

LATHROP

C O M M U N I T I E S

Northampton | Easthampton | *The Inn*

A **KENDAL**[®] | *Together, transforming
the experience of aging.*[®]
AFFILIATE

Easthampton

Residents' Handbook

ONLINE VERSION

This handbook is divided into sections, as indicated on the tabs:

Section 1: History and Governance of The Lathrop Community

Section 2: Department Information (*Guidelines and common practice to help residents with everyday living*)

Section 3: Quick Tips in alphabetical order

Section 4: Policies and Memos

Section 5: Appendix (*consisting of additional information, map, instructions, etc.*)

The abbreviation MH will be used through the book when referring to the Meetinghouse at Northampton

FYI: The Front Desk at the Inn is staffed 24 hours a day, 7 days a week. You may call that number at any time with questions or concerns.

All staff members can be reached by dialing the Front Desk at the Inn at 586-0006

Lathrop History

(based in part on *A History of Lathrop Home* written by Eve Owen Cochran in 1928 and on the excellent summary by Jean Cohen and others in the 2006 Handbook)

The Lathrop Home

The historical taproot of Lathrop Communities reaches back to 1884 when Miss Clara Lathrop conceived of a "Home for the Sick." She and a group of women from Northampton and Florence churches proceeded to put a plan into operation. At the time, Dickinson Hospital (as it was originally known) was not yet erected, so the home was intended as a place for sick and friendless women to stay until the hospital became a reality. A Board of Management was created and subscriptions from generous citizens financed the home.

When the Dickinson Hospital was opened in 1886, the Home for the Sick was no longer needed and the Board of Management was free to minister to a different need: a home for women "too aged or infirm to make a home for themselves." Various fund-raising activities continued and contributions from benevolent friends were received.

The board successfully petitioned the state legislature for a charter of incorporation in 1887. A second ten-room home on the corner of South and Olive Streets was purchased and named the Home for Aged and Invalid Women of Northampton.

After Miss Lathrop passed away in 1906, the name of the home was changed to the Lathrop Home for Aged and Invalid Women.

About 1914, when the need for the home had been proven, it again became evident that a larger house was needed. Mrs. Fannie Burr Look offered a gift of land on South Street and proposed to build and equip the new building as a memorial to her mother, the late Mrs. Sarah Burr. Renamed Lathrop Home in the early 1980's, the building, which stands today at 215 South Street, was completed in 1923.

Today, the Lathrop Home continues to care for both men and women. (Men were included in 1987.) From this superstructure built with care and thoughtful planning, the independent Lathrop Communities of Northampton and Easthampton were conceived and have grown and thrived.

The New Communities

Northampton

Always alert to changing times, the Lathrop Home Board of Directors discerned a housing need for the growing number of retirees with moderate incomes living in our area. In the mid-80's, after extensive study by the Lathrop Home Long-Range Planning Committee, chaired by resident Ann Middaugh, a feasibility study by Home Care Management of Lynn, MA, endorsed the construction of 40 homes.

A Development Team, consisting of three Lathrop Home Directors and three local citizens oversaw the early planning stages. An option on thirty-five acres of suitable land off Bridge Road in Northampton became available that same year. Public meetings had determined that a sufficient number of individuals were interested in buying a life-lease type home ownership in the proposed non-profit retirement community to make the project feasible.

A \$250,000 loan from Lathrop Home's endowment in August 1987 was used for purchase of the option in Lathrop Home's name and for initial expenses. Application was then made to the City of Northampton for the required zone change; approval was granted in December. (Title was transferred to Lathrop Community, Inc. in February 1989; the loan with interest was repaid from home sales by 1992.)

In early 1988, the Commonwealth of Massachusetts chartered the non-profit corporation, Lathrop Community, Inc., a legal entity separate from the Lathrop Home, protecting the Lathrop Home from financial liability. Don Houghton was volunteer Chief Operations Officer until January 1, 1991 when he was hired as Development Consultant to both the Lathrop Home and the Lathrop Community for a six-month period. He then continued as the paid Executive Director and President of the Lathrop Community Board, overseeing operations and planning.

The first of 77 homes was completed in June of 1989. All construction was finished in 1990 with the building of a large central Meeting House. Later, a home at the entrance to the property was purchased and converted, bringing the total number of residences to 79.

The cottages (now called town homes) were quickly filled, and the waiting list grew. The need for more services for some of Lathrop Community's residents became evident. Planning started for a second community that would include a large building with apartments and a central dining area, as well as individual residences.

Easthampton

Jean Sheehan, a resident of Florence Road in Northampton, offered to donate approximately 50 acres of farmland to the corporation as a site for the second community. The land was located on the west side of Florence Road on the Northampton side of the Northampton-Easthampton border. Jean Sheehan moved to the Inn once built and lived there until she passed away at 101 years of age.

Donation of the Sheehan property and purchase of one hundred twenty-two additional acres of farmland on the Easthampton side of the border owned by the Lyman family was finalized July 1996, giving access to Easthampton water and sewer services and providing dry meadowland for building. The late Barbara Richmond had recently willed her home on Florence Road in Easthampton to Smith College and Cooley Dickinson Hospital. The corporation purchased the home in May of the same year, utilizing the house as a sales office. The entrance road, Bassett Brook Drive, was constructed through the landscaped lot adjacent to the building.

The groundbreaking ceremony was held in July 1996 after the road was in place and construction of 39 town homes had begun. The first occupants moved into their new homes by Thanksgiving. Design and construction of the Inn, originally planned to have 65 apartments, was a time-consuming process and the building was not ready for its first occupants until February 1998.

Four more townhomes were built in 1998. Richmond House, no longer needed as office space, was made available as a home in 2000. Twelve of the smaller Inn apartments have been reconfigured to meet a need for larger living quarters. Construction began in November 2005 to build an additional 17 townhomes. These were occupied in August 2006.

A Forest Management Plan for about one-half of the 177 acres was reviewed by the Directors in 1998. The plan would qualify Lathrop for reduced taxes on the undeveloped land and establish an outline for the care of our forests.

The Two Communities

The two Lathrops have thriving campuses overseen by a common board of directors and management. Many of the original Northampton settlers now live in the Inn. We often join in one another's activities and have a joint newsletter, the *Nor'Easter*.

In October 1999, to meet changing needs, the Lathrop Board of Directors employed a new executive director, Elisabeth Weissbach. Under Elisabeth Weissbach's direction and at the urging of the Board of Directors an affiliation with the Kendal Corporation was finalized on July 14, 2004 after an eight month process of due diligence. Kendal describes itself as "communities and services enriching the lives of older adults in the Quaker tradition" and has as its mission "Together, transforming the experience of aging." Some basic Quaker principles that guide Kendal's work:

- **The principle of equality** rests on the concept of inclusiveness, and hence each person is to be equally valued and equally treated.
- **The principle of peace** opposes violence in all its forms—physical, emotional, or verbal.
- **The principle of simplicity** seeks clarity of purpose, dedication to living modestly, doing useful work, avoiding material excess, and making appropriate use of resources, whether human, material, or environmental.
- **The principle of integrity** calls for honesty, personal wholeness, and living in harmony with the truth.
- **The principle of community** recognizes that lives are enhanced by sharing with and caring for those around us.

It was felt both by Lathrop and Kendal that the values of both organizations were aligned. In addition to providing a range of expertise and support, Kendal helped Lathrop develop the 17 new townhouses at Easthampton, and the Kendal name has resulted in new residents attracted by Kendal's values and reputation.

We, the beneficiaries of this remarkable history, offer grateful thanks to our parent, the Lathrop Home, its Board of Directors and Long Range Planning Committee, and the original Development Committee who saw a need for non profit, independent senior housing and whose encouragement and sponsorship gave birth to our communities.

LATHROP COMMUNITY GOVERNANCE

Responsibility for Governance is divided among three areas:

1. Lathrop Community, Inc. Board of Directors

A volunteer Board of Directors of 20-25 members has overall responsibility for the properties and the finances of the two Lathrop Communities. There are four resident members of the Board, two from each community. The Board appoints an Executive Director who is responsible for the daily operations and who hires an administrative staff to supervise Lathrop services, activities and maintenance.

The heart of the Board work is done in committees. There are five standing committees: Executive, Audit, Board Development, Finance and Philanthropy

- Members of the Executive Committee are: the Chair, Vice-Chair, Secretary, Treasurer, Chair of the Board Development Committee and the Chair of the Philanthropy Committee.

There are six Advisory Committees: Diversity, Health and Wellness, Human Resources, Marketing & Community Relations and Property. These committees include staff, Board members, residents and members from the greater community.

Information about the Board and minutes of all committee meetings can be found in the Document Resource Guide located on each campus.

2. Resident Associations

The purpose of the Associations is to work together to create a harmonious community of residents and staff for the good of all members. Every resident is a member of the Association and has one vote at the quarterly Association meetings.

- The budget of the Easthampton Association comes largely from the sales of the Thrift Shop and occasional raffles and bake sales. Meetings are typically held in the Mt. Tom Room.
- The Northampton Association budget is largely comprised of donations from residents, outside groups, friends and special events.

From the day you move in, you are invited to participate in any (and all!) of the activities. We welcome your leadership in starting new groups and activities that interest you. Please collaborate with the Life Enrichment Coordinator.

We encourage all residents to attend the Association meetings. The Executive Director and Administrative staff members give comprehensive reports on the work in their departments, including an update on sales and a financial overview of the state of the budget to date. You will have an opportunity ask questions, expand your circle of friends and enjoy light refreshments.

3. Resident Councils

The Residents' Council is the governing body of the Association. It has responsibility for the activities of the Association and the establishment of new committees when the need for them arises. The Executive Director attends all Council meetings and gives a report on current issues and plans. This connection provides an excellent opportunity for residents to bring the concerns of their neighbors to management and to have them transmitted to the appropriate administrative channel for resolution.

- **The Easthampton Council:**

Comprised of the officers of the Association: President, Vice-President, Secretary and Treasurer and one representative from each lane and from each floor of the Inn. The Hilltop complex of Blueberry, Huckleberry Lanes and the Richmond House may have two representatives. Chairs of standing committees appointed by the President or of activities in the community are also voting members of the Council.

The Council meets eight times a year between the quarterly meetings of the Association.

- **The Northampton Council:**

The Council consists of the officers of the association and one representative from each Lane. Meetings are held between the quarterly meetings of the Association.

Bylaws governing the Council/Association are located in the Appendix.

DEPARTMENT INFORMATION

TABLE OF CONTENTS

Security and Safety	3
<i>Emergency situation recommendations</i>	<i>4</i>
<i>Townhome security system</i>	<i>4</i>
Facilities Management	6
<i>Grounds.....</i>	<i>6</i>
<i>Landscaping.....</i>	<i>6</i>
<i>Snow Removal.....</i>	<i>6</i>
<i>Maintenance and Plant Operations</i>	<i>7</i>
<i>Electrical Problems.....</i>	<i>7</i>
<i>Fire Alarms.....</i>	<i>7</i>
<i>Fire Sprinkler System</i>	<i>8</i>
<i>Plumbing Problems</i>	<i>8</i>
<i>Residence Modification</i>	<i>8</i>
<i>Trash removal</i>	<i>8</i>
<i>Work Orders</i>	<i>8</i>
<i>The Inn ~ Meeting and Activity Space</i>	<i>9</i>
Services Available Through Lathrop	11
<i>Cable TV and Internet</i>	<i>11</i>
<i>Dining Services.....</i>	<i>11</i>
<i>Dinner at the Inn.....</i>	<i>11</i>
<i>Bassett Brook Café.....</i>	<i>11</i>
<i>Meals at Townhomes</i>	<i>11</i>
<i>Catering Services</i>	<i>12</i>
<i>Housekeeping.....</i>	<i>12</i>
<i>Health and Wellness Services</i>	<i>12</i>
<i>Nursing Services Available in the Office</i>	<i>13</i>
<i>Additional Nursing Services Available</i>	<i>13</i>
<i>Outside Provider Services</i>	<i>13</i>
<i>Care Coordination-Lathrop Support Services</i>	<i>14</i>
<i>Private Duty Care Services.....</i>	<i>14</i>
<i>Medical Supplies and Equipment</i>	<i>15</i>
<i>Disposal of Unwanted Medications.....</i>	<i>16</i>
<i>Finding a physician or specialist</i>	<i>16</i>
<i>Transportation</i>	<i>17</i>
Life Enrichment Programs in Easthampton.....	18
<i>Recreational Opportunities</i>	<i>18</i>
<i>Fitness/Wellness</i>	<i>18</i>
<i>Educational Activities</i>	<i>19</i>
<i>Intergenerational.....</i>	<i>19</i>
<i>Social Activities</i>	<i>19</i>
<i>Volunteer Activities</i>	<i>19</i>
<i>Clubs and Committees</i>	<i>20</i>

Security and Safety

**Additional Emergency safety information located in the Policies and Memos section*

Important elements have been combined into the program designed to provide a safe and secure environment for all our residents. Residents who have questions regarding any aspect of the security system should contact the Director of Facilities.

- Physical layout of clustered residences reduces isolation and enables individuals to keep an eye out for one another's well-being.
- Building construction meets or exceeds all safety and fire codes. Passage into and out of buildings has been made easier with ramps, lever-handled doors and lights.
- Individual emergency pendants tied into our security system are provided to residents upon move in. This pendant system has been programmed with GPS coordinates, so we know the location of a pendant alert on the Lathrop campus. It is best to wear your pendant at all times. The pendants come with a necklace chain or a clip to wear on your belt or adapted to wear on your wrist. When you push the button, hold it for a few seconds until you see the red light flash. This will send a signal to the office computer and also trigger the pager to go off. A staff member will respond following their protocol, calling 911 if necessary.
- Safety and security equipment is built into your townhome and apartment
 - Townhome features:
 - Emergency pull cords - If you have a medical or personal emergency and pull on a cord, it will send a signal to the main desk. Once staff is alerted, protocol will be followed, calling 911 as necessary. If you pulled the cord accidentally, please call the office to alert them. Pull cords can be reset by pushing the toggle switch back to “up” position.
 - In-home alarms - Smoke and carbon monoxide detectors are maintained in each townhome by maintenance staff. When a smoke alarm is triggered, information is automatically transmitted to both Northampton and Easthampton staff, who will respond as necessary. If the carbon monoxide detector beeps, please call the office –staff will follow protocol depending on the sound and number of beeps/chirps.
 - Special door locks that can only be locked with a key from the outside to prevent accidental "lock-outs". Inside, doors can be locked and unlocked by a bolt.
 - Inn Features:
 - Emergency pull cords
 - Smoke detectors
 - Sprinkler system
 - Electronic door locks/card access system
 - Emergency power and lighting
 - Emergency phones in elevators
- Lathrop staff members have been trained to put residents first on issues of safety and security and to be alert to potential problems. A staff member is available 24 hours/day and may be reached at **586-0006**.

Emergency situation recommendations

- Residents or their caregivers should call 911 to avoid delays in emergency response by ambulance, police or fire departments.
- Residents or their caregivers should telephone the office at 582-1825 after calling 911.
- If unable to do above, pull cords or pendants should be used to alert Lathrop staff. When a pendant or pull cord is activated, the staff is able to determine the resident needing assistance and the location. Procedures will then be followed to respond to the emergency.
- Remember, if an emergency occurs, residents are required to vacate the premises when asked to do so.

Townhome security system

Each home has a security keypad on the entrance hall wall. Residents have a choice in how the security system is used.

- If you wish to activate the system so the central alarm sounds when a door is opened, please contact Director of Facilities or Maintenance manager for instructions.
- If you wish to have your doors chime when opened, enter number 1 and wait for a beep. The chime is now activated. To turn the chime off, enter 1 again. The chime works only when the alarm is off.
- To reset the fire alarm if it trips, enter 1-2-3-4. To reset the emergency pull cord if it is tripped, enter 1-2-3-4.

Home environment problems

In the event of loss of heat in winter, residents should telephone the office and request assistance from maintenance staff, who are always available for such emergencies.

Power outages may occur locally for brief periods from time to time. For those rare occasions when the power is out for long periods, as during and after a severe weather event, there is a generator at the Inn. See the separate policy memo in appendix for more detailed information regarding assistance and responsibilities in such a situation.

Insurance

Each resident is required to purchase property insurance ("renters' insurance") covering their personal property. Please provide the face sheet for proof of insurance to the Finance Office.

Keys

House keys and to the mailbox are provided. As an added security measure, existing locks cannot be changed, altered or replaced by the resident. New locks cannot be added without permission of the Director of Facilities. Certain staff members have access to master keys for use in emergencies or for maintenance when necessary.

Absences

Residents are requested to notify the Front Desk if they plan to be away for any extended period of time. During prolonged absences, staff will monitor homes for safety hazards. Residents should provide a means of contact while away, in case of emergency concerning their home.

When residents go away for extended periods and leave their vehicles in the garage, vehicle keys should be left in an obvious place, such as the dining table, in case staff need to move the vehicle in order to reach the furnace via the garage in the event of an emergency.

Speed limit

For the safety of all residents, visitors, staff and pets, drivers are asked to obey the 15 miles per hour speed limit.

Facilities Management

Grounds

Landscaping

Lathrop Communities use professional outside companies to maintain the lawn, landscaping, shrubbery, and trees on campus.

Plantings

Residents are welcome to plant annual or perennial flowers in the area surrounding their Townhome only. Residents who have a balcony are welcome to maintain potted plants and flowers on the balcony. The Maintenance department provides suggestions and recommendations on all personal plantings, and provides oversight of the community landscape plan, modifications, and enhancements. All individual plantings are the responsibility of the resident. Maintenance-free planting beds are encouraged.

We want our lawns and gardens to remain attractive at all times. If the Maintenance Department determines that a private garden has become neglected or unsightly, the resident will be contacted. If it is determined that the resident can no longer maintain the garden, the resident can file a work order for the removal of the plantings. The Maintenance and Grounds department can assist with the coordination of the care of personal gardens and planting beds. There will be a charge for this service.

For disposal of resident-generated garden waste, such as defunct plants, weeds and other debris, there is a spot where one can deposit plant materials, either on the brush pile or in one of the large barrels. If you are unable to take your garden waste to the designated spot, the landscaping crew can remove the material from the end of your drive. Please submit a work order to have this done.

Parking

Residents' cars should be parked in their own driveway or garage.

At the Inn there are parking spaces designated for 15 minutes to give time for a mail pickup or whatever. There are also handicapped parking spaces available near the front door. Cars should be turned off when the driver is outside the car.

Please do not park on lawns, as this will damage the turf. All four wheels of a vehicle should be on the pavement. Visitors staying for an extended period should park in hosts' driveway or be asked to park in the Inn lot, and the Front Desk should be advised of this fact.

Snow Removal

Lathrop Communities employ an outside contractor to perform snow removal, salting and sanding for our roads, parking lots, town homes and driveways. The main roads, and parking areas, followed by the main walkways are completed first; then the balance of the lots and walkways are completed.

To facilitate plowing and sanding in winter, residents' vehicles should be garaged. If not, they must be moved to accommodate plowing. If a car is in the driveway, your driveway will not be plowed.

During most storms, it is not advisable to drive your car.

Maintenance and Plant Operations

The Maintenance Department is responsible for performing general repair and maintenance throughout the entire community, including the townhomes, and common areas. The Maintenance Department's service hours are 8:00 a.m. to 4:00 p.m., Monday through Friday. We also have staff on call for the weekends and after hours emergencies. Report any regular maintenance needs to the Front Desk or by submitting a work order via the "worxhub" computer software program. A staff member from the Maintenance Department will contact you to schedule a convenient time to complete the requested service. If you need assistance after hours, please call the Front Desk at the Inn at 586-0006. There will be service charges for non-routine repair or maintenance, for personal requests for services, or options/upgrades to residences.

Electrical Problems

Do not overload outlets or use too many extension cords. Never use any appliance that has a frayed cord on it. Whenever leaving your townhome or retiring for the night, make sure the electric range and oven are turned off. When you experience any electrical problems, please contact the Front Desk at the Inn at 586-0006 immediately.

Elevators

The Inn has two elevators. The main one, with stops at all levels, is located in the main corridor behind the lobby. This elevator WILL still run in a power failure. The second elevator is located in the west wing and does not descend to the lower level. Elevators are checked by a contracted service company.

Emergency Generator

One emergency generator automatically goes into operation in the event of a power failure. When in operation, they supply electric power for selected hall lights, stairways, alarm systems in the Inn, but not individual apartments. In the case of a power failure the middle elevator will be in operation.

Fire Alarms

The entire community is equipped with a smoke detector alarm system. All fire alarms are monitored on site and by an alarm monitoring company. Front Desk/Security personnel can also call the local police who will notify the fire company. All fire alarm systems have a battery back-up to ensure 24-hour protection. Only a small amount of smoke is required to trigger the smoke alarms, which sends a signal to the annunciator panels in each building that are monitored by Security, and our contracted monitoring company.

Fire Sprinkler System

The Inn is equipped with a wet fire-sprinkler system. In the unlikely event of a fire, the sprinkler heads will activate to extinguish any flames. Activation of the fire alarms triggers a call to the local fire station. The sprinkler system is tested quarterly.

Plumbing Problems

Do not flush any paper towels, handi-wipes, disposable diapers, or washcloths down the toilet, as this will cause the toilet to overflow and possibly do damage to the carpeting or flooring. If you have any plumbing problems, notify Maintenance immediately.

Residence Modification

Residents may not make any modifications, including repainting, to a townhome without consulting the Director of Facilities. Upon or after move-in, a resident who wants their residence repainted or modified must bear the cost. All requests must be in writing and submitted to Maintenance. The Maintenance Department will provide an estimate to the resident indicating the cost of the service. Lathrop Communities has established procedures for outside contractors, which **must** be followed.

Trash removal

Lathrop arranges to have trash collected every Tuesday from the driveway of each townhome. Bags or barrels of trash (in bags) should be left by 10:00 a.m. outside the garage where it is visible from the street. Recyclables are picked up from the same place at the same time every other week. All containers should be clean. The trash and recycling schedule is on the monthly calendar. On some weeks in which there are holidays, trash and recyclables will be picked up one day later than normally scheduled. See the monthly calendar for this information.

There are large trash barrels located in utility closets in each wing for use by Inn Residents. Trash from these barrels is collected daily.

Wildlife

Lathrop is located next to a natural area and a variety of wildlife may be seen on the grounds, including deer, foxes, wild turkeys and bears. The abundance of bears on our campus has been attributed, at least in part, to the use of birdfeeders. Residents are discouraged from feeding birds or making other tempting food available to the bears

Work Orders

Work orders must be submitted in writing to the Front Desk or submitted via the “worx hub” computer software program directly.

The Maintenance staff schedules repair and preventive maintenance functions according to priority or based on the date the work order is received. Non-emergency related problems will not interrupt the scheduled work patterns established for the day. On occasions where timely response is not possible due to work load, or special projects, Maintenance will communicate with the resident to schedule work to be completed.

For all non-routine maintenance services, such as picture and mirror hanging, installation of shelves, options/upgrades, etc., a maintenance work order must be submitted to the facilities department. Residents will be billed on their monthly statement for labor and material.

The Inn ~ Meeting and Activity Space

All rooms require advance reservation through the front desk. Residents and non-profit groups from our neighboring communities may use these rooms free of charge, although thank you donations are appreciated.

Arts Studio

Located on the second floor of The Inn, this room is equipped with a sink and is available to all residents who wish to work on projects at their leisure. Looms, easels and similar equipment may be left while in use.

Fitness Room

Located in the lower level and equipped basic exercise equipment such as a treadmill and exercise bicycle, this room is accessible every day and evening to all residents.

Hair Salon/Barber Shop

A fully equipped salon and the services of a qualified hairdresser are available to all residents on a scheduled basis. Residents can make arrangements for this service by contacting the front desk for the name and phone number of the hairdresser.

The Life Enrichment Center

Located on the second floor across from the Wellness Office, this space is divided into three separate areas to accommodate small groups for meetings or activities.

- The Garden Room is a sunny bright meeting spot that accommodates ten to twelve people.
- The Activity Room is an open multi-purpose space. Weekly conversation groups are held here.
- The Life Enrichment Room is a small space designed for various crafts and activities and can accommodate six to eight people.

Library

The Lathrop Inn Library, located off the mailroom on the first floor of the Inn, is open day and night. Residents may read, or browse, in one of several comfortable chairs, use the computers with Internet service, borrow books, audio and videotapes for home use. Fiction and tapes do not have to be signed out, but are expected to be returned not later than a month to the book cart for reshelving by a library committee member. Non-fiction books, on the right side as you come in the hall door, have cards in them. All books, magazines and tapes are loaned out on the honor system. Daily newspapers are kept in the Library.

Additional information about the Lathrop Library is in the appendix.

Mailroom

Each resident has a locked mailbox located off the Inn lobby. Packages are placed in cabinets located under the mailboxes. When a resident receives a package, the postal carrier leaves a message in the resident's mailbox. There is a mail slot for outgoing mail.

Each resident also has an open cubby for use by Lathrop staff and residents for intra-campus communications.

Postal forms for purchase of stamps or holding or forwarding mail are also available for use.

Single stamps may also be purchased at the Front Desk.

The Mt. Tom Room

Located on the third floor, this room accommodates large groups. It is equipped with tables and chairs and a large screen TV with a VCR/ DVD. A small kitchenette used for the storage and preparation of food is located off this room. Wednesday and Saturday evening movies are shown here.

Services Available Through Lathrop

Cable TV and Internet

Expanded Basic Cable is included in the Inn residents' monthly maintenance fee. If there is a problem with reception, please notify the facilities department. Townhome residents pay an additional amount with their monthly maintenance fee for basic cable service. Cable service is provided by Charter Communications. They may be contacted if residents request Internet services or enhanced Cable.

Dining Services

Dinner at the Inn

Inn residents receive a main meal each day as part of their monthly maintenance fee. Diners may arrive from 5-7:00 PM on Monday through Saturday and 12-2:00 PM on Sunday. Inn residents who wish to bring guests for dinner should make reservations ahead. They should also notify the front desk if they will not be in attendance at dinner. Residents of the Inn are asked to discuss special menu needs with the Director of Dining Services.

Townhome residents who wish to dine at the Inn should make reservations before 5:00 P.M. weekdays or before noon on Sunday by phone or in person with the front desk at the Inn. Meals may be charged to your monthly bill. Evening meals are served Monday through Saturday; lunch is served on Sunday.

The private dining room may be reserved for private events at no cost. Catering or other services for these events may be arranged through Dining Services if you wish. Per-event charges for these services can be applied to your monthly bill.

Bassett Brook Café

Residents and visitors are welcome in the Bassett Brook Café, located on the first floor of the Inn.

- The café is open for lunch Monday through Friday from 12:00 p.m. to 1:30 pm. On Sundays the café is open from 5:00 p.m. to 6:00 p.m.
- Free coffee is available throughout the day in the café.

Meals at Townhomes

The kitchen at the Inn offers delivery service to Townhomes for the evening meal. There is a charge for the delivery, in addition to the regular cost of the dinner. The meal is delivered hot between 5:00 and 5:30 pm, and will include your choice from the menu of the day. Orders must be placed before 4:00 p.m.

For information on the current meal cost, and to arrange for delivery, call the front desk at 586-0006. Cost of delivered meals will be included in your monthly bill.

Catering Services

The Inn's kitchen offers catering services for large and small events, from an ice cream social to a finger sandwich buffet to prime rib and baked stuffed shrimp dinner. For information, please call 586-0006

Housekeeping

Weekly apartment cleaning is provided to Inn residents as part of their monthly maintenance fee.

Townhome Residents are responsible for housekeeping in their townhomes. If you would like to hire someone to clean your townhome and would like information about already vetted cleaning services, contact the Director of Facilities.

Health and Wellness Services

The Wellness Staff is here to help you explore and maintain your fullness of life through the transitions ahead. Under the direction of the Care Coordinator, our team of registered nurse and certified nursing assistants (CNAs), working alongside the Life enrichment coordinator, hope to support your commitment to living safely and actively at Lathrop. Using the framework of the 6 Dimensions of Wellness, we work collaboratively with you and your family members to support you in independent living, promote your personal health, maintain your dignity and optimize your quality of life.

If you are hospitalized or in a health care facility, like rehab, and want to have help coordinating services, you should contact the Wellness Clinic at 437-5322.

The Wellness Clinic

EASTHAMPTON

The Wellness Center is located on the second floor of the Inn.

Hours are:

- Monday through Friday 8:00am-4:00pm
- Closed Saturday, Sundays and holidays
- Open office hours Monday through Friday 9:30am-10:30am, no appointment necessary

Initial Visit from Nurses

Within thirty days of your arrival, a nurse from our Wellness Clinic will contact you to set up an appointment for an initial home visit. At that visit, we will spend about an hour meeting with you, to provide information about services available in Health and Wellness, obtain pertinent health information, and answer any questions you may have. Together we begin the discussion of your vision of life ahead and lay seeds for the supportive relationship with the Wellness team. With this information, we create a File of Life (FOL), a document which contains all of your vital information: name, address, phone numbers, emergency contacts, food and medication allergies, immunizations, doctors, health history, medication list, advance directives and insurance information. A copy of the FOL will be kept in a paper file in the Wellness Office as well as electronically and you will be given a copy with a FOL magnet to put on your refrigerator. In case of emergency, our local EMT's are trained to look on the refrigerator for your FOL which provides them with your medical information.

Nursing Services Available in the Office

Nursing services available during drop in office hours:

- Routine blood pressure, vital sign monitoring, with reports to your PCP if requested
- Assessment if not feeling well or you have a minor condition, with referral to MD as needed
- Assistance making doctor appointments
- Simple dressing changes
- File of Life updates
- Answering questions about a medical condition or medication
- Help finding information on health topics

If you are unable to see the nurse during drop in hours, you may make an appointment for a visit at another time. Please call the Wellness Clinic at 413-437-5322 to schedule an appointment.

Additional Nursing Services Available

The nursing staff is also available for:

- Advice/advocacy when you are hospitalized or need a rehabilitation stay
- Meeting with you individually or with your family to discuss your home situation, explore your need for services either from Lathrop or through an outside agency
- Visiting with you while you are hospitalized or in rehab; just let the Lathrop nurses know you would like a visit.
- Facilitating a referral to the VNA, Hospice, or for care from an outside agency
- Assisting you to explore your options for a primary care physician or a specialist.

Outside Provider Services

In addition, the Health Services Staff arranges for outside providers to bring services of interest to our residents:

- A Foot Care Nurse comes the first Wednesday of every month to the lower level of the Inn and the second Wednesday at the Meeting House. Call the front desk for fees and to schedule an appointment. The Foot Care Nurse will also make house calls for an additional fee.
- Annual flu clinic (residents are able to use their Medicare benefit)
- Exercise classes: yoga, tai chi, chair exercise along with a regular walking club
- On site Massage services
- SHINE program: Serving the Health Insurance Needs of Everyone; besides offering programs at Lathrop, trained volunteers who are certified by the Executive Office of Elder Affairs, are also available at your local senior center and they will make house calls. SHINE counselors provide up to date, accurate information for free, in an unbiased manner, on health insurance coverage, education and assistance to Massachusetts residents who have Medicare. Contact your local senior center for more information.
- Other health and wellness programs announced throughout the year

Care Coordination-Lathrop Support Services

At some point in the years ahead, residents may need direct care support in order to remain safely in their homes. Often times a family member may call or an outside agency may contact us with a concern that you may need some help. A Wellness nurse can make an appointment with you for a home visit to evaluate your needs and see you in your home setting. We will collaborate with you and your family to develop a plan of care that meets your needs to enable you to remain as independent as possible and to promote your safety and wellness. *For Townhome residents we can assist you in finding and setting up suitable care providers. INN residents have the option of receiving their care through the Lathrop Support Services Program.*

The LSS CNAs provide the following services:

- Personal care: assistance with bathing/showering, hair shampoo, dressing, shaving of facial hair, skin care, nail care, toileting and catheter care.
- Light housekeeping: dusting, tidying up, dishes, laundry, making bed, changing sheets
- Meal prep: breakfast & lunch prep, ordering & delivering food from café, tray services, encouraging proper hydration & nutrition
- Grocery shopping, errands
- Escort to & from activities, dining room, café, MD appointments
- CNAs are not allowed to transport you in your car and they are not allowed to ride with you in your car
- If a Lathrop aide accompanies you, either a Lathrop driver can be scheduled ahead of time by calling the front desk or those aides approved to drive a Lathrop car, may reserve a Lathrop car ahead of time and drive you to appointments or errands.

Private Duty Care Services

At Lathrop we are committed to supporting your safety as well as that of all of our residents. We understand that as care needs develop, families have many options. Our policy encourages Townhome residents to work with the many, insured Home Care agencies in our community. We ask that you notify the Wellness Center staff of your choices and, should you wish to hire a private individual we will perform a background check on your behalf. Please contact the Wellness office for more information on this policy.

Emergency Pendants

Facilities staff will provide you with an emergency pendant. This pendant system allows monitoring staff to know the location of a pendant alert in the developed areas of the Lathrop campus. It is best to wear your pendant at all times. The pendants come with a necklace chain or a clip to wear on your belt or adapted to wear on your wrist. When you push the button, hold it for a few seconds until you see the red light flash. This will send a signal to the computer at the front desk and also trigger their pager to go off. If your location shows as being at home, the staff member at the front desk will call you to see if you are okay or need help. If you do not answer your phone, 911 will be called to dispatch EMTs for assistance as needed. If your location shows as being elsewhere on campus, a staff member will call 911 directly.

Medical Supplies and Equipment

MEDICAL EQUIPMENT

If you need medical equipment, often your primary care physician can write a prescription for needed medical equipment and your insurance may pay for it.

Other options available:

- Most local senior centers maintain a closet of equipment they are happy to loan out, call to check on availability. They will also accept donations of equipment.
 - Easthampton Senior Center 19 Union Street 527-6151
 - Northampton Senior Center 67 Conz Street 587-1228
- To purchase equipment:
 - Easthampton Louis & Clark 529-1811
 - Mass Surgical Supply in Holyoke 532-1401
 - Hometown Healthcare Store (in the BigY Plaza) 320-4665

OXYGEN SUPPLIES

The following companies will set you up with oxygen supplies and provide delivery to your home as needed.

- Lincare of Easthampton 527-3915
- Baystate Infusion and Respiratory Services (BSIR) 1-800-497-7114

PHARMACY SERVICES

- The Apothecary Center in Springfield, MA can provide pre filled weekly boxes of your medications and deliver them to your door. There is a fee for this service that you pay directly to them. The nursing staff would be happy to help you set up this service, if this is something you are interested in.
- Local Pharmacies
 - Easthampton:
 - CVS 527-1562
 - Louis & Clark 529-1811
 - Rite Aid 527-7410
 - Valley Medical – Walgreens 586-1190
 - Northampton:
 - Big Y 586-5145
 - CVS 586-8315
 - Serios 584-8980
 - Stop & Shop 584-9700
 - Walgreens 587-2802
 - Walmart 587-0001

Disposal of Unwanted Medications

Safe and proper disposal of expired or unwanted medications is critical to preserving our environment. Local police departments now have drop off boxes located in their lobbies, open 24 hours/day, where you can drop off unwanted medications for proper disposal. They will accept prescription and non-prescription medications, vitamins, and veterinary medications. They will NOT accept needles, liquid medications, IV equipment or chemotherapy drugs.

If you are unable to bring your unwanted medications to the police department, the Wellness staff will do this for you. Please drop your medications off at either the Easthampton or Northampton clinic, during office hours, so a nurse is available to accept them.

Syringes

MA has a state wide ban on disposal of syringes, needles, and lancets in household trash. The City of Northampton operates a Sharp disposal program at its office on 218 Main St. Offices are open 8:30 to 4:30pm Mon-Fri. There is a disposal charge per container unless a Health Dept Prepaid container is used. Prepaid containers can be purchased at Health Dept. (413-587-1214). The City of Easthampton accepts needles free of charge at the Safety Complex on Payson Ave. Needles must be in approved sharps containers (available at pharmacies.)

Finding a physician or specialist

There are many practices to choose from in the Valley, from large multi-specialty medical groups to physicians who practice alone.

- Valley Medical Group is a large multi-specialty practice that has locations in Amherst, Florence and Easthampton. They offer a full service laboratory, x-rays, other testing, an on-site pharmacy and the Florence office offers urgent care hours on Saturday and Sunday.
- Cooley Dickinson Practice Associates and The Baystate Pioneer Valley Family Practice also offer well integrated services.

If you would like help finding a primary care physician or specialist, please contact the Wellness nurses and we would be happy to discuss this with you and provide you with the information you need to make an informed choice.

Transportation

Transportation service is complimentary for all residents shuttling between campuses for programmed events/meetings dependent of vehicle and driver availability.

A Lathrop sedan may be requested for complimentary transportation to personal appointments within a defined area around the towns of Easthampton and Northampton, with at least 24-hour notice. Requests can be made Monday-Friday between 8am and 4pm by contacting the Transportation Department at 437-5371. Please be ready at least **30 minutes before your scheduled pick up time**. If an appointment is changed or canceled, please let the Front Desk know as soon as possible. Lathrop drivers have a set schedule and should not be asked for immediate rides that are not on their schedule, as this can keep your neighbors waiting.

Trips outside the Northampton/Easthampton area, such as to the airport, require 72-hour advance notice. Fees will apply for longer trips, with a set fee for transport to the airport. Please call the Front Desk at the Inn to make any transportation arrangements, and to get current prices for longer trips.

Please see the Transportation Policy located in the **Policy and Memo** section.

Life Enrichment Programs in Easthampton

A monthly calendar that lists many activities for Lathrop residents is posted and distributed before the start of a new month. It includes regularly scheduled ongoing activities such as exercise classes, lane luncheons, and movies, as well as outings to off campus events such as shopping trips, local music programs, theater productions, and in-house concerts, presentations and special events. A large version of the calendar and corresponding sign-up sheets are posted outside the mail room of the Inn. Some of the outings require residents to purchase tickets ahead of time; purchasing information will be listed on the sign-up sheet. Van fees for trips are listed on the sign-up sheets and can be charged to your monthly account or paid in cash at the front desk.

Daily activities are also posted on the whiteboard next to the monthly calendar at the Inn, and on the Touchtown screen outside the elevator at the Inn. As a reminder, weekly trips and activities are also listed in Lathrop's weekly in-house newsletter, [The Lamp Post](#).

The Resident Services team works with the Activity Programming Committee to arrange social events, trips, speakers, and other activities. Anyone interested in proposing an idea may bring it to the attention of one of the committee members or the Resident Services team for review.

Recreational Opportunities

Indoor Activity spaces include the *Fitness Room* in the Lower Level of the Inn, equipped with basic exercise equipment such as treadmills, exercise bikes and hand weights. Space for art-making and crafts is available on the second floor of the Inn in the *Art Studio*. In addition to the meeting rooms, there are many *lounge areas* throughout the Inn for small gatherings, card games, puzzle making and the like. The *library* is a popular place for reading, quiet conversation or computer time.

The *Life Enrichment Center*, located on the second floor of the Inn, is a cluster of rooms dedicated to small group activities and meetings. It is a more intimate environment for residents to gather for social activities, movies, music, and small group discussions.

The *Mt. Tom Room*, with its large screen TV and VCR/DVD, is used for movie nights and video presentations, such as resident travelogues. Individuals may request to use the TV for viewing programs or videos. Game nights, concerts, sing-alongs, parties and other events are held in this room on a regular basis.

Fitness/Wellness

Lathrop offers several fitness groups each week such as chair exercise, tai chi, gentle yoga for seniors, and a twice weekly Healthy Bones & Balance class. A resident walking club also occurs weekly, with outdoor walks in the milder weather, and indoor walks in the winter. Pedometers are available to sign out from the Resident Services Director upon request.

Massage therapy is available by appointment in the *lower level spa room*. Residents make and pay for their own appointments with the massage therapist.

Many residents take advantage of the YMCA in Northampton for additional fitness and aquatic programs.

Educational Activities

Learning in Retirement is a popular program. Local colleges serve as sponsors and provide meeting rooms and the use of their libraries. Courses are in seminar form; participants do research and present their findings. The range of subjects is broad since they come from member interests. Lathrop also partners with the local Audubon preserve for educational programming on natural history. Documentary films are shown frequently, often by resident request, and presentations on a wide range of educational topics are frequently booked to speak at the community.

Intergenerational

Area schools have formed partnerships with Lathrop to bring in children to the community to sing, perform plays, and form relationships with residents.

Social Activities

Social gatherings, open to all residents, include a quarterly birthday party, bi-monthly wine and cheese socials (sometimes with live music), new resident receptions, seasonal meals and parties, and lane luncheons. An annual community-wide picnic is held every fall at a local park.

Volunteer Activities

For many residents, volunteer activities are an important way to stay active and involved in the world around them. Our volunteers offer an impressive array of talents and abilities that enrich our community and aids in keeping costs down and services up.

Some volunteers work in the library, serve on the Lathrop Board of Directors or the Residents' Council. The Nor'easter, our community newsletter, is written and published by residents; produce from the community garden is shared with others; many work on one of the special short-term committees that spring up from time to time.

The *Thrift Shop* is an excellent example of an undertaking that presents several opportunities for involvement. Residents contribute articles for sale; volunteers organize and price the sale items; others cook for the special bake sales held when the shop is open to the public. The money raised is contributed to the Residents' Council where volunteer representatives decide how to allocate the funds among special projects of benefit to the community.

The *Literacy Project*. Residents can volunteer to help in the Easthampton Public schools. Contact the Front Desk for information.

Many residents choose to do volunteer work in our local communities, aiding such organizations as the local hospital, area libraries, churches and the Arcadia Wildlife Sanctuary. The local newspaper, the Daily Hampshire Gazette is a good source of organizations seeking volunteer help.

Clubs and Committees:

This is only a sample of some of the groups at Lathrop

Knitting Group: This group meets weekly and is open to all levels of ability and all kinds of handwork.

Art Committee: The art committee consists of residents from both campuses and meets once a month. The committee plans shows, hosts monthly artist receptions, discusses artists and art, and occasionally does a mailing. The committee also keeps track of the art works displayed in the Inn. More information about the current activity of the Art Committee will be attached to Council and Association meeting minutes.

Sunshine Committee: Cards are sent to those who are ill or in a hospital or other health care facility. There is a sign-up sheet to help with this committee outside the mailroom.

Music Committee: The Music Committee meets regularly and has members from both Northampton and Easthampton Lathrop. New members are always welcome. Most concerts are held on Sunday afternoons in the Mt. Tom Room or at the Meeting House in Northampton. The committee aims for a balanced program of classical, folk music or jazz programs. More information about current Music Committee activities is included with the minutes from Resident Association meetings.

QUICK FACTS for LATHROP EAST RESIDENTS

Activities

Each month there are both on and off campus activities that are scheduled. Check them out in your monthly calendar and weekly Lamp Post. To take part, sign up in the Trips and Events binder by the Front Desk. Daily events and other “in-house” activities are posted on the Touchtown Digital display by the 1st Floor Elevator.

Administrative Information

There is a Document Resource Guide available in the library. It contains memos, council and board reports, as well as staff information.

Alarm System

Each townhome has smoke and carbon monoxide alarms, and emergency pull cords in baths and bedrooms. If you have a medical or personal emergency and pull on a cord, it will sound an alarm horn and a strobe light on your porch, as well as sending a signal to the main desk. If the detectors sense smoke or carbon monoxide, the inside alarms will sound loudly and the smoke alarm is also sent to the main desk. The staff will respond by calling to check on what is happening.

If you confirm that you need help, or if you do not answer, they will call 911 and ask emergency crews to come immediately. If you tell them it's a false alarm, they will cancel the alarm.

In case an alarm is triggered inadvertently in your home, you may call 586-0006 directly to let them know. To turn off the strobe light and loud horn on your porch, you may punch in **1-2-3-4** on the keypad of your alarm controls. This will stop the noise. Pull cords can be reset by pushing the toggle switch back to “up” position

Batteries

Most batteries can be tossed out in your regular trash. An exception is **hearing aid batteries**, which should be disposed of in the container in the mail area.

Bird Feeders

During early spring to late fall, bird feeders have been found to attract bears. Residents are discouraged from using them for this reason.

Computer and printer

There's two computers available in the library for your use at any time. The Mt. Tom Room and Library have wireless access points for guest wireless capabilities throughout the Inn. Please contact the Front Desk for the password.

Copy Machine, Paper Shredder, Faxes

There is a copy machine and shredder available for use at no cost to you. The office Receptionist can also assist you with sending and receiving faxes during business hours.

Electric Plugs

The electric outlets in townhouse rooms may have one plug controlled by the switch at the door of the room and the other one independent of the switch. Therefore, if one outlet seems

inoperable, try first turning on the switch (or change your plug to the other set of holes in the outlet) - before writing out a service request for repairs on the outlet.

Emergency Pendants

Facilities staff will provide you with an emergency pendant. This pendant system has been programmed with GPS coordinates, so we know the location of a pendant alert on the Lathrop campus. It is best to wear your pendant at all times. When you push the button, hold it for a few seconds until you see the red light flash. This will send a signal to the office computer and also trigger the pager to go off. A staff member will respond following their protocol, calling 911 if necessary.

File of Life

Each resident is asked to complete a “file of life” page, furnished by the Wellness Office, which contains all pertinent current health information. Residents are strongly encouraged to keep a current copy of their “file of life” on the refrigerator in a red magnetized holder, as well as a smaller version in their wallet/pocketbook.

Garage Door Opener

In the event of a power failure, you can open the door manually by pulling the cord that hangs from the mechanism on the garage ceiling. To return to automatic operation, just pull the red handle down and toward the garage door.

Garbage Disposal

It's a great way to keep the smells of old garbage out of your garbage can or kitchen, but its use has been found to cause problems at the sewerage treatment plant. Consequently, the disposal should be used sparingly.

Gardening

See the Lathrop landscaping policy located in the policies and memos section of this Handbook. There is a community garden located by the meadow behind cranberry Lane. Please contact a member of the Land Committee if you are interested in gardening there.

Going Out of Town

If you are going to be away overnight or longer, please notify the office and provide a phone number where you can be reached in an emergency. Also, leave a car key in an obvious place (such as the table) so that maintenance staff can have full access to your utility room, should that be necessary. During the winter, the maintenance staff can provide you with a **Winter Watchman**, a device that alerts neighbors and/or staff if there is a problem with the boiler or pipes. Maintenance staff recommends that you set your thermostats at no less than 60 degrees while you are away

Health and Wellness Services

The Health and Wellness staff offer advice and advocacy regarding your health concerns. Drop-in hours are held regularly at posted times, where you may have blood pressure taken or discuss health and life change issues. At other times, you can arrange a home visit, ask a question or arrange for home health or nursing assistants by contacting a Wellness Nurse. Also, a fee-for-service foot clinic (for clipping nails, etc.) is held monthly; appointments for foot care are made with the Front Desk.

Heating Controls

Thermostat controls can be programmed with different temperatures for specific times of day, for each day of the week. For vacations, or if preferred at any time, a "manual" setting will keep the temperature at whatever level is chosen, and it will remain the same until changed. For detailed information on thermostat controls for the heating system, please see the appendix.

Heater in the Kitchen

A small heater in your townhome kitchen is located just below the drawers next to the refrigerator. Its on-off switch is on the wall next to your refrigerator. **The heater runs only when the furnace is operating**, so you may find it convenient to leave the switch turned on all the time.

Locks and Keys

Entrance and mailbox keys are provided to all residences. If you misplace or lose your key, master keys are available to let you into your home. For security, existing locks cannot be changed, altered or replaced by residents. New locks cannot be added without permission of the Director of Facilities.

A plastic pass card-key is given to residents for after hours access to the Inn. The front door of the Inn is generally locked by 8pm (earlier during winter months). You may enter using your pass card or the phone panel in the entryway and enter in code *1234.

Should a bathroom door become locked from the inside, it can be unlocked by inserting a nail or similar object in the small hole in the outside door handle.

Library

The library is stocked by book donations, both hardcover and paperback, from residents. Please check out hard cover books yourself; paperbacks are borrowed without being checked out. A copy of The New York Times and the Daily Hampshire Gazette are delivered daily. Copies of the Nor'easter and minutes of Residents' Association and council meetings are shelved in the library. You are welcome to use the library at any time. Detailed information regarding the Library can be found in the Appendix.

Lightbulbs

LED bulbs can be disposed of in the regular trash.

Compact florescent bulbs require special handling. Please give to maintenance personnel for proper disposal.

Mail

An orange flag lets you know that the mail is in. Stamps for first class letters are for sale at the desk. There is also a postage scale on the 2nd floor if needed. If a package comes for you, a note is placed in your mailbox telling you to look for it in the cupboard below. Inter-community mail can be sent to Northampton by giving it to the Front Desk.

Maintenance Services

Lathrop staff maintains and services all Lathrop property and standard equipment. To obtain services, one should make out a **work order via the “worxhub” computer software program** or submit a request to the receptionist. Services that need immediate attention require only a phone call to the office. The staff is very helpful when you need assistance with such matters as moving furniture, but may not always be able to respond immediately. Lathrop prefers that residents **not** perform tasks that may present a hazard; for example: climbing a ladder to change a light bulb.

Meals at the Inn or at Home

Arrangements can be made to dine at the Inn for a fee on a space-available basis. Evening meals are served Monday through Saturday; lunch is served on Sunday. For meal delivery to your home, call to make arrangements. There is a separate fee for meal delivery service.

Monthly Calendar

A large monthly calendar is posted in the mailroom and a smaller one is distributed to all residents in mailboxes. If you come across listed items or events that aren't clear to you, don't hesitate to ask.

Newsletters

Lathrop residents publish a quarterly newsletter called The Lathrop Nor'easter. Submissions are welcome from all residents. Contact the current editor with items for consideration.

The Lathrop Lamp Post is a weekly publication highlighting key activities and areas of interest.

Notary Public

Notary services are available, at no cost to residents. Call 586-0006 to make arrangements.

Pets

Townhome residents may have dogs and cats if the owner accepts the responsibility of leashing and cleaning up after the pet. You must have your pet on a leash outdoors. Inn residents may have cats but not dogs. However dogs are welcome to visit.

Pump Station

All the community wastewater enters a pump station located to the east of the Inn. It is then pumped uphill to Easthampton sewer lines on Florence Rd. To avoid damage to the pumping system, only ordinary toilet paper should be flushed. This is especially important for Mulberry Lane residents and Inn residents.

Residents' Association and Residents' Council

Every resident is a member of the Residents' Association. Council meetings are held on the third Wednesday of the month several times a year and are listed on the monthly calendar. Election of officers is held in October. See your copy of the bylaws for more detail on how the Association and Council function.

Smoking

The Inn at Lathrop is a non-smoking facility. Residents of townhomes may smoke inside their own homes.

Snow/Ice

Buckets of de-icing material for your driveway, if needed, are available from Maintenance. Call the office.

Speed Limit

For the safety of all, Lathrop has a posted speed limit of 15 miles per hour.

Sunshine Committee

The volunteer Sunshine Committee sends cards to residents who are ill or in the hospital, or have had a death in the family. In the case of a resident's death, the Residents' Council may use Association funds to make a memorial donation to the person's choice of charity.

Tips and Gratuities

Lathrop policy prohibits tipping. These are neither expected nor accepted.

Transportation

The Lathrop van or sedan is available to residents for local appointments or errands as well as for trips outside the Northampton area provided arrangements are made in advance. Consult the latest transportation memo for specific details regarding driver availability, scheduling, types of trips available, and pricing. All appointments must be scheduled through the office. Note that Lathrop operates a wheelchair accessible van.

Trash Removal

Trash is picked up at Lathrop on Tuesdays from the driveway of every townhome. Please put trash out by 10:00 a.m. Recyclables are collected at the same time and place, every other week as indicated on the monthly calendar. All containers should be clean. When there is a holiday, the trash will be picked up one day later.

Please see the monthly calendar for the schedule.

Inn residents will find rubbish rooms located near the stairs on all floors for trash and recyclables.

Please see the Appendix for a page listing the details of what items are recyclable.

Visitors/Guests

You may have visitors stay with you up to a maximum of 60 days. There may also be a guest unit available at the Inn for visitors to rent on a nightly basis.

Voting

Lathrop East residents live in Precinct 1 and vote at the White Brook Middle School, 200 Park Street. Scheduled Transportation is provided on voting days.

Walking at Lathrop

Some suggestions when walking: please avoid trails or grassy areas if you have difficulty on uneven terrain. Please notify a friend or the receptionist when you intend to walk on the nature trails, and the time you expect to return. Please respect the grounds immediately adjacent to the townhomes, and treat these areas as the private property of the occupants. Please always wear your pendant when walking and carry a cell phone, if possible.

Lathrop

Policies and Procedures

1. Caregiver Policy
2. Landscaping Policy
3. Transportation Policy
4. Lathrop's Employee Conflict of Interest Policy (Excerpt)

Lathrop Communities

POLICY AND PROCEDURE

Private Caregivers in Independent Living Units

Policy: As part of our mission, Lathrop Communities has a duty to care and as such, a concern for resident welfare and security. This includes insuring that residents are well cared for and free of exploitation.

Procedure:

1. At times, a resident or their family may choose to employ a private caregiver while residing in an independent living unit.
 - a. A. These caregivers will be independent contractors working for the resident directly.
 - b. All caregivers must be approved by the Lathrop Care Coordinator prior to hire.
2. Lathrop Communities will develop and maintain a list of one or more certified and licensed agencies that provide home care staff.
 - a. If a resident or family elects to receive services from one of these providers or another certified or licensed home care agency, they are required to notify the Lathrop Care Coordinator of their decision to employ a caregiver by completing a Private Caregiver Information form with the name, address and phone number of the agency.
3. If a resident or family elects to receive services from a private individual(s) **not** employed by a certified or licensed home care agency **nor** a member of the Lathrop staff, a Private Caregiver Information form with the following information must be completed and submitted to the Lathrop Care Coordinator.
 - a. Name, address, phone number, social security number, date of birth, and license information for the caregiver;
 - b. A physician's note, completed within the past year, stating that the caregiver is free of any communicable diseases, including tuberculosis and has had the required immunizations for measles and rubella;
 - c. Authorization from the caregiver for Lathrop Communities to complete a criminal background check and a nurse aide registry check on behalf of the resident as the employer.
 1. The resident will be billed \$75.00 to cover the cost of this service.
 - d. An indemnification that must be signed by the resident for the caregiver for tort liability and any claimed employment. Please refer to Massachusetts' Domestic Worker's Bill of Rights.
 - e. Proof of worker's compensation insurance for the caregiver, which the resident must obtain. Please refer to Massachusetts' Domestic Worker's Bill of Rights.

4. The Lathrop Care Coordinator will provide the Human Resource Representative with a copy of the completed Private Caregiver Information form, and direct the Private Caregiver to schedule a meeting with the Human Resource Representative.
5. The Human Resource Representative will notify the Lathrop Care Coordinator of the results of the criminal background check and the nurse aide registry check.
6. Upon completion of these steps, the Lathrop Care Coordinator will review all documentation, and make a final decision regarding approval/disapproval of the Private Caregiver request.
7. The Lathrop Care Coordinator will notify the resident and/or family of the decision regarding the provision of caregiver services to the resident.

The Lathrop Community, Inc.
Corporate Policies and Procedures

Policy: Landscaping guidelines for *Townhomes*
Purpose: To clarify procedure and responsibility for landscaping surrounding townhomes.
Date: 7/12/12

The landscaping around Lathrop's townhomes is a significant part of the charm and attractiveness of our communities. The gardens are also a form of expression and pride for our residents who enjoy working with plants. Lathrop would like to encourage this kind of enthusiasm as well as establish some conventions which address the need for long term manageability. These guidelines focus on plantings and are intended to offer some guidance with plenty of flexibility for individual expression.

The Lathrop Community provides and maintains the beds and foundation plantings in front of and on select street-facing sides of the Townhomes. Normal maintenance includes basic bed preparation, fertilization, pruning, edging and mulching in these areas. Other planted areas may be attended to, at the discretion of management, to preserve a uniform level of attractiveness.

Lathrop's intention is to include shrubs of sufficient size, quantity and spacing to be attractive alone, but leave sufficient space within the beds to allow residents to "personalize" the area around their homes by adding color and texture with their own annuals and perennials. Additional woody stemmed shrubs, invasive ground covers and invasive climbing vines are prohibited. The purchase, planting and maintenance of any extra plantings are the resident's responsibility.

While the overall Lathrop landscape includes a wide variety of vegetation, the shrubs which predominate around the cottages are azaleas, burning bushes, rhododendrons, boxwoods and yews. Base plantings are not to be removed unless diseased or have some other problem as determined by Lathrop staff. In the event that one or more of these "standard" plants must be replaced, it will be done, at Lathrop's expense, from a short list of deciduous flowering and evergreen shrubs that have been selected for their size, appearance, drought tolerance and long term manageability.

The development of additional beds in areas other than those described in the second paragraph, or the expansion of existing beds, may only be done with the permission of Lathrop's Facilities Director and, if necessary, review by the Property Committee of the Board of Directors. **This work is to be done at the resident's expense.** Subsequent care and weeding of these supplemental beds are the resident's responsibility.

At the time of unit turnover, Lathrop will return the beds to their original “standard” base plantings, unless a new resident expresses interest in retaining the extras that had been added by the vacating resident. The new resident must accept responsibility for the complete care of those plantings.

Areas around our public buildings, street signs, or other common areas are usually maintained by Lathrop and/or its contractors. Volunteer residents or groups of residents may work in these areas with the knowledge and approval of Lathrop staff.

The addition or replacement of trees may only be done after review and consideration of the Property Committee of the Board of Directors.

Transportation policy

To make a reservation call the Transportation desk at 413-586-6000 ext. 134 Monday through Friday between 8 am and 4 pm

CAR TRANSPORTATION

Personal Appointments (Doctor, Dentist, Hair) <i>Monday – Friday 8:30 am – 4 pm</i>		
	Townhome	Inn
Local (within the Hamptons, including Leeds and Florence)	FREE	FREE
Springfield, Greenfield and Hadley	\$ 0.75 / mile	FREE
Outside the above mentioned areas	\$ 0.75 / mile	\$ 0.75 / mile
Leisure / Non-medical (Shopping, lunch w/friends, etc.) <i>Monday – Friday 9:00 am – 3 pm</i>		
Local (within the Hamptons)	\$ 20- /round trip	FREE
Outside the Hamptons (Amherst, Hadley, Springfield, etc.)	\$ 35- / round trip	\$ 35- / round trip
Evening / weekend trips	\$ 20- / hour	\$ 20- / hour
Flat rate trips <u>trips are ONE way</u> <i>rates are the same for Townhome and Inn residents</i>		
Bradley Airport After 5 pm and before 7 am \$ 30- additional fee	\$ 50- + parking	
Logan Airport After 5 pm and before 7 am \$ 50- additional fee	\$ 150- + parking + tolls	
Springfield bus / rail station After 5 pm and before 7 am \$ 20- additional fee	\$ 25-	
Northampton bus / train station After 5 pm and before 7 am \$ 8- additional fee	\$ 10-	

Note: A resident with a wheelchair will need the van for transportation. In that case the above personal appointment rates apply

VAN TRANSPORTATION

	Townhome	Inn
Lathrop scheduled food shopping	FREE	FREE
Transportation between campuses	FREE	FREE
Lathrop scheduled leisure trips	See below	See below
Residents private van "rental"	See below	See below

Lathrop scheduled leisure trips are arranged by the Resident Services Department. The cost for transportation will be based on \$ 20 per hour to cover the driver and sometimes an admission fee might be added. The department will post the trip cost per person with the trip information. 24 hours prior to departure the sign up will be closed and the fee will be based on the number of sign ups. The cost will be charged to the individual account

Resident private van rental

Residents can reserve the van for private outings (e.g. going to lunch, going to a private event) and can invite both residents and non-residents.

The van will be available for this option if it is not needed for Lathrop activities. The cost for “renting” the van will be \$ 20.00 per hour. The person reserving the van will be responsible for collecting the money from his passengers. He will be charged the full rental cost on his monthly statement.

The intent is to provide the van at no cost while covering the expense of the driver. This means that the trips are still partly sponsored by Lathrop, not only by the residents who are going on the trip.)

Listed below are some guidelines that if followed by all, will help not only smooth out the transportation scheduling but will also provide you with better service and availability.

1. All appointments must be scheduled at least 24 hours (preferably 48 hours) in advance. For all medical appointments, please provide us with the name and address of the Doctor you are going to see.
2. Transportation requests can only be made Monday through Friday between 8am and 4pm. Evening and weekend staff cannot book drivers. Appointments outside the Northampton area (e.g. Amherst, Springfield, and Holyoke) should be made at least 72 hours in advance as these require us to call in an extra driver.
3. Trips to airports must be scheduled as soon as possible. These are long distance and require an extra driver.
4. It is important to be ready at least 30 minutes before your local scheduled appointment (more time may be required depending on location). We also try to carpool when we are able. Your cooperation with this allows us to provide more efficient service for all. If an appointment is changed or cancelled, please call and let us know as soon as you know. This way, a driver is not scheduled to come in unnecessarily.
5. All transportation is for resident use only. We are not able to transport family members or friends of residents unless residents are traveling with them. A family member may accompany a resident to an appointment. Please let the transportation coordinator know when someone will be accompanying you as this would affect the ability to carpool.

Excerpt from Lathrop's Employee Conflict of Interest Policy...

Lathrop's Conflict of Interest policy includes a section relevant to the acceptance of gifts, monetary and otherwise, from residents. If, in the performance of their normal duties, employees receive remuneration from a resident, this is considered a conflict of interest and the employee is subject to disciplinary action.

Excerpts from the policy relevant to acceptance of gifts from residents:

EXAMPLES THAT *DO* CONSTITUTE A CONFLICT OF INTEREST INCLUDE, BUT ARE NOT LIMITED TO:

- Acceptance of cash, tips, gifts, gratuities, actions on a quid pro quo basis, trades, incentives or other items of value from a resident or family member
- Removal or acceptance of furniture, personal belongings, jewelry, photos, antiques, heirlooms, clothes and/or other items belonging to a resident at any time, including that resident's departure from the Lathrop Communities, regardless of the resident's verbal wishes

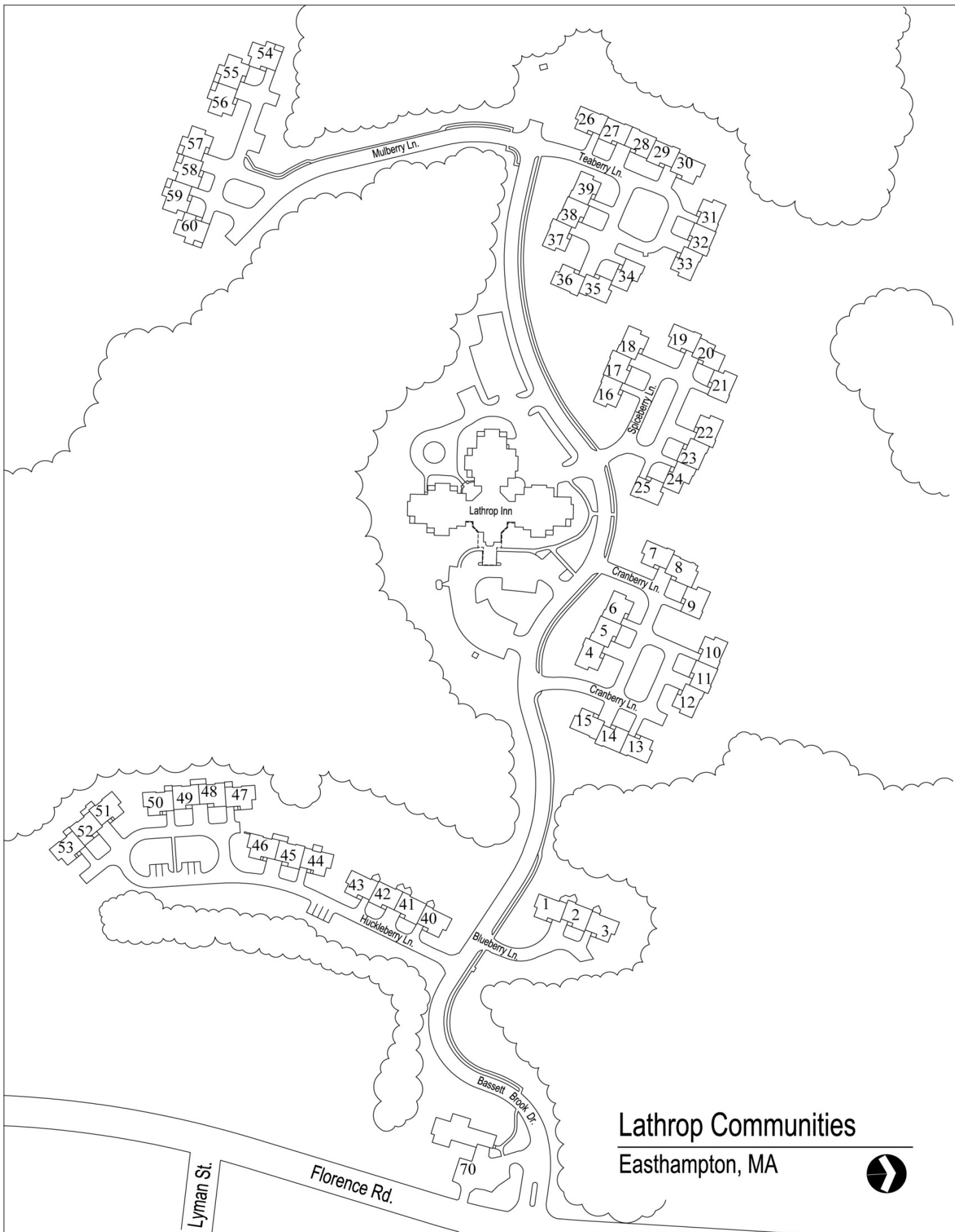
EXAMPLES THAT *DO NOT* CONSTITUTE A CONFLICT OF INTEREST:

- Acceptance of flowers, plants, consumables, very small gifts or other items of a nominal value from residents or family members. "Nominal value" means less than \$10.00.

It is never appropriate to offer or accept even a small gift in exchange for better, faster or additional service.

APPENDIX

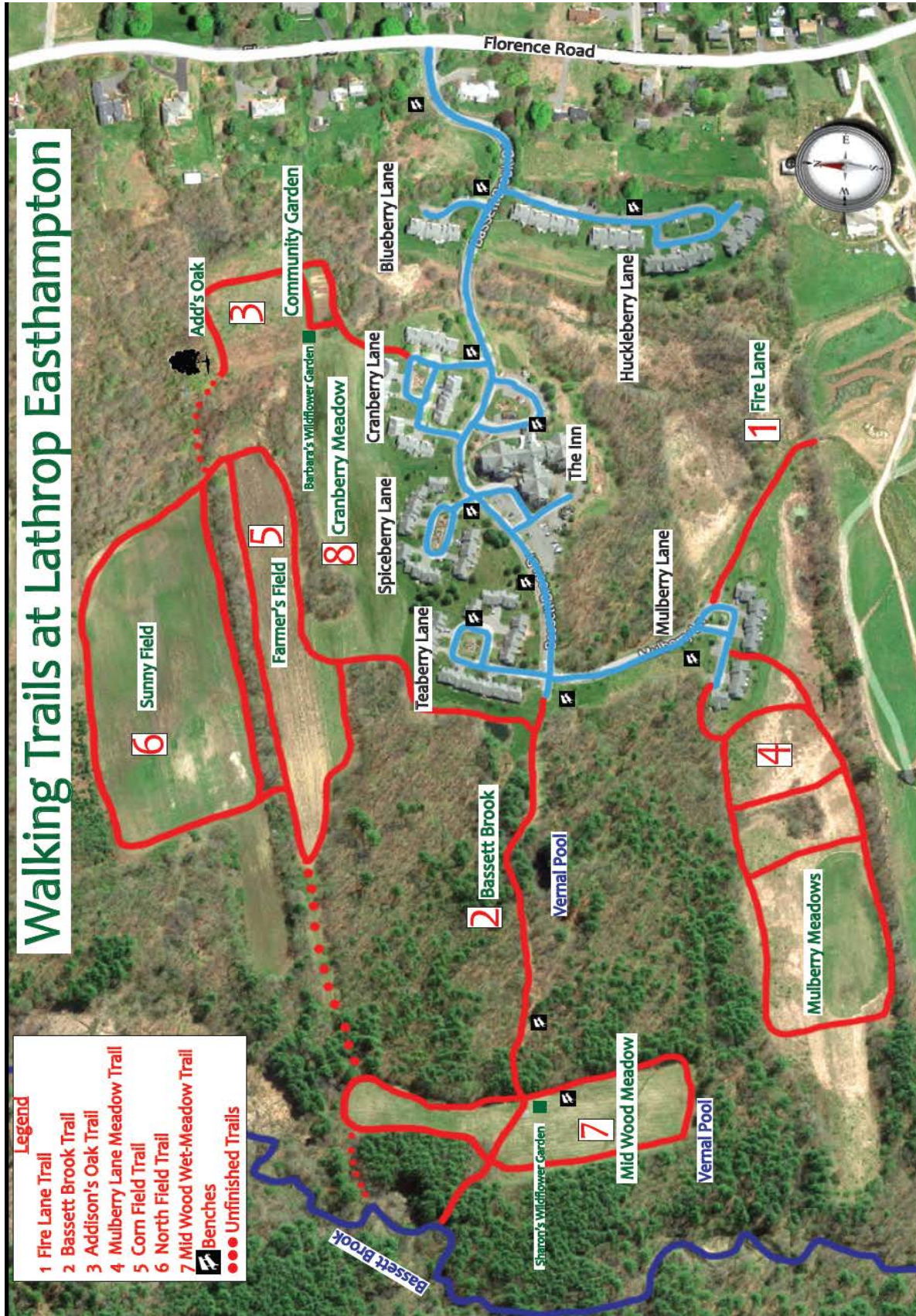
Easthampton Site Map	3
Map of the walking trails	4
Easthampton Association Bylaws	5
Recycling Information	8
Energy Conservation Tips.....	9
Land Use Tips	11
Emergency preparedness guidelines and electrical service disruption procedures.....	12
Library Information.....	14
Thrift Shop History.....	17
Thermostat Info For Townhomes.....	18
How to put in a Work Order with the “worxhub”	19



Lathrop Communities
Easthampton, MA



Map of the walking trails



*If you would like a color copy of this map, please see the Front Desk

LATHROP COMMUNITY ASSOCIATION OF EASTHAMPTON
BYLAWS

ARTICLE I – NAME OF THE ASSOCIATION

The name of this organization shall be The Lathrop Community Association of Easthampton.

ARTICLE II – PURPOSE OF THE ASSOCIATION

The purpose of this Association shall be to bind together the residents of Easthampton Lathrop Community and to promote activities and regulations for the good of all members. It shall also serve to promote harmony between the two Lathrop communities in Northampton and Easthampton.

ARTICLE III – MEMBERSHIP OF THE ASSOCIATION

1. Each person who becomes a resident of Lathrop Community of Easthampton shall automatically become a member of this Association. Each individual shall be entitled to one vote in actions taken by the Association.
2. Membership shall cease if the member moves from The Lathrop Community.

ARTICLE IV – OFFICERS OF THE ASSOCIATION

1. Officers of the Association shall be the President, the Vice-President, the Secretary , the Treasurer, and such other officers as the Association may designate. All officers shall be elected for two year terms at the Annual Meeting and shall be eligible for re-nomination and re-election for a second term. No officer serving in any given office shall be eligible for more than two consecutive terms.
2. The President shall preside at all meetings of the Association and its Council and shall notify all members in advance of the time and place of all meetings. The President shall also serve as liaison between the Association and the Management and Board of Lathrop Communities.
3. In the absence of the President, the Vice-President/President-Elect, and then, in succession, the Treasurer shall perform the same functions.

4. The Secretary shall record the minutes of all meetings of the Association and its Council and shall be responsible for properly distributing these minutes to members.
5. The Treasurer shall maintain the Association's bank account and all financial records of the Association and shall publish and distribute such records as may be required by the Association or its Council.

ARTICLE V – TREASURY SPENDING POLICY OF THE ASSOCIATION

1. The Association's Council is authorized to approve the expenditure of up to \$500.00. Any amount in excess of \$500.00 has to be approved by a meeting of the Association.
2. The treasurer is authorized to maintain a petty cash fund not to exceed \$100.
3. The President and the Treasurer shall have signatures on the bank account and either of them can sign the check.

ARTICLE VI – COUNCIL OF THE ASSOCIATION

1. An Association Council shall be elected annually. This body shall consist of the elected Officers of the Association and one resident representing each of the following residential lanes: Mulberry, Teaberry, Cranberry and Spiceberry, two residents for Blueberry and Huckleberry Lanes together with 70 Florence Road, and one resident from each floor of the Inn. Chairpersons of standing committees appointed by the President or of activities in the community are also voting members of the Council.
2. Lane/Floor Representatives shall be chosen at meetings of residents of each Lane/floor. This should be completed by October 30 of each year.
In the absence of the existing representative, he/she may appoint an alternate with voting rights.
3. The Council will have overall responsibility for the activities of the Association and for the establishment of such committees as it may deem desirable.
4. The Council will meet monthly or at the call of the President. Minutes of the Council meetings are to be distributed to all Easthampton Lathrop residents as well as the Board of Directors.
5. The Council shall select a replacement to fill the unexpired term of any Officer who may resign or leave the Community.

6. Duties of Council members shall be to attend Council meetings, to address the concerns of the residents and transmit these concerns to the appropriate channels, and to select a substitute to attend in his/her absence with full voting rights.

ARTICLE VII – MEETINGS OF THE ASSOCIATION

1. The business year of the Association shall close on the last day of September and the Annual Meeting shall be held in October on a date to be set by the Council. A Nominating Committee, consisting of three residents appointed by the Council, shall present a slate proposing nominees for each elective post. After an opportunity has been offered for additional nominations from the floor, the members shall elect Officers and such other personnel as may be required. The newly elected persons will take office immediately.

2. Regular meetings of the Association will be held in January, April, July, and October. The President shall have authority to call any special meeting at his/her discretion with proper advance notice. Each committee will make a report at these meetings to advise the members of its activities and to announce plans for the future. A member of the Lathrop Community Management will report on plans for the future. New members of the community will be introduced at these meetings.

ARTICLE VIII – AMENDMENTS TO THESE BYLAWS

These bylaws may be amended at any regular meeting or special meeting of the Association. The text of each proposed amendment must be set forth in the notice of the meeting which must be distributed at least two weeks prior to the meeting. A two-thirds vote of those present and voting shall be necessary for the adoption of any proposed amendment.

Revised December 2002
Adopted January 2003
Amended July 2008
Amended July 2011
Amended October 2014

ALTERNATIVE RECYCLING SYSTEMS



RECYCLING INFORMATION

PAPER RECYCLING

- White / Colored Paper
- Computer Paper
- Magazines / Catalogs / Brochures
- Newspapers / Inserts
- Junk Mail
- Paper Bags
- Paperbacks & Phone Books
- Boxboard (*i.e. shoe boxes / cereal boxes, etc.*)
- Corrugated Cardboard
(*Breakdown all boxes, No larger than 2 feet square*)

DO NOT INCLUDE: *Waxed Cardboard, Pizza Boxes, Paper Towels, Napkins, Tissue Paper, Paper Plates or Cups, Disposable Plastic Cutlery, Egg Cartons, Photographs, Candy Wrappers, Envelopes w/bubble wrap, Wrapping Paper, Ribbons, Bows, Tinsel, Packing peanuts, Styrofoam*

MIXED CONTAINER RECYCLING

GLASS:

- Bottles and Jars (*Only clear, green, brown, less than 2 gallons*)

PLASTIC:

- All Plastic Bottles (*Numbers 1 thru 7*)
- All Plastic Jars / Tubs
- All Plastic Microwave Trays and Containers

POLYCOATED:

- Milk and Juice Cartons (*Tent Tops*)
- Drink Boxes

METAL:

- Aluminum Cans
- Tin / Steel Cans and Lids
- Aluminum Foil / Trays (*Clean*)

DO NOT INCLUDE: *Plastic Bags and Wrap, Styrofoam, Ceramics, Paint or Aerosol Cans, Auto Glass, Light Bulbs, Motor Oil Jugs*

ENERGY CONSERVATION TIPS

Electricity consumption

- Whenever possible, use compact fluorescent (CFL) or LED bulbs for any lighting.
- Turn off lights and appliances when not in use, and minimize use of electrical equipment (garage door, freezer, vacuum cleaner, etc.).
- Use power strips for easy, complete disconnect of TVs, computers and accessories when not in use.
- Whenever possible use microwave oven (most efficient) in preference to toaster oven (less efficient) or regular oven (least efficient).
- Subscribe to renewable energy programs offered by our utility companies.

Heating and Cooling

- Use programmable thermostats as intended
- Set room thermostats lower in winter, air conditioner thermostats higher in summer.
- In summer, use fans instead of air conditioners whenever possible.
- In winter, keep windows locked to minimize leakage, and use fans to circulate heated air.

Shopping Practices

- Buy locally-produced foods from your nearest source
 - Consult the very complete and comprehensive “Locally Grown Farm Products Guide”, updated and reprinted each May by CISA (Community Involved in Sustaining Agriculture). Includes maps and other pertinent information on all farmers’ markets in the area. Free, and widely available at local grocery stores. Also available on the internet at www.buylocalfood.org. Also at both Northampton and Easthampton mailrooms.
- Choose organically grown meat, dairy and produce.
- Choose paper products labeled “recycled” and “chlorine Free” when possible.
- Use reusable shopping bags; avoid plastics!

Your Car

- Buy an energy efficient car that is no bigger than needed.
- Keep it tuned and check tire pressures frequently.
- Observe speed limits. Higher speeds increase air pollution.
- Idling more than 30 seconds consumes more gas than re-starting does.
- Drive less often, fewer miles, and plan trips accordingly.
- Don’t carry unnecessary weight in trunk or on unoccupied seats.

Transportation

- Car pool or use Lathrop van for group trips.
- When possible, walk or use public transportation
 - PVRTA’s Paratransit Van Service offers fine transportation for those individuals who have a disability *that prevents them* from using the PVRTA fixed route bus. Brochures describing this service are available at Easthampton and Northampton Lathrop mailrooms.

Water Use

- Use as little heated water as possible: shorter showers, fewer laundry loads, etc.
- Dishwasher: run only on full loads. Avoid pre-rinsing dishes. Shun the ‘Heated Dry’ and ‘Plate Warmer’ cycles (electricity hogs).

- Combine many small hot water uses into fewer larger groups to limit water waste while waiting for hot water to reach the faucet.

Laundry and Housecleaning

- Use cold water and environmentally safe products (includes non-chlorine bleach).
- Limit use of electric dryer by using folding or wall-mounted drying racks.
- When using electric dryer, keep the lint filter clean.

WHERE TO OBTAIN, FIND OR DISPOSE OF...

To end unwanted catalogues, try www.catalogchoice.org

Clothing and Household:

- Cooley Dickinson Hospital Hospice Shop
(413) 586-0193
18 Bridge St. (*across from the post office*), Northampton.
- Goodwill Industries
(413) 320-4911
Bridge Road and King St., Northampton.
- Salvation Army drop-off box at:
125 Locust St., Northampton
- Easthampton Community Center Clothing Closet
(413) 527-5240
12 Clark St., Easthampton.
- The Parson’s Closet
(413) 527-8473
112 Main St., Easthampton.
- Hospice Shop of the Fisher Home
(413) 549-8800
55 University Drive, Amherst
- The Lathrop Thrift Shop –
Smaller household items only. No clothing
(413) 586-0006

Eyeglasses (complete, unbroken):

- Collected for the Lions Club at:
 - Ken’s Eye Wear (413) 586-8456 Hampshire Plaza, Northampton

Hearing aids:

Package your hearing aid(s) in a padded envelope or box and mail to:

Hear Now Program Donation
6700 Washington Ave. S.
Eden Prairie, MN 55344

Cell phones and batteries:

Deposit in drop-off boxes at:

- | | |
|---|--|
| • Northampton Senior Center (COA)
(587-1228)
67 Conz St., Northampton | • Whole Foods Market
(586-9932)
Rte. 9, Hadley |
|---|--|

LAND USE TIPS

See the Land Conservation website at <https://lathropland.wordpress.com/>

Lathrop has a total of about 150 acres of undeveloped land, total on both campuses. We have a rare and precious combination of wetlands, forests, meadows, fields, streams, and vernal pools that nourish valuable plants and wildlife. Our lands are high-priority conservation areas in the open spaces planning of both Easthampton and Northampton. We at Lathrop take very seriously our responsibility for stewardship of this land.

Tips to protect and nurture Lathrop land:

Do not put garden waste into the woods or fields. Parts of plants, and seeds, especially of ground covers, can quickly invade the land, crowding out our native wild flowers.

Minimize use of pesticides and herbicides around house and garden. These chemicals make their way into the water systems and into the bodies of our plants and animals.

Plant native plants. A native plant is one that co-evolved with our native insects, so it matches the mouth parts, tastes, and body chemistry of our insects.

Here is the key statistic: 96% of birds need insects, not just seeds and nectar, to raise their young. 90% of insects eat only native plants.

Purchase natives at Nasami Farm (New England Wildflower Society) in Whately or Project Native in Housatonic. At other stores, be wary of plants advertised as "native," which may be hybrids or cultivars that do not carry the qualities our native insects need. It's best to get plants that have been raised from seed, not cuttings, to preserve the genetic diversity in seeds. Avoid any plant or soil treated with neonicotinoids--a class of insecticide that has been banned in some nations because it causes the plant to become poisonous to all insects, including bees, butterflies, and other beneficial insects.

Join the Land Conservation Committee: contact committee chair Barbara Walvoord at walvoord@nd.edu or 413-203-5086.

EMERGENCY PREPAREDNESS GUIDELINES AND ELECTRICAL SERVICE DISRUPTION PROCEDURES.

Lathrop consistently monitors weather forecasts and receives communications from the Office of Emergency Management. Manpower and supplies are organized accordingly. In extreme weather situations Lathrop will implement staff contingency plans. Associates are called to come to work early or to stay overnight in Lathrop accommodations.

Electrical Service Disruption- Northampton & Easthampton Townhomes

There is currently no auxiliary power for pull cords, lighting, heat or hot water in the townhomes. During prolonged power outages, the Meeting House has been used as a central gathering place by Northampton residents and The Inn has been used by Easthampton residents. Pendants should still work through the emergency generator and battery backups.

Electrical Service Disruption- The Inn

Should Lathrop lose power, emergency generators will continue to operate emergency systems such as pendants and pull cords in The Inn. Elevator #1, which is the main elevator servicing all floors in The Inn is also on auxiliary power and operational. There will be heat but not hot water. We have also contracted with multiple providers of supplies and fuel in the event those are required.

The first floor Lobby area will also have emergency generator electrical power. Contingency plans through the wellness clinic and security are in place to meet the needs of residents on the second and third floors. Meals are delivered to residents, as needed. Residents utilizing oxygen will be assisted to the first floor for continued service.

General Safety Preparedness

The following are reminders and suggested safety measures:

1. Always wear your emergency pendants as a first line of defense.
2. Keep all flashlights charged, in a convenient location and have extra batteries on hand.
3. The use of lighted candles is strictly prohibited.
4. Keep cell phones, laptops and other devices charged (a charging station for cell phones will be available in The Inn).
5. In the Inn, open apartment doors to allow for as much lighting as possible.
6. In the townhomes, the carbon monoxide detectors in your units have a back-up battery that signals the loss of electrical service. The “chirping” sound will cease once the battery has lost its power. DUE TO FIRE CODES GOVERNING LATHROP’S RESIDENTIAL UNITS, WE ARE NOT PERMITTED TO REMOVE OR DISENGAGE THE DETECTOR OR BATTERY. Batteries will be replaced by Maintenance within 24 hours of the electrical service being restored.
7. Non-perishable food items should be purchased in advance of known weather events.
8. Refrigerator doors should not be opened frequently.
9. Fill additional containers of water for hydration and taking medications.
10. Make additional ice cubes to use for beverages and to keep refrigerator items cool.
11. Wash dishes and laundry before the storm.

12. In the event of high winds, close blinds and curtains to prevent injury from broken windows or flying debris.
13. Secure personal items on porches and balconies.
14. Remove hanging plants and bird feeders to prevent them from becoming air borne.
15. In the event of straight line winds or tornado, seek refuge in closets, bathrooms or other interior rooms with no windows. If you are in the common areas of the Inn, places of refuge include the stairwells, trash rooms and lower level.

Meals

In the event of electrical service disruption, modified meals may need to be served. Lathrop maintains a minimum three-day supply of food and water and has contracts for additional emergency supplies, as needed.

Residents will be informed of meal arrangements by the Dining Services team

LIBRARY INFORMATION

HOW THE LIBRARY IS LAID OUT

The Non-Fiction Bookcase

- Facing the only window in the library, a diagram of the library stands on the long non-fiction bookcase on the right. The categories of non-fiction books are on charts taped to the walls at each end of the bookcase. On one of the lower shelves are books gathered by the Peace Committee and the Eat Well, Feel Better Committee.
- The bottom shelves have collections of Lathrop doings:
 - Easthampton Council and Association meeting minutes
 - A complete collection of the Nor'easter
 - A booklet about the town of Easthampton 1785-1985
 - Several phone books
 - One year Anniversary Party, Feb 27, 1991
 - Lathrop's Original Photo Album, 1998-2000
 - Welcome to Lathrop Picture scrapbook

The Fiction Bookcase

- Still facing the window, the other long bookcase is on the left and holds the books of fiction, filed alphabetically by author. Paperbacks are at the end by the window, "good" paperbacks on the upper shelves, "cheaper" paperbacks on the lower shelves. Five authors who have written a good number of books are directed to the bottom shelves: David Baldacci, Clive Cussler, Sue Grafton, John Grisham and James Patterson.
- In the middle of the long fiction bookcase is a glassed-in cabinet. The top shelf has books by Lathrop residents. The lower 2 shelves have books chosen by the Green Committee. The glass doors slide sideways.

The Round Table

- The round table in the middle of the library has newspapers donated by residents when they are through reading them. (There is no room in our library for magazines; they are in the café on a wall bookcase.)

Behind the Hall Door

- Still facing the window, as you stand in the doorway from the hall, and behind the hall door to the right are:
 - The Encyclopedia Britannica 1969
 - Over-sized art and travel books
 - Cartons of books to be given away

The Librarian's Desk

- Still facing the window, as you stand in the doorway from the hall, and to the left, is the librarians' desk.

The Alcove

- Big Print Books
- Books on tape
- Audio cassettes and CD's
- Opera cassettes
- Two computers with a printer and scanner

HOW TO TAKE OUT A BOOK

Our library issues no library cards. Lathrop residents and staff may borrow a book without signing for it, and return it to **the top of the little bookcase** (*just across the doorway from the hall*). Please don't try to put the book away. One of the volunteer librarians will do that.

WHERE TO FIND REFERENCE BOOKS

Please don't take any of the reference books from the library.

1. Upright at the back of the librarians' desk: Concise Encyclopedia, Thesaurus, Large Print Dictionary, Bible, Physician's Desk Reference, You and the Law, Reader's Encyclopedia of Bridge, Crossword Puzzle Dictionary.
2. Behind the door from the hall: The Encyclopedia Britannica 1969
3. Close to the window-end of the non-fiction bookcase, on the top shelf:
 - a. The Great Ages of Man
 - b. Readers Digest: National Parks, Great Cities, and Scenic Highways
 - c. Webster's Encyclopedia of Literature
 - d. The Oxford Companion to English Literature
 - e. The Cambridge Biographical Dictionary

HOW WE ACQUIRE BOOKS

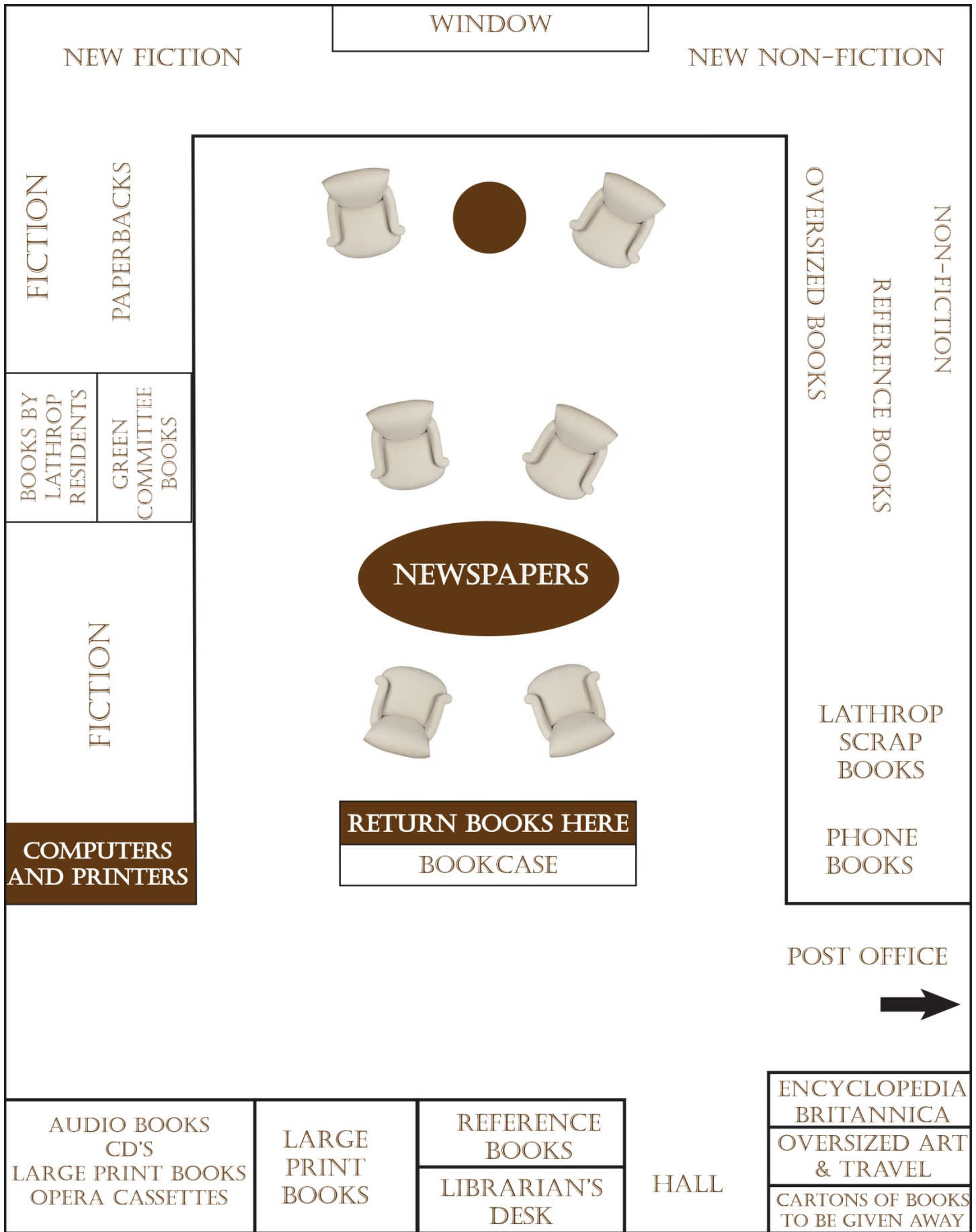
The library has no money to buy books. They are donated by residents and friends. Donated books are to be put on the librarians' desk. A librarian will check the condition, the date of publication, the suitability of the book, and whether we already have it. If a donated book is to be kept, it will be stamped with the Lathrop stamp and put on the proper shelf.

HOW WE DISCARD BOOKS

Books that we don't keep are packed in cartons behind the door from the hall. When several cartons are filled, we give them to the Emily Williston Library in Easthampton, to keep books they want and save the rest for their big book sales in spring and fall.

HOW TO GET BOOKS OUR LIBRARY DOESN'T HAVE WITHOUT LEAVING HOME

1. Call the Emily Williston Library – 527-1031
2. Ask for the book you want with the title and author. If the library doesn't have it, you can ask for an inter-library loan. The Easthampton Library will call you when the book comes in. A friend or a Lathrop driver will pick it up for you and bring it to your apartment, townhome, or the Front Desk.



Thrift Shop History

The Thrift Shop opened in June 2000. Through the untiring efforts and dedication of early residents such as Babs Kaskey, Jackie Wisneski, and Harriet Leibowitz, the shop thrived because it was well supported by Lathrop residents who donated items for sale and also purchased items to help the cause. In June and December of each year, the shop was open to the public, and patrons kept returning year after year. All money realized from sales was turned over to the Residents Association treasury. Along with non-resident volunteer Alberta Brown, dedicated residents have continued to give of their time, energy, and expertise in the organizing and running of the shop.

In recent years, the shop has been open twice a month, and a large tag sale open to the public has been held in the fall. In some years, this sale has been supplemented with a bake sale of home-made goods provided by residents, a sale of used appliances supplied by the Maintenance Department, and the raffle each year of a beautiful afghan hand-made and donated by Priscilla Pike.

The proceeds turned over to the Residents Association from the Thrift Shop as of December 31, 2014 total \$44,257. Over the years, this money has been used to help purchase items for Lathrop, including exercise and library equipment, contributions toward a new copier, computers and upgrades, paintings and prints to beautify the walls in the Inn, furnishings and equipment for the Mount Tom room, contributions toward the cost of receptions for Residents Association meetings, art receptions, birthday celebrations, luncheons, and picnics. Also, gifts to honor residents and staff upon their retirement have been purchased.

In addition, annual contributions have been made to the Easthampton Toy Fund and the City of Easthampton's holiday lighting display, along with donations to many other charitable organizations. Special contributions also have been made to philanthropies such as the American Red Cross at times of disaster.

The Thrift Shop has enriched our lives and the lives of many others through the efforts of many individuals who have given of their time and talents over the past 15 years.

Robertshaw programmable thermostat (44-60)

To set TIME / DAY / DIFFERENTIAL

1. Press and hold **SET** button. Press **PROG / MAN** button.
Release both buttons.
2. Press \uparrow or \downarrow to set the correct time. (Note AM/PM)
3. Press **SET** button.
4. Press \uparrow or \downarrow to the number which represents the current day of the week (1=Monday, 2=Tuesday, etc.)
5. Press the **SET** button.
6. Press \uparrow or \downarrow to change the temperature differential. (use 2)
7. Press the **SET** button.

To set PROGRAM

1. Move **COOL-OFF-HEAT** switch to HEAT.
2. Press the **SET** button.
3. Press \uparrow or \downarrow to change the time of MORN.
4. Press the **SET** button.
5. Press \uparrow or \downarrow to change the temperature for MORN.
6. Press the **SET** button.
7. Repeat steps 3 – 6 for DAY, EVE, and NITE programs.

NOTE: Changing time settings in one season's program will also change time settings in opposite program.

NOTE: Days 6 and 7 (Saturday and Sunday) automatically drop DAY and EVE settings for all-day comfort.

TEMPERATURE OVERRIDE: Press \uparrow or \downarrow .

PROGRAM / MANUAL OPERATION: Press PROG / MAN.

VACATION OPERATION:

1. Before leaving, press \uparrow or \downarrow to set desired temp while away, then set **PROG / MAN** switch to MAN.
2. Set **PROG / MAN** switch to PROG to resume automatic operation after returning.

NOTICE: Call Maintenance Dept. to change batteries when LO BAT appears on display.

HOW TO PUT IN A WORK ORDER WITH THE “WORXHUB”

STEP 1: Go to the browser and type in lathrop.theworxhub.com

- At that point a home page will appear and will have a place for a user name and password.

STEP 2: Type in your user name—(your user name is the first letter of your first name and your last name) example: Ann Smith would be---asmith, the password is Welcome01. The password is case sensitive and 01 are both numbers.

- After you get logged in you will have a simple page that says maintenance, housekeeping, transportation. Select the Maintenance box.



STEP 3: Under location—the box will self-populate your address once you start entering your last name. You will need to “select” yourself from the drop down.

STEP 4: Go to the description box, type in a brief description of the problem. If you need to give more details you can type them in the box marked details.

STEP 5: Next go to the box labeled Source of Work – this refers to the person requesting the work, i.e.: resident. Select from the drop down and then in the box to the right, labeled “Requestor” enter in your name.

In blue at the top right of this form it says “subscribe to e-mail updates”. You need to check this if you want e-mail to update you on the status of your request. (once you click this it will change to “unsubscribe” indicating you are now subscribed to email updates. If you do not wish to receive emails, you can always log back on to the program and to the far right hand side it will give you the status of these and all work orders ever performed for you.

STEP 6: The next box is Permission to enter. You can check this box if OK to enter your home to complete the work. If you prefer to be there you can leave a note in the box below, or any special instructions. Example: Please not before 10am, or Don’t let the cat out etc. There is also a spot for any special notes.

STEP 7: Finally, click “I’m done” on the bottom and you’re done. Your work order has been submitted.