

**LATHROP**

C O M M U N I T I E S

Northampton | Easthampton | The Inn

<sup>A</sup>KENDAL<sup>®</sup> | *Together, transforming  
the experience of aging.<sup>®</sup>*  
AFFILIATE

# **Northampton 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**

## **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.

## **Lathrop Northampton Residents' Association**

The purpose of the Residents' Association, stated in the By Laws, is "to identify and address both the mutual and the individual interests and needs of all residents so as to foster a strong community spirit which binds the residents together in common cause...."

Every resident is a member of the association. There is an association meeting every quarter, held at the Meeting House. Schedules of dates for these meetings are posted in the mailroom. All residents are encouraged to attend these meetings, where announcements are made, issues discussed and general concerns can be expressed.

Officers of the Association are: president, vice-president, secretary and treasurer. They are elected for one year terms at the annual meeting of the association.

## **Residents' Council**

The Residents' Council has overall responsibility for the activities of the association and establishes such committees as seem desirable. The Council consists of the officers of the association and one representative from each Lane. Minutes of every Council Meeting are available in the library in the Meeting House (as are, separately, written policies approved by the Council). All residents are welcome to observe.

## **Lane Representatives**

The "Lane Reps" are designated, one for each Lane, by the neighbors on each Lane for a one year period. They are important for two-way communication of information and concerns

between residents and the Council and Management staff. Every resident should feel free to contact the Lane Rep when questions arise that are not answered in this handbook.

### **Resource Guides**

There is a notebook on the desk in the MH Office that contains Board Policies, minutes from Lane Meetings, and other relevant documents. It is titled: Northampton Document Resource Guide. A second, supplemental notebook deals with the Master Planning Process. Residents are welcome to read this material. The notebooks should not be taken from the Meeting House.



## CHARTER AND BYLAWS

### THE RESIDENTS' ASSOCIATION OF THE LATHROP COMMUNITY NORTHAMPTON

#### CHARTER

##### PREAMBLE

The purpose of this association shall be to identify and to address both the mutual and the individual interests and needs of all residents so as to foster a strong community spirit which binds residents together in common cause. Common concerns, interests, and needs always will be of primary importance but individual concerns and needs will be addressed with understanding and dealt with expeditiously. Interactions with the management of Lathrop Communities, Inc. will be aimed at the development and maintenance of mutual understandings and, whenever possible, to undertake cooperative efforts intended to enhance and serve the best interests of both.

##### ARTICLE I – NAME

THE RESIDENTS' ASSOCIATION OF THE LATHROP COMMUNITY, NORTHAMPTON shall be the name of this independent, private Association.

##### ARTICLE II – MEMBERSHIP

Each person who becomes a resident (as defined by Lathrop Communities, Inc.) of the Northampton Community shall automatically and immediately become a member of the Association.

Membership in the Association shall end when any member ceases to be a resident of the Northampton Community of Lathrop Communities, Inc.

Adjunct members of the Association shall include the Executive Director of Lathrop Communities, Inc., or his/her designee, the Office Coordinator of the Lathrop Community, Northampton and the President of the Residents' Association of the Lathrop Community, Easthampton.

##### ARTICLE III – OFFICERS

The officers of the Association shall be a President, a Vice-President, a Secretary, and a Treasurer. All officers shall be elected for one-year terms at the Annual Meeting of the Association.

#### ARTICLE IV – RESIDENTS’ COUNCIL

A Residents’ Council shall be vested with the authority to govern the Association by directing its policy and operations in all matters relating to the purpose for which it has been formed. The Residents’ Council shall consist of eleven members: the four elected officers and the one elected person representing each of the seven residential lanes.

#### ARTICLE V – LANE REPRESENTATIVES

Lane Representatives shall be elected for one-year terms at meetings of the residents of each of the residential lanes, called by the incumbent Lane Representatives, and may be attended by either the President or Vice-President.

#### ARTICLE VI – MEETINGS

The business of the Association shall close on the last day of April, and the Annual meeting shall be held in May on a day to be set by the Council. Regular meetings of the Association will normally be held on the first Wednesday of April, May, August, November and February. Special meetings may be called by the President on his/her own cognizance. The President shall call a special meeting at the request of three or more members of the Association. Meetings of the Residents’ Association of the Lathrop Community Northampton shall operate in accordance with the Values and Practices of the Kendal Corporation.

#### ARTICLE VII - QUORUM

At any regular or special meeting of this Association, thirty members shall constitute a quorum.

#### ARTICLE VIII – AMENDMENTS

An amendment to this Charter may be proposed at any regular or special meeting of the Association, provided, however, that the proposed amendment previously has been approved by the Residents’ Council and notice of the approval of the Council, together with the text of each proposed amendment, has been communicated to each Association member at least two weeks before the vote is taken. A three-fourths vote of members present and voting shall be necessary for the adoption of any proposed amendment.

# THE RESIDENTS' ASSOCIATION OF THE LATHROP COMMUNITY NORTHAMPTON

## BY-LAWS

### MEMBERSHIP

SECTION 1. Each member shall be entitled to one vote in all actions taken by the Association.

SECTION 2. In order to accomplish the stated purpose of the Association, it has been deemed necessary to extend Adjunct Membership to three holders of elective/appointive positions within Lathrop Communities, Inc., as enumerated in the Charter, Article II, above.

Adjunct Membership carries with it the right to attend meetings of the Association and its Residents' Council and to speak, but not to make motions nor to vote.

### OFFICERS

SECTION 3. All officers shall be eligible for re-nomination and reelection for additional terms. However, no officer shall be eligible for more than three consecutive terms. Furthermore, no two members of the same household shall be eligible to hold office concurrently.

SECTION 4. The President shall preside at all meetings both of the Association and the Residents' Council. The President shall also be a member, ex-officio, of all committees. In addition, the President shall serve as liaison between the Association and the Board of Directors and management of Lathrop Communities, Inc.

SECTION 5. The Vice-President, in the absence of the President, shall perform all of the duties assigned to the President. The Vice-President shall also undertake all mutually agreed assignments made to him/her by the President.

SECTION 6. The Secretary shall record the minutes of all of the meetings of the Association and the Residents' Council, and he/she shall also be responsible for the timely distribution of copies of these minutes to all members of the Association. In addition, the Secretary shall be responsible for notifying all members of the Association in advance of the time and place of all meetings of the Association.

SECTION 7. The Treasurer shall maintain the Association's bank account and all other financial records required. In addition, the Treasurer shall present status reports at Association meetings and provide a copy of each report to the Secretary for inclusion in the minutes of the meeting. The Treasurer shall also acknowledge donations and prepare and distribute such other financial information as may be required by the Association and/or the Residents' Council.

### RESIDENTS' COUNCIL

SECTION 8. The Residents' Council shall meet monthly except in months when there is a Residents' Association meeting, or at the call of the President.

SECTION 9. The Council shall be charged with the selection of a replacement to fill the unexpired term of any officer who resigns or leaves the community.

SECTION 10. The Council shall bring concerns and/or recommendations to the members of the Association for advice and/or decision at any regular or special meeting of the Association.

#### LANE REPRESENTATIVES

SECTION 11. Lane Representatives shall be eligible for re-nomination and reelection. However, no Lane Representative shall be eligible to serve more than three consecutive terms.

Lane Representative shall be chosen by lane residents and the results reported to the Secretary no later than April 1 of each year.

Lane residents shall be responsible for replacing any Lane Representative who resigns or leaves the community. If the Lane Representative is unable to attend a meeting he/she should send a substitute.

#### COMMITTEES

SECTION 12. A Nominating Committee, consisting of three members, shall be appointed by the President and confirmed by the Council no later than the February meeting of the Council.

SECTION 13. All other committees shall be formed by the Council with the recommendations of the President.

SECTION 14. Committee chairs are expected to give reports of activities and future plans, as requested, at regular meetings of the Association. In addition, Committee chairs may be requested to prepare written annual reports.

#### ELECTIONS

SECTION 15. At the last meeting before the Annual Meeting, the Nominating Committee shall present a slate of nominees, proposing one nominee for each elective office. This list will be posted in the Mail Room.

#### FUND APPROPRIATION AND DISBURSEMENT

SECTION 16. Appropriations greater than \$250 shall require ratification by the Association. In the case of expenditures for providing programs of the Association, the President or Treasurer may approve expenditures of up to \$250. Requests for reimbursement should be submitted on a reimbursement form, available in the Meeting House office or from the Treasurer.

SECTION 17. All disbursements shall be signed by the Treasurer or the President, and payments made by check, upon receipt of a reimbursement form.

SECTION 18. The Residents' Council will only consider charitable donations for disaster relief or special campaigns of locally organized charities. The maximum amount of such donations will be \$250.

SECTION 19. In order to ensure that we have adequate funds to provide for the Association activities, the Council will issue a request for funds to the residents when the treasury drops to \$1500. Response to this request is voluntary. Donations to the Lathrop Northampton Residents' Association are welcome at any time.

SECTION 20. The Association will donate \$50.00 to the charity of the family's choice in memory of anyone who was a Lathrop resident at the time of his/her death.

#### AMENDMENTS AND REVISIONS

SECTION 21. An amendment to these by-laws may be proposed at any regular or special meeting of the Association, provided, however, that the proposed amendment previously has been approved by the Residents' Council and notice of the Council's approval, together with the text of each proposed amendment, has been communicated to each Association member at least two weeks before the vote is to be taken. A two-thirds vote of members present and voting shall be necessary for the adoption of any proposed amendment.

A proposed general revision of the by-laws shall also be subject to the procedure described in SECTION 21.

#### STANDING RULES

1. Except upon the invitation of the Residents' Council, or the President, only members shall address the Association.
2. Written resolutions, only, may be presented for consideration at Association meetings.
3. Status and planning reports to the membership by the management of Lathrop Communities, Inc., shall be requested by the President for presentation at the regular meetings scheduled for May, August, November and February.

**Originally Passed as By-Laws**  
**Amended**

**9/5/90**  
**5/1/96, 3/1/00, 6/7/00**

**Revised and Renamed**  
***Constitution and By-Laws***  
**Amended**

**11/7/01**  
**1/16/03, 2/20/03, 4/2/03, 7/7/04, 4/10/08**

**Revised and Renamed**  
***Charter and By-Laws***

**11/4/15**

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## Security and Safety

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

**Four 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.
- Safety and security equipment is built into your townhome. Examples of some of these features are:
  - Emergency pull cords - If you have a medical or personal emergency and pull on a cord, it will sound an alarm horn and will light a strobe light on your porch, as well as 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.
  - 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.
- 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.



### ***Home environment problems***

In the event of loss of heat in winter, residents should telephone the office (Northampton or Easthampton, depending on day and time) 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 Meeting House. 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 key, key to the Meeting House 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. The Resident Association President also has a key if there is no staff member available to assist you. When the President is away for an extended period, the Vice-President will be given the key.

### ***Absences***

Residents are requested to notify the office 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 just into the woods at the far end of Shallowbrook Drive 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***

At the Meeting House 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.

Each lane has two parking spaces available for guest parking. Residents' cars should be parked in their own driveway or garage.

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 Meeting House lot, and the MH Office Coordinator 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***

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 MH Office Coordinator 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.

### ***Pets***

Residents may have pets if the owner accepts responsibility for leashing and cleaning up after the pet. Owners and/or guests are expected to pick up after their pets. Pets that are leashed/crated/caged are permitted in the Meeting House except between the hours of 10:00am and 3:00pm, Monday thru Saturday, or during other times that an event is occurring. Pets are not allowed in areas used for dining, which includes the kitchen and Gathering Room. Dogs that are left tied up outside the meeting house should be on a short leash and away from the main entrance.

### ***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 Thursday 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.

### ***Wildlife***

Lathrop Northampton 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. The City of Northampton has an ordinance regarding wildlife that can be found on their website [www.northamptonma.gov](http://www.northamptonma.gov).

### ***Work Orders***

Work orders must be submitted in writing to the MH Office Coordinator 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.

## ***Meeting House***

Most activities take place at the Meeting House. It is available to residents for gatherings too large to take place in their own home on a first-come first-served basis. It can be booked with the MH Office Coordinator who can supply you with guide-lines for its use.

Your key to the Meeting House opens the outside front door and the door from the outside ramp to the lower level.

A yellow flag hanging from the Meeting House porch indicates that the mail is in.

## ***Ground Floor***

- The Mailroom contains your mail box, individual cubbies for internal communications and a bulletin board showing activities and programs within and outside of our community.
- Office – The MH Office Coordinator is available to answer questions and to collect fees for some activities and monthly fees. Please consult with the Office Coordinator for any concerns you have.
- Community Gathering Room - This is a large room where meetings, concerts and lectures and, occasionally meals are held.
- Kitchen - This is available for use by residents who are entertaining. Please abide by posted guidelines. Check with the MH Office Coordinator for the schedule of events to avoid conflicts.
- Library - The Library is stocked with donated books and videos from residents. The Policy for use of the Library is posted in the room and in the Appendix of this Handbook. You may borrow any books by signing them out. Also stored there are minutes of resident meetings, policies and past issues of the Nor'easter, a resident publication.
- Conference Room - Used for small meetings.

## ***Lower level***

- Accessed by a stairway inside the building or from a ramp at the end of the parking lot.
- An exercise room containing some equipment for your use.
- An art room for painting or crafts.
- A Game room which can be for small meetings. There is a pool table, chess board, jigsaw puzzle and games in this room.

## **Services Available Through Lathrop**

### ***Transportation***

Transportation service is complimentary for all residents shuttling between campuses for programed events/meetings, and for group outings scheduled by Lathrop, 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 Front Desk at the Inn at 586-0006. Please be ready at least **30 minutes before your scheduled pick up time**. If an appointment is changed or canceled, please let the Easthampton 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.

### ***Health and Wellness Services***

The Wellness Staff is here to meet your health and wellness needs. Our team of registered nurses, and certified nursing assistants (CNA's), working under the direction of the Director of Wellness and Home Care, is committed to providing high quality, personalized care. We work collaboratively with you and your family members, to support you in independent living, promote your personal health and safety, 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 coordination of services, you should contact the Wellness Clinic at 586-0006 or the MH Office Coordinator at 582-1825.

### ***The Wellness Clinic***

The Wellness Clinic is located in the back office of the Meeting House. Hours are posted in the mailroom and on the monthly calendar.

### ***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. 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 413-586-0006 ext. 109 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
- Meet with you individually or with your family to discuss your home situation, explore your need for services either through Lathrop or through an outside agency
- Nursing assessment/home visit prior to implementation of Lathrop services, in order to provide you with the optimal amount and type of services that suit your individual needs.
- Visit with you while you are hospitalized or in rehab; just let the Lathrop nurses know you would like a visit.
- Facilitate a referral to the VNA, Hospice, 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 Nurse comes the first Wednesday of every month and provides foot care at the Meeting House. Call the office at 582-1825 for fees and to schedule an appointment. House calls are available for an additional fee.
- Annual flu clinic (residents are able to use their Medicare benefit)
- 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

## ***Personal Care***

To arrange for personal care, you may call the nursing staff yourself to set this up, or a family member may call or an outside agency may contact us with a concern that you may need some help. A Wellness nurse will 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. Please see the policy on hiring a personal caregiver in the Policies and Memos section of this Handbook.

## ***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 will 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
  - Northampton:
    - Big Y 586-5145
    - CVS 586-8315
    - Stop & Shop 584-9700
    - Walgreens 587-2802 (King Street, Northampton)
    - 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 (Health Dept phone number is 413-587-1214)

### ***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.
- Smaller practices include Northampton Family Practice and Pioneer Valley Family Medicine.

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. **Foot Care:** A fee-for-service foot clinic (for clipping toenails, etc.) is held monthly at the Meeting House by a nurse who specializes in foot care. Appointments can be made through the MH Office Coordinator.

**"File of Life":** Each resident is asked to complete a "file of life" form which contains all pertinent health information. Residents are strongly encouraged to keep a current copy of their "file of life" on the refrigerator in a magnetized holder. Lathrop nursing staff members are available to help each resident complete and update this important file.

**Health Promotion:** There is exercise equipment in the lower level of the Meeting House for unsupervised use by residents. It is safest to exercise with a partner or group.

Exercise sessions, organized and run by residents, are held on a regular basis in the Meeting House. See the weekly and monthly calendars for days and times.

### ***House Cleaning Services***

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.

### ***Meals Through Lathrop***

Arrangements can be made through the front desk at the Inn to dine at the Inn for a fee and on a space-available basis. Evening meals are served Monday through Saturday; lunch is served on Sunday.

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 the Inn at 586-0006. Cost of delivered meals and the delivery fee will be included in your monthly bill.

# **Activities**

## ***At Lathrop Northampton***

Lathrop sponsors planned events which are listed on the monthly calendar. Among these are trips to museums, shopping, concerts, and movies. Most require sign-up: see the binder in the mail room. In some cases there are listed costs.

Regular social events are sponsored by Lathrop and/or the Residents' Association, including holiday parties, cocktail parties, "just because" parties and a summer picnic at a local park in conjunction with Easthampton Lathrop.

There are on-going activities organized by the residents. Groups include the program committee that plans movies and other events, handcrafts, cards, table games, travel, lectures and speakers, exercise and art studio. There is also a men's group. The music committee, joint with Easthampton, arranges live performances on both campuses to which all are invited. There is also a land conservation committee. The "North News" page in the Lamp Post lists all events. There are also a few less-organized special interest groups on campus, such as the passionate opera fans who often ride the van to attend the HD simulcasts at the movie theater in Hadley. If there is an area of interest, any resident is encouraged to get a group going, simply contact the Life Enrichment Coordinator at 586-0006.

On the adjacent property at 716 Bridge Road, there is a community garden for residents to plant their flowers, vegetables, etc. for their own use. Near the community garden is a section for adult yard games. Bocce ball, croquet and horseshoe games are kept in the shed.

## ***Activities in the Larger Community***

The Northampton area is rich in cultural and educational opportunities. The five colleges offer many programs to the public which enrich life in the Pioneer Valley.

Northampton Center for the Arts sponsors exhibits and theatrical presentations which are listed in Hampshire Life, a Friday supplement to the Daily Hampshire Gazette that lists musical and theatrical offerings as well as lectures and films.

The Northampton Council on Aging (Senior Center) located at 67 Conz Street is where you may take advantage of a myriad of amenities and activities. It can also direct you to various services specific to seniors. Conz Street Chronicle is the publication of the Northampton Council on Aging which tells of its many offerings. Copies of the Chronicle are found in the mail room and can also be viewed on their website <http://www.northamptonma.gov/713/Senior-Services>. Residents can receive it by mail by calling the Senior Center at 587-1227.

Learning in Retirement is a senior program with educational seminars presented by its members. The program includes over 25 seminars in spring and fall on a wide variety of topics. All are peer-led and highly participatory. LIR also offers a science round table and a travel interest group which are held at the Meeting House. There are also trips to museums, plays and interesting sites around New England. For information you may call their office at 585-3756 or visit their website <http://5clir.org/>

QUICK TIPS (in alphabetical order)  
FOR  
LATHROP NORTH 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 in the mailroom. Additionally, the Program Committee offers special events that may not be listed in the calendar.

Administrative Information

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

Air Conditioners

Air conditioners are most efficient when their filters are clean. This means better air flow, cleaner air, less energy and expense. Most residents have the same type of air conditioners. For instructions on how to clean the filter, please see the appendix.

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 will light a strobe light on your porch, as well as send a signal to the main desk at the Inn. If the detectors sense smoke or carbon monoxide, the inside alarms will sound loudly and the 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, at any time of day or night, to let them know. 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 at the Meeting House.

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. There is also a Northampton city ordinance regarding the use of bird feeders. This can be found on their website – [www.northamptonma.gov](http://www.northamptonma.gov)

Carbon Monoxide Detector

Every townhome has a Carbon Monoxide Detector, probably in the hallway near the washer/dryer. 1 chirp per minute means low battery, 3 chirps per minute means it's a malfunction and 5 times per minute means it's ran life it's life expectancy and needs to be replaced, if it's 4 BEEPS (NOT CHIRPS) then it's an alarm then they have a CO problem and should call the fire department.

### Computer and printer

There's one available in the library for your use at any time.

### Copy Machine, Paper Shredder, Faxes

There is a copy machine available for use at no cost to you. There is also a secure depository for papers that will be professionally shredded once a month. The MH Office Coordinator can also assist you with sending and receiving faxes during office hours.

### Electric Plugs

The electric outlets in townhome 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 work order 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. \* Please note the pendant will only cover you on campus and not into the trail

### 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.

### 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 pull the red handle down and toward the garage door.

### Gardening

See the Lathrop landscaping policy located in the policies and memos section of this Handbook. There is a community garden located on the adjacent property at 716 Bridge Road, please contact MH Office Coordinator if interested in a plot there.

Note: For disposal of resident-generated garden waste, such as defunct plants, weeds and other debris, there is a spot just into the woods at the far end of Shallowbrook Drive 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.

### 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 MH Office Coordinator

#### 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.

#### Kitchen Use at the Meeting House

The Meeting House kitchen is yours to use for any private function---but you must make a reservation through the MH Office Coordinator, who will give you specific guidelines for such use. You will be responsible for cleaning up.

#### Locks and Keys

Entrance and mailbox keys are provided to all residences. If you misplace or lose your key, master keys are available at the MH office 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. If you would like an additional townhome key, you can have it made at a local hardware store.

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.

#### Lane Representatives

For any questions about Lathrop North---the who, what, where, how--go to your selected Lane Representative. That's what he/she is there for.

#### Laundry

Drying clothes outside saves energy and money. Temporary clothes bars (racks) on the back patio are an acceptable way for drying laundry. Clothes should not be hung from the house itself (rain troughs, etc), on bushes or trees, nor anywhere at the front of the house.

#### 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 selection of DVD's are also available and must be checked out on the clipboard. A copy of The New York Times and the Daily Hampshire Gazette are delivered to the Meeting House Monday through Saturday mornings, and a week's worth of these are kept in the library. 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 and policies are posted at the entrance to the library as well as in the appendix of this Handbook. Meetings are sometimes held in the library but residents should feel free to enter to take out or return books.

### Lightbulbs

LED bulbs can be disposed of in the regular trash.

Compact florescent bulbs require special handling. There is a container in the Meeting House trash room located on the back porch by the kitchen door for these bulbs. Lathrop staff will collect bulbs and dispose of properly.

### Mail

A yellow flag on the front porch of the Meeting House lets you know that the mail is in. Stamps for first class letters are for sale in the Meeting House. The Office Coordinator also has a postage scale. 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 the Easthampton campus by giving it to the MH Office Coordinator or by placing it in the local mail cubby.

### 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 MH Office Coordinator. 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.

### 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.

### Meeting House

Each resident is provided with a key to enter after office hours. The Meeting House is available to any resident for parties or other gatherings. Please check with the Office Coordinator for special functions and availability. For private gatherings, it is customary to give a donation to the Residents' Association treasury. There is an exercise room in the basement of the Meeting House as well as a pool table and space for painting classes and puzzles.

### Monthly Calendar

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

### Newsletter

Lathrop residents publish a quarterly newsletter called The Lathrop Nor'easter. Submissions are welcome from all residents. Contact a member of the Editorial Board 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.

#### Parking

At the Meeting House 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.

Each lane has two parking spaces available for guest parking. Residents' cars should be parked in their own driveway or garage.

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 Meeting House lot, and the MH Office Coordinator should be advised of this fact.

#### Pets

Residents may have pets if the owner accepts responsibility for leashing and cleaning up after the pet. Owners and/or guests are expected to pick up after their pets. Pets that are leashed/crated/caged are permitted in the Meeting House except between the hours of 10:00am and 3:00pm, Monday thru Saturday, or during other times that an event is occurring. Pets are not allowed in areas used for dining, which includes the kitchen and Gathering Room. Dogs that are left tied up outside the meeting house should be on a short leash and away from the main entrance.

#### Phones

On the Northampton campus it is not necessary to have a land line phone to activate any emergency devices. Residents may decide to have only a cell phone.

#### Residents' Association and Residents' Council

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

#### Smoking

The Meetinghouse 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 located on every lane.

#### Speed Limit

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



### 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 (Health Dept phone number is 413-587-1214)

### Tips/Gratuities

Lathrop policy prohibits tipping. Tips, gifts and gratuities 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 front desk at the Inn. (586-0006) Note that Lathrop operates a wheelchair accessible van. (Transportation memo in Appendix of this Handbook)

### Trash Removal

Lathrop arranges to have trash collected every Thursday 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. 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 North residents live in Ward 1B and vote at the Jackson Street School. Voter registration forms are available at the MH office. 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 MH Office Coordinator 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 and carry a cell phone, pendants only work while on Lathrop campus.

# Lathrop

# Policies and Procedures

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



## **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

<b>Personal Appointments</b> (Doctor, Dentist, Hair) <i>Monday – Friday 8:30 am – 4 pm</i>		
	<b>Townhome</b>	<b>Inn</b>
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
<b>Leisure / Non-medical</b> (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
<b>Flat rate trips</b> <b>trips are ONE way</b> <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

	<b>Townhome</b>	<b>Inn</b>
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

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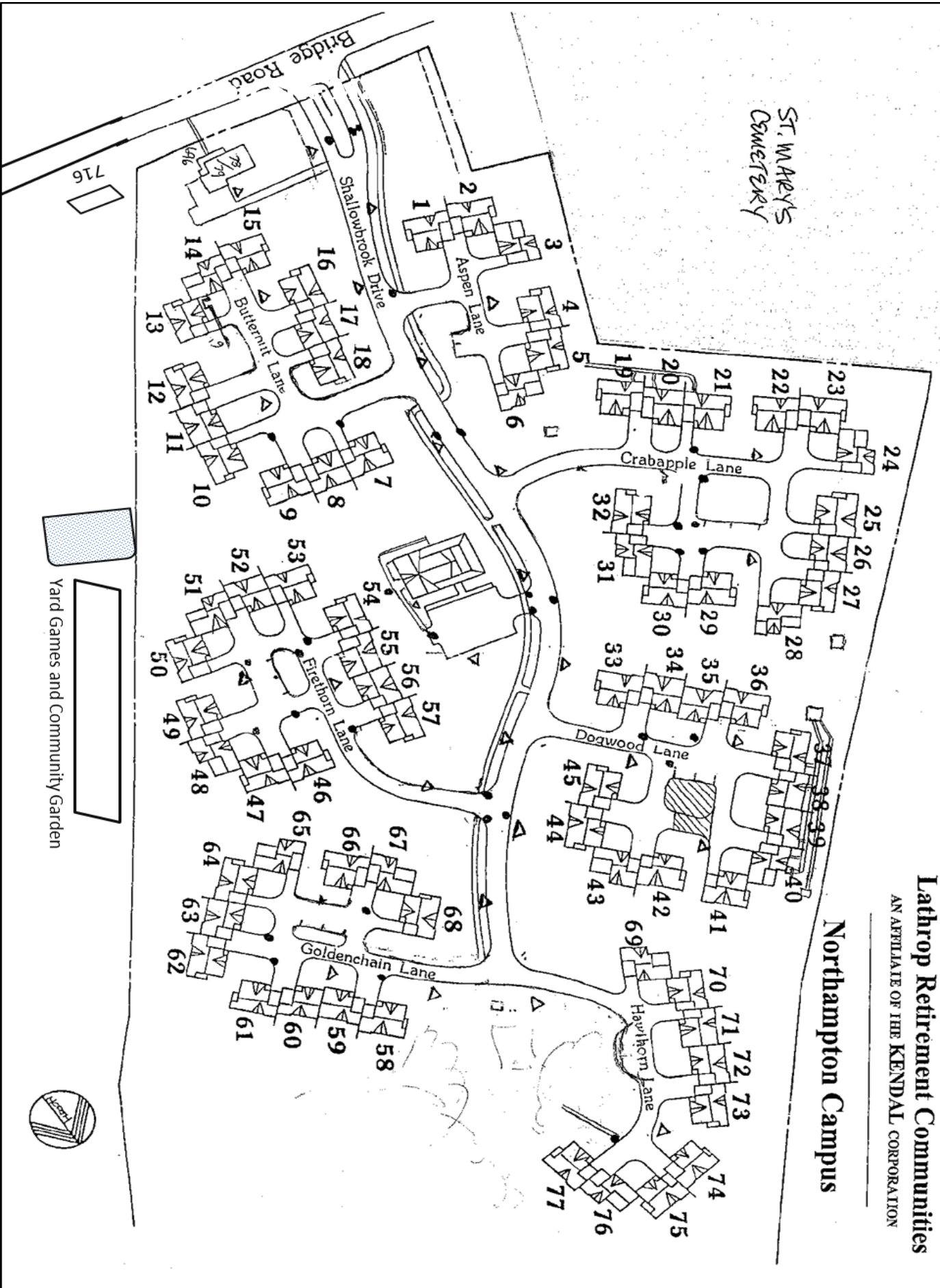


# **Lathrop Retirement Communities** AN AFFILIATE OF THE KENDAL CORPORATION

## **Northampton Campus**

ST. WADE'S  
CEMETERY

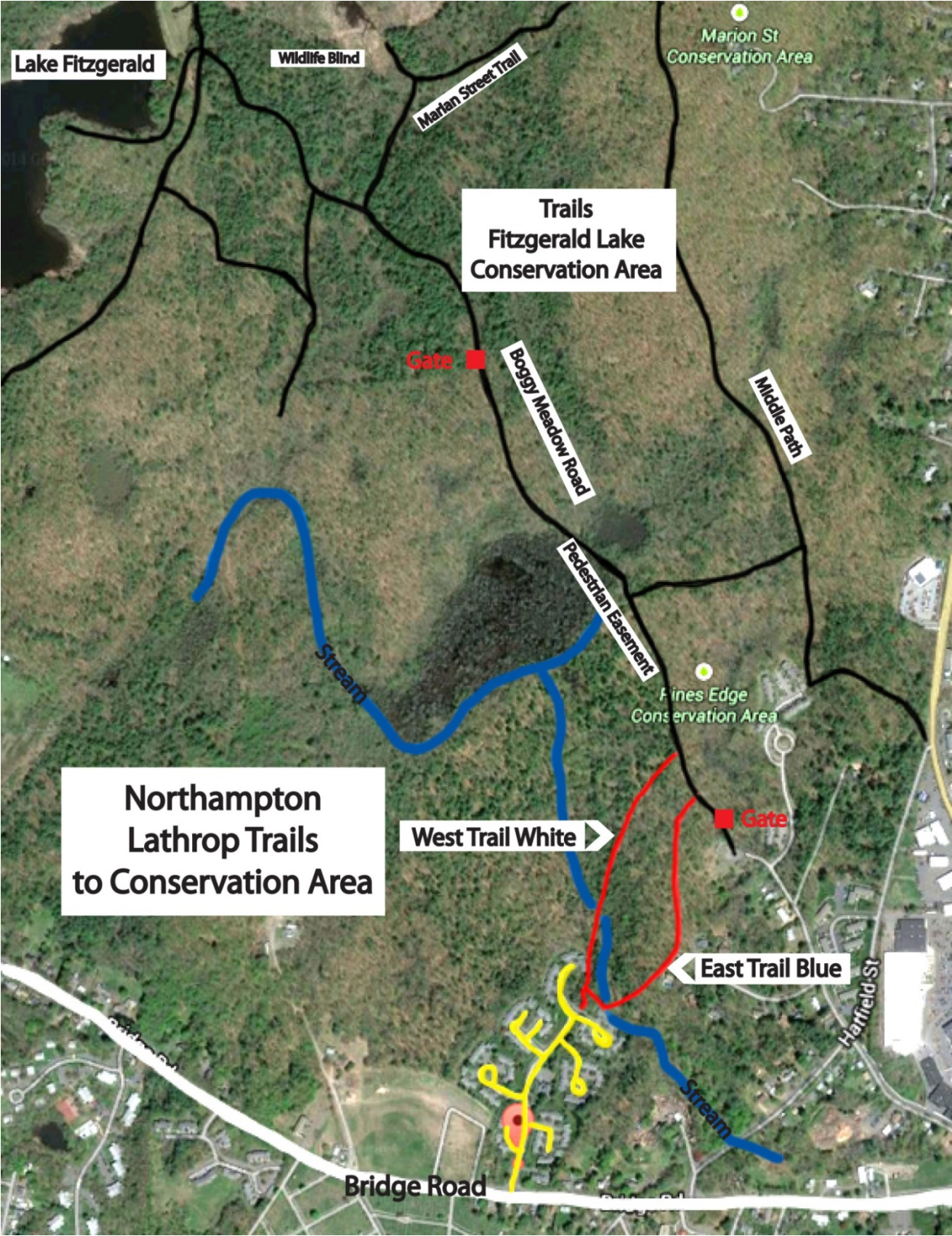
Yard Games and Community Garden







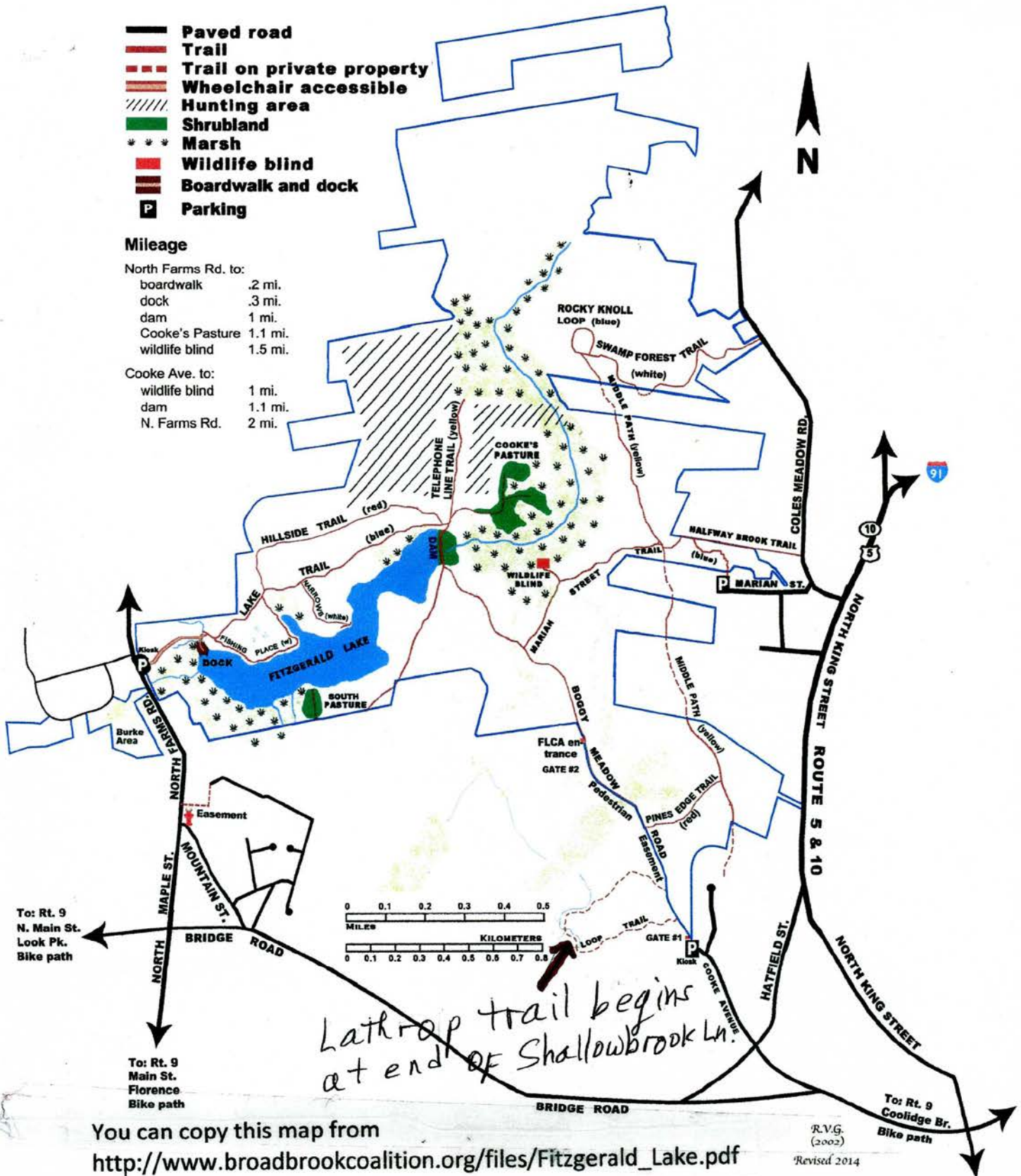
**Map of the walking trails**



**\*If you would like a color copy of this map, please ask in the Office.**



## WALKING PATH FROM LATHROP TO FITZGERALD LAKE CONSERVATION AREA





# 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*

## **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

# **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](http://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](http://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)<br>(587-1228)<br>67 Conz St., Northampton | Whole Foods Market<br>(586-9932)<br>Rte. 9, Hadley |
|---|--|

## **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

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

**STEP 1:** Go to the browser and type in [lathrop.theworxhub.com](http://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.

## ***Air Conditioners***



Air conditioners are most efficient when their filters are clean. This means better air flow, cleaner air, less energy and expense. If your air conditioners look like this one, then they have filters, which need to be cleaned every month or so. The frequency depends on whether you have pets that shed and other factors.

Cleaning the filters is very, very easy, but you'd never know the filters existed unless someone showed you. Put your fingers under the two decorative strips between the top part of the unit with the controls/cool air vents and the bottom part with the inside air intake vents.



Pull up and those two decorative strips will come up with the filter attached to it.

Sweep off the filter. Gently shove it back in.



Your Air Conditioner is now Ready for use again.



## ***Library Policies***

The library relies on the generosity of the residents and friends of Lathrop for donations of books. Therefore, the Library does not have an independent budget available for the purchase of books or other library materials.

Books may be borrowed for an indefinite length of time. Consideration should be given to other residents who may wish to read a book on loan from the Library.

Residents are requested to sign out all hardback books before removal from the Library.

Library space is extremely limited; hence the storage of items unrelated to the Library is **not** permitted.

Eating in the library is not allowed. The only exception to this policy is occasional use by staff members.

Occasional meetings are permitted in the Library. Please arrange this with the Office Coordinator. Such rare activities during regular office hours must not interfere with residents' use of the Library. In most cases, meetings of Lathrop's groups as well as outside groups should be held in the conference room or the Gathering Room. The library should be left in the condition in which it was found.



## ***Lathrop Community, Inc. Staff Listing***

<b>Front Desk, The Inn</b>	<b>413-586-0006</b>		Receptionist / Concierge in Easthampton
<b>Meeting House Office</b>	<b>413-582-1825</b>		Receptionist / Concierge in Northampton
Gauger, Sarah	413-437-5328	<a href="mailto:sgauger@lathrop.kendal.org">sgauger@lathrop.kendal.org</a>	Northampton Office Coordinator
Guzik, Marilyn	413-437-5371	<a href="mailto:mguzik@lathrop.kendal.org">mguzik@lathrop.kendal.org</a>	Resident Services Supervisor
Harvey, Michael	413-437-5372	<a href="mailto:Mharvey@lathrop.kendal.org">Mharvey@lathrop.kendal.org</a>	Director of Sales and Marketing
Maloney, Kathleen	413-437-5373	<a href="mailto:kmaloney@lathrop.kendal.org">kmaloney@lathrop.kendal.org</a>	Sales and Marketing Coordinator
Olmsted, Rob	413-437-5375	<a href="mailto:rolmsted@lathrop.kendal.org">rolmsted@lathrop.kendal.org</a>	Wellness Coordinator
Patnode, Nina	413-437-5376	<a href="mailto:npatnode@lathrop.kendal.org">npatnode@lathrop.kendal.org</a>	Lead Concierge
	413-437-5377		Life Enrichment Assistant
Sansom, Frank	413-437-5378	<a href="mailto:fsansom@lathrop.kendal.org">fsansom@lathrop.kendal.org</a>	Director of Finance
Strycharz, Mike	413-437-5379	<a href="mailto:mstrycharz@lathrop.kendal.org">mstrycharz@lathrop.kendal.org</a>	Director of Facilities
Todd, Michael	413-437-5380	<a href="mailto:mtodd@lathrop.kendal.org">mtodd@lathrop.kendal.org</a>	Community Sales Counselor
Walts, Carrie	413-437-5381	<a href="mailto:cwalts@lathrop.kendal.org">cwalts@lathrop.kendal.org</a>	Accounting Clerk
Weldon, Susan	413-437-5321	<a href="mailto:sweldon@lathrop.kendal.org">sweldon@lathrop.kendal.org</a>	Director of Human Resources
Lucie Devries Nursing fax	413-437-5322 413-527-1152	<a href="mailto:ldevries@lathrop.kendal.org">ldevries@lathrop.kendal.org</a>	Lathrop Support Services / Nursing
Westerfield, Paul	413-437-5323	<a href="mailto:pwesterfield@lathrop.kendal.org">pwesterfield@lathrop.kendal.org</a>	Director of Dining Services
Wright, Thom	413-437-5324	<a href="mailto:twright@lathrop.kendal.org">twright@lathrop.kendal.org</a>	Executive Director
Cheryl the Hairdresser	413-527-3216 <b>413-437-5894</b>		Call to book an appointment Sat. –Thurs. 527-3216 <b>Friday's only 437-5894</b>

This Handbook will be reviewed and revised yearly as needed. The current Association Vice President is responsible for collecting this information. Please leave any comments, corrections or suggested additions in his/her cubby in the mailroom. (If unsure, please turn the form into the Front Desk in Easthampton or the Meeting House in Northampton)

SUGGESTED REVISIONS OR ADDITIONS:

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