can be found in the service section of the handbook.

MAIL AND PACKAGES

Mailroom

The mail room is located on the first floor off the main lobby. Your mailbox number and apartment number are the same. Outgoing mail is picked up daily (Monday through Saturday) from the outgoing box in the mailroom.

Packages

Packages and other items delivered by the U.S. Postal Service, that are too large for your mailbox, will be left in the special package box near your specific mailbox. The mail carrier will leave a key in your mailbox alerting you to a package. This key will open the larger mailbox with your package.

MAINTENANCE

We want to help you properly maintain your apartment. There is no charge for normal wear and tear repairs and maintenance; however, if the repair is due to negligence or misuse, residents will be assessed the cost of repair and labor. To make a maintenance request please do so via the Resident Portal on our website www.flourishhome.com. You may also complete a workorder form and submit to management. The forms are located in the mail room. Examples of routine service would be leaky faucets and general apartment repairs. Our goal is to respond quickly and to satisfy all service requests within a reasonable time frame. If this is not possible, we will notify you as to when you may expect the service to be completed.

MODIFICATIONS

No structural modifications (grab bars, installed shower benches, upgraded tubs, ceiling fans, different light fixture, etc.) may be made to your home without written authorization from Flourish Management. If the modifications are approved, work must be done by a Flourish approved contractor at the resident's expense. You may also be responsible for the cost of restoring the apartment back to its original condition. Please contact Flourish Management with any questions.

PETS

We understand how important pets are to our residents, that is why Flourish is proud to accept small dogs and cats into our community.

Acceptable Pets

We do ask that pets are limited to 2 pets per apartment and to under 30 pounds each.

Guest Pets

Guest pets are welcome to visit at any time but must follow the same guidelines and requirements of resident pets.

Pet Fee

Upon pet move-in, residents are responsible for a nonrefundable pet fee of \$500 per pet.

Pet Care

Pets are required to be restrained by a leash no longer than 6 feet or in a pet carrier when in hallways, elevators, or other interior common areas. Upon move in and annually thereafter, residents must provide proof that their pet has been spayed/neutered and inoculated. Rabies tags must be attached to pet's collars. Residents must immediately clean up after any pet waste. If a resident fails to clean up after their pet, they will be charged a \$50 fine, please see the lease for further details. Residents will be responsible for any costs incurred from damage caused by their pets. All litter must be bagged, tied tightly and deposited in the trash. If you, your family or Flourish Management determine that you are no longer able to properly care for your pet, we can assist you in making arrangements for your pet's new home.

Pet Complaints

Complaints of pet odors, noise or if a pet becomes a safety concern for you, other residents or staff, management reserves the right to ask to have the pet removed.

RENT PAYMENTS

Rent payments are due on the first business day of each month. Rent can be paid by personal check, cashier's check, money order or electronic payment. Rent payments should be made payable to Flourish and should be placed in the rent box outside the Flourish offices on the 1st floor. You may also mail them to:

Flourish Senior Living
Attn: Assistant Director of Housing
9000 Golden Valley Road
Golden Valley, MN 55427

If your rent is not paid in full by the end of the 5th business day, you will be charged a fee in accordance with your lease.

STORAGE LOCKERS

Resident storage lockers are in the garage level and can be rented for a monthly fee. They are assigned on a first come first serve basis. Flourish assumes no risk or liability for stored items. Residents are required to provide their own paddle lock for their individual lockers.

For safety and sanitation; chemicals, food or other perishable products and odor causing items cannot be kept in storage lockers. Combustibles and flammables are also not allowed to be stored in lockers. If sprinklers are installed in your storage locker you are required to maintain 2 feet of open space around the sprinkler head. Do not hang anything on the sprinkler head.

TELEPHONE

Comcast provides Flourish with landline telephone services. To set up service to your apartment please call Comcast directly 1-855-307-4896.

TELEVISION

Comcast/Xfinity television service is provided in each apartment and in the common areas. Residents can have up to 3 receivers and remotes at no additional charge. Cable service includes over 200 channels that include, tv, music & HD channels. Premium channels such as HBO or Showtime and DVR's or other devices can be added for an additional fee by calling Comcast directly 1-855-307-4896.

NOTE: Please contact Flourish Management to assist in hanging televisions. Flourish has established standards for installing televisions to ensure safety for everyone.

TRASH & RECYCLING

Trash

Trash chutes are located on all levels of the building. Residents should dispose of regular garbage in plastic bags tied tightly shut. If items are too large to go into the trash chute, please take them directly to the trash dumpster in the garage level. Very large items (furniture, beds, wheelchairs, etc.) are not allowed to be placed in or near the dumpsters. Please contact Flourish Management and we can assist you in disposing of these items. There may be a charge for disposal. If the items are new or gently used we also can assist you in having these items sold or donated instead. Needles must be disposed of in a Sharps Container. If you need a Sharps Container, please contact Flourish Management for assistance.

Recycling

Recycling chutes are located on all levels of the building. To help reduce odors please rinse out all bottles and cans before placing in the recycling chute. Please also breakdown all cardboard boxes. If items are too large to go into the recycling chutes, please take them directly to the recycling dumpster in the garage level. Electronics and batteries cannot be placed in recycling dumpsters. To recycle electronics or batteries please contact Flourish Management and we can assist you.

WIFI

Flourish has complementary Wi-Fi throughout the building. Please contact SecureIT 952-698-8200 for your personal access code.

YOUR COMMUNITY

ACTIVITIES

Flourish staff provide a variety of activities throughout the month. Residents are encouraged to attend these events as these are a great way to make new friends, share interests and learn new things. Staff regularly consult with residents and welcome suggestions on what activities we should provide. The Flourish activities calendar is displayed outside the 2nd floor community room and on 1st floor near the Flourish Management offices. You may also pick up a paper calendar from the message station in the mailroom.

ALCOHOL

Residents and guests are expected to behave responsibly with respect to the use of alcoholic beverages. Alcohol consumption is prohibited in all common areas of the building except in the Speakeasy/Pub Room during Flourish sponsored events. Flourish Management may grant permission for alcohol to be consumed for private events in the Speakeasy/Pub Room or Private Dining Room. Consumption of alcohol is permitted in resident apartments. Residents who engage in disruptive behavior as a result of their use of alcohol, or who fail to prevent such behavior by their guests, will be considered to have breached the community standards of conduct, a violation of the lease.

COMMON AREAS

Common areas within the building should be considered an extension of your home. They are provided for you and your guests to enjoy. We do ask that you help to keep these areas tidy and to keep in mind that you are also responsible for any damages you or your guests might cause.

Private Parties

Residents may reserve the community rooms for private parties. All private parties should be scheduled and coordinated through Flourish Management.

DINING SERVICES

Our in-house chef's take pride in creating well-balanced and nutritious meals, which are geared towards our residents' tastes and dietary needs. Meals are served in our spacious Community Dining Room and Private Family Dining Room. Menus, mealtimes and individual meal prices can be found outside the dining room. Meals can be purchased individually, on a monthly meal plan or as part of a Health Services level of care. Guests are welcome to join you and may purchase their meals individually via their dining room server.

DRESS CODE

Residents and guests are expected to be appropriately and modestly dressed when outside their apartments. Bathrobes, pajamas, bare feet and exposed undergarments are examples of inappropriate attire.

ELECTRONIC DEVICES

We ask that residents and guests use headphones or earbuds when using electronic devices in common areas so as not to disturb other residents. We also ask that you silence cell phones while attending activities or meals.

GRATUITY'S, TIPS AND GIFTS

It is our privilege to serve you. Just as friends and family helped make your life more comfortable in your previous home, our staff strives to do the same now that Flourish is your new home. Staff members understand that accepting gratuities, gifts or tips will result in disciplinary action up to and including termination. If you wish to express your appreciation, please notify Flourish Management of how grateful you are that the staff member was there to help you. We will be sure recognize them for their service.

GROCERY CARTS

Flourish provides grocery carts in the elevator lobbies on the garage level. They are available to residents on a first come first serve basis. Please be sure to return carts to their designated areas immediately after use.

NEWSPAPERS

A copy of the Star Tribune is delivered daily for all residents to read and is left in the 1st floor lobby area. Please do not remove the newspaper from the lobby area. A personal subscription would be at your cost. To order call each newspaper directly:

Star Tribune (612) 673-4343
Pioneer Press (651) 222-1111

PARKING

Parking is available in the parking lot or in reserved spots in the underground heated garage. Flourish Management is not responsible for vehicle theft, vandalism, or any form of damage incurred on the premises, whether in the garage or in the parking lot. Vehicle repair work, maintenance or car washing is prohibited. All vehicles must be in running condition and have current tabs. This includes but is not limited to: tires intact/inflated and not leaking fluids or oil. Residents and guests are required to observe all rules regarding fire lanes, disability parking spaces and loading zones. Failure to adhere to these policies may result in towing of the vehicle at the vehicle owner's expense.

Parking Lot

Residents and guests may park in the Flourish parking lot on a first come first serve basis. The parking lot is for the general usage of cars and vehicles. Parking commercial vehicles, boats, trailers, campers, or large trucks/vans is not permitted. Please report any suspicious activity in the parking lot to the police department. During the winter months, vehicles will need to be temporarily moved out of the parking lot, when the parking lot is being plowed. The parking lot will be plowed when snow measures two or more inches. All vehicles will need be moved by 9:00 a.m. the morning following the above snowfall depths. All vehicles still in the parking lot after this time will be towed at the owner's expense. If you are unsure if you should move your vehicle, please contact Flourish Management. If you plan to be gone from your home anytime during the winter months, be sure to make arrangements with a friend, family, or neighbor to move your vehicle when plowing is necessary.

Garage

Reserved parking spots are available for a monthly fee in the underground heated parking garage, including several disability parking spots. Spots in the garage will be assigned on a first come first serve basis. Disability spots may only be reserved if you have a MN issued Disability Parking Permit. When you reserve a spot, you will receive a garage door opener. There is a replacement fee of \$50 in the event a garage door opener is lost. For security reasons please wait for the garage door to close completely after you have opened it. The garage may not be used for storage of campers, trailers, boats or other recreational vehicles. Residents may not use their parking spot for storage of personal items.

If you would like an underground parking space, please contact Flourish Management.

SALON SERVICES

The Flourish salon is located on the 2nd floor. For services, pricing and appointment information call the salon directly at 651-370-2880.

SERVICES & FEES

If you are in need of assistance we are here to help.

SERVICE	FEE
Culinary	
Meal Delivery	\$5
Concierge Services	
Mail & Package Delivery	\$5/per delivery
Welfare Check	\$5
Copies	.50
Fax	.75
Office Supplies	.75
Notary	\$10/page
Check Writing	\$1/ per check
Move-In Services	
Unpacking	\$15/per15 Minutes
Removing Packing Materials	\$15/per 15 Minutes
Hang Pictures	\$15/per 15 Minutes
Establishing Wi-Fi Service	\$15/per 15 Minutes
Establishing Landline Service	\$15/per 15 Minutes
Setting up TV Internet Streaming	\$15/per 15 Minutes
Decluttering	\$15/per 15 Minutes
Hang TV	\$15/per 15 Minutes
New home Setup	\$15/per 15 Minutes
Home Services	
Troubleshooting Cell phone or Land Line Issues	\$15/per 15 Minutes
Troubleshooting TV and Remote Issues	\$15/per 15 Minutes
Housecleaning	\$25/per 30 Minutes
Assist with Ordering Groceries or other items	\$25/per 30 Minutes
Putting Groceries Away	\$25/per 30 Minutes
Linen Changes	\$25/per 30 Minutes
Laundry	\$25/per 30 Minutes
Moving Furniture	\$15/per 15 Minutes
Garbage/Recycling Removal	\$5/per event
Meal Prep & Cleanup	\$25/per 30 Minutes
Computer Assistance	\$15/per 15 Minutes
Maintenance Services	
General Maintenance & Carpentry	\$15/per 15 Minutes
Electrical & Plumbing	\$25/per 15 Minutes

HEALTH SERVICES				
Discipline	Service Description	Frequency of Services	Charges	Client Responsibility
Registered Nurse	Initial RN assessment to determine client needs and to develop service plan within the first five days of Start of Care	<i>Completed within 5 days of the start of care</i>	No Charge for up to 2 hours	
Licensed Nurse	<i>Face-to-face assessment by nurses to re-evaluate the services, care plan and care.</i>	Monitoring every 90 days or less	No Charge	
Licensed Nurse	Nurse reassessment	<i>Within 14 days of the start of care</i>	No Charge	
Licensed Nurse	RN or LPN in room/apartment to perform physician's treatment orders		\$35.00/ 15 min	100%
Home Health Aide	<i>Provision of personal cares, assistance with ADL's, IADL's, Bathing (30 Min minimum) medication and treatment/therapy administration</i>	<i>As scheduled or as needed</i>	\$ 25/ 15 min	100%
Nurse supervision of CNAs/HHA	<i>Supervision of CNA/HHA to whom delegated nursing or therapy tasks have been assigned.</i>	<i>Within 30 days of completing orientation and periodically per agency policy</i>	No Charge	
Housekeeping	Home management/cleaning tasks on agreement		\$25/30 minutes	100%
Home Health Aide	Laundry		\$25/load	100%

SUGGESTIONS

We welcome your feedback. If you would like to share any thoughts or concerns, please contact Flourish Management.

HEALTH AND SAFETY

EMERGENCY RESPONSE SYSTEM

Upon move-in all residents will receive a personal emergency response pendant, wrist band or wall pull cord. These devices are to be used in the event of a *medical emergency* only. If able you should also call 911.

CRIME PREVENTION

The safety of our residents and staff is important to us. Crime prevention and safety is everyone's responsibility. To help everyone stay safe we recommend the following:

- When parking in the garage, watch to make sure the garage door closes completely before driving on.
- Make sure the building exterior doors close completely after you enter or exit the building.
- Do not buzz anyone into the building that you do not know.
- Do not open the entrance door for guests, deliveries, or anyone you do not know. Alert staff if someone is struggling to gain access to the building.
- Do not share your apartment keys or building key fob with anyone.
- Always lock your apartment, both when you are home and away for even a few minutes.
- Do not share that you have cash on hand or that you withdrew money from the bank.
- Do not leave valuables laying around or in view in your apartment, car, walker, or wheelchair. Do not give money to any staff. Pay your monthly rent and services electronically or with a check. Submit to the Director of Housing, Assistant Director of Housing, or place in the rent box.
- Keep windows and patio doors locked.
- If you see suspicious activity in the building or parking lot call staff or 911 immediately.
- Do not leave notes on your door saying you are away from home.
- Do not hide keys under mats, plants, above the door, or any other areas.
- Always keep your car doors locked, even when parked in the garage or parking lot.

FILE OF LIFE

The File of Life is an international program established by Emergency Medical Professionals. You or a family member completes a form that lists your emergency contacts, medications, health care directives and other vital information. You then insert the completed form into the magnetic pouch that is then placed on the front of your refrigerator. This information will provide emergency services with essential information that will help them assist you during a medical emergency. Please see Flourish Health Services for the File of Life forms.

FIRE SAFETY

Safety Tips

You are responsible for any damage to your apartment as a result of negligence. We suggest that you take the following precautions:

- Store all flammable items safely
- Dispose of newspapers and garbage regularly
- Be attentive while cooking
- Clean grease from cooking range and oven regularly
- Follow no smoking policy
- Follow no incense policy
- Follow no grills policy
- Replace worn electrical cords
- Do not overload electrical outlets.
- Do not use extension cords or multiple use plug-ins.
- Surge protectors are permitted only if they can be tripped and reset.
- Follow no natural trees or wreaths policy

Smoke/Carbon Monoxide Detectors

Each apartment is equipped with one or more smoke/carbon monoxide detectors. The carbon monoxide detector is to warn you of any odorless carbon monoxide gases coming from a faulty furnace. Some detectors will beep on and off indicating that the backup batteries need to be changed, if this happens please contact Flourish Management for assistance. Residents should not tamper with, disconnect or otherwise deactivate smoke detectors. Management will check smoke detectors annually. If an alarm (not the on and off beeping) go off in your apartment, evacuate the premises immediately and call 911. Do not re-enter the premises until our maintenance or emergency services responders have arrived, the premises have been aired out, and your alarm remains in its normal standby condition.

Sprinkler System

Flourish is equipped with a fire sprinkler system. The sprinkler heads should not be used to hang things and should never be blocked or damaged.

FIREARMS

Flourish does not allow staff, residents or guests to carry or to store any firearms, firearm memorabilia or firearm replicas. This policy applies to all apartments, offices, common areas, garages, storage areas and vehicles parked on the property.

GUESTS

We encourage you to have guests in the building. Whenever possible, residents should always accompany guests inside the building, for purposes other than entry and exit to the resident's apartment. Flourish Management exercises the right to limit/prohibit guests.

Children

Children are always welcome. To ensure their safety as well as the safety, comfort and privacy of all residents, please supervise children during visits. Please do not allow children to run in the common areas.

Entry System

Flourish is equipped with a secured entry system at the main entrance. All guests must enter the building through this main entrance. Please do not allow unfamiliar people into the building. See Flourish Management for details on how to buzz guests into the building.

MAINTENANCE**Breaker Box**

Each apartment has their own circuit breaker box. If the power has gone out in only your apartment, check the breaker box. A tripped breaker is very easy to identify and is probably the cause. Switch the breaker to the “off” position and then back to reset.

Emergency Maintenance

If needed, emergency maintenance service is available 24 hours a day, even if the resident is not home. Staff are on-call to handle emergencies that must be performed immediately to prevent damage to the property or correct an unsafe condition. Emergency maintenance service is defined as plumbing leaks, sewer stoppage, loss of heat or electricity, overflowing toilet or any condition which may cause permanent damage to you or your apartment. If you have a maintenance emergency, please contact Flourish Management immediately.

Toilets

If you should experience an overflow, immediately turn off the water supply valve located behind the toilet fixture. If you are unable to restore the toilet to proper function, please contact Flourish Management. You may be asked to use the common area restroom for a short period of time. Please note: the toilet plumbing cannot accommodate sanitary products, disposable undergarments, paper other than toilet paper, bottles, grease, cat litter, etc. Costs incurred for repairs due to misuse will be charged to the resident.

GFCI Outlet

All Kitchens and bathrooms have 1 or more ground fault circuit interrupter outlets (GFCI). If the outlet is not working press the “reset” button in the middle of the GFCI outlet. If this does not resolve the problem and you have also checked the breaker box, please contact Flourish Management.

NEEDLES

If during your initial health assessment, it was determined that you require the use of hypodermic needles, you will also be required to have a Sharps container in your apartment. All used needles must be placed in the container. When the container is full please contact Flourish Management for assistance with disposal and a replacement container.

SMOKING

Flourish is a smoke-free community. Smoking includes cigarettes, cigars, pipes, e-cigarettes and any other device used for burning tobacco or plant products. Please see Flourish Management if you have any questions about the smoking policy.

BUILDING EMERGENCY

BUILDING EVACUATION

In the case of an emergency where a building evacuation is required by the Fire or Police Departments, we ask that residents follow the below procedures.

Evacuation

- Remain Calm
- Follow instructions from Fire, Police & Flourish Staff
- Close apartment doors
- DO NOT use elevators
- DO NOT run
- DO NOT return to your apartment or the building until an “All Clear” has been given by the Fire or Police Departments.

Evacuation Destinations

If due to the nature of the emergency the below locations are not able to accommodate residents, the fire, police or Flourish staff will direct residents to a different safe location.

Temporary Relocation- Flourish staff and residents will take temporary shelter across the street at the Hello Apartments.

Longer Relocation – If relocation is needed for more than a few hours, Flourish Staff will arrange for busses to transport residents to Brookview Golden Valley.

Area of Refuge

If you are unable to evacuate the building, an area of refuge is located in elevator lobbies in the basement, 2nd, 3rd, 4th and 5th floors. On the wall in each elevator lobby are instructions to follow.

SEVERE WEATHER

During a severe weather emergency, stay tuned to the radio or television for up to the minute updates. Be prepared by having a working flashlight and battery-operated radio available.

Severe Thunderstorm Watch - Conditions are favorable for the development of a severe thunderstorms. Be sure all windows, blinds and curtains are closed. Doing so will help to keep glass and debris from flying into your apartment. Prepare to move to a safe area if a Thunderstorm Warning is issued.

Thunderstorm Warning – A severe thunderstorm has been identified in the area. Hail larger than 1 inch and winds in excess of 58 miles an hour has been identified. Go to interior hallways, rooms or stairwells -stay away from windows.

Tornado Watch -Conditions are favorable for the development of tornadoes. Prepare to move to a safe area if a Tornado Warning is issued.

Tornado Warning – A tornado has been identified in the area. A Tornado Warning can be issued without a Tornado Watch being already in effect. **TAKE SHELTER IMMEDIATELY.** Do NOT use elevators, take the stairs to the lowest level you are able to get to. Stay towards the center of the building away from windows and exterior walls. If you are unable to leave your apartment take shelter in your bathroom in the tub/shower. Close the bathroom door.

Before you move in, you are required to sign a lease. This document should be treated as part of the lease and is considered an attachment to the lease between the resident(s) and the Flourish property. We ask that you read the lease and this handbook. The lease and handbook are legal documents and are binding on both parties. It is important that you know and understand all the rules and regulations.

All policies listed in this handbook conform to the lease and to applicable federal, state, and local laws. These rules and regulations are necessary for the peaceful, comfortable co-existence of all residents.

We are an equal opportunity housing provider



EQUAL HOUSING OPPORTUNITY
WE DO BUSINESS IN ACCORDANCE WITH FEDERAL,
STATE AND LOCAL FAIR HOUSING LAWS

Under Federal law, it is illegal for housing providers to discriminate against any person because of that person(s): Race; Color; Religion; National Origin; Sex; Disability; Familial Status. In addition to the above protected classes, under state law, it is illegal for housing providers to discriminate against any person because of that person(s): Creed, Sexual Orientation, Marital Status, and Public Assistance status.

Managed By: The Schuett Companies, Inc.

Resident Signature

Date

Resident Signature

Date

Flourish Senior Living Signature & Title

Date