



1989-2018
Celebrating our 29th
Anniversary!

Resident Handbook



MISSION

We provide a full range of retirement lifestyles rooted in excellence in a vibrant community of people who care.

VISION

White Horse Village sets the standard of excellence for retirement communities.

CORE VALUES

We are committed to excellence.

We care about and respect one another.

We enjoy and promote a warm and friendly environment.

We embrace growth and change.

We act with uncompromising ethics.

We promote and support a commitment to volunteerism.

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WHITE HORSE VILLAGE RESIDENT HANDBOOK

On behalf of all of us here at White Horse Village, we welcome you to your new home! We hope that the information in this handbook will help you as you adjust to our community. You have chosen a great place to live! Our team and our residents are so happy that you are here!

1. ADMINISTRATION AND FINANCE

The White Horse Village monthly billing statement is issued the first business day of each month and placed in your mailbox. This statement includes the monthly fee, guest meals, other special services for the previous month, and any applicable credits.

1.1 Payments

Payments (checks only, please) may be dropped off in the lock box at the front desk in the Clubhouse. Please make checks payable to *White Horse Village, Inc.* The payment for the monthly fee may also be directly deducted from your bank account. Please contact the accounting department for more information on the direct debit service.

1.2 Healthcare

Healthcare billing statements are issued approximately one week later than the residential statements. Residents receiving two statements are requested to issue separate payments. The same payment options mentioned in section 1.1 are available.

Note: We strongly encourage you to secure Power of Attorney documents and update them, as circumstances require. Under no circumstances, can a White Horse Village team member act as Power of Attorney for a resident.

2. DINING SERVICES

Your dining program offers choice and flexibility. We hope that you will enjoy the dining options available to you as well as the wonderful menu selections!

2.1 STEEPLECHASE

Hours of operation for Steeplechase are:

Dinner.....4:30 pm to 7:00 pm* (Monday – Saturday)
Sunday Brunch.....11:30 am to 2:00 pm
Holidays.....See Exhibit I

***Please arrive no later than 6:30 pm for your dinner seating.**

2.2 Meadows

The Meadows offers variety and choice in a buffet style service for soup, salad, entrees and desserts. Please inform the host if you need assistance. Reservations are not accepted for the Meadows unless you are hosting outside guests.

The Food and Dining Services Advisory Committee sponsors a “Meet and Greet” dining table, providing an opportunity for you to meet other people and expand friendships. This is especially helpful for those who are new to our community, but is available to all residents who wish to be better acquainted with others. Also available is a “Drop In” table for anyone who would like some company.

2.3 Dressage 1

Dressage 1 is a formal dining venue with menu service available for residents and their guests.

Reservations are required. Please request by 2:00 pm on the day for which the reservation is desired. Reservations may be made for up to ten people by calling Steeplechase at 610-558-5030. If your group is larger than ten (10), you will need to schedule a private party. In the event a reservation cannot be honored, a dining service team member will notify you.

2.4 Dressage 2

For a party of ten (10) or more people (no more than 24), you are asked to reserve the Dressage 2 (private dining room), at least a week in

advance. Please call dining services at 610-558-5026 to make a reservation and for seating and menu selections.

2.5 White Horse Tavern

Come and enjoy a favorite cocktail in the White Horse Tavern from 3:00 pm to 8:00 pm, Tuesday through Saturday. The Tavern also has a unique a-la-carte food menu available 4:30 PM – 6:30 PM. Liquor lockers are available if you who wish to store your own alcoholic beverages. The Tavern features outdoor seating and two (2) large screen TV's for watching sporting events or other programming.

2.6 Paddock Grille

The Paddock Grille serves a limited selection of breakfast items and is open for a lunch and/or dinner meal, if you prefer a more informal setting.

The Paddock Grille features a salad bar, made-to-order grilled items, hot entrees, a deli station, fresh baked breads and rolls, beverages and an ice cream and dessert station. You and your guests may dine in the Paddock Grille dining area or take your meal home in take-out containers.

Please return your soiled dishes to the cleanup area. If you need assistance, please ask a team member. Someone will be happy to help you!

Hours of operation are:

Breakfast.....7:00 am to 9:00 am (Monday thru Friday)

Lunch.....11:30 am to 2:00 pm

Dinner.....4:30 pm to 6:30 pm

Holidays.....See Exhibit I

2.7 Dining Venue Dress Codes

Steeplechase dining areas:

Out of respect for fellow residents, please refrain from wearing the following in any of the Steeplechase dining areas including The Tavern:

- baseball caps
- tank tops
- short shorts
- athletic attire with bold logos
- flip-flops
- torn or tattered jeans

Guests: If you bring guests to the Steeplechase dining room, please ask that they also adhere to the dress code.

Summer Attire: Knee length shorts are acceptable in all venues between Memorial Day and Labor Day.

A Note about Dressage: Dressage is designated for special events, and celebrations. It is also the best option for residents who prefer a fine dining experience. Men are encouraged to wear sports jackets, collared shirts, and slacks. Women can wear smart casual outfits or dressier attire.

Dress Guidelines for the Grille: The Grille is the dining area of choice for those who prefer casual attire. No bare mid-riffs. Shoes are required.

2.8 Groceries

Grocery shopping in the Paddock Grille is available for your convenience. We offer lobster tails, steaks, shrimp and staple items such as dairy products, sliced meats and cheeses, bread, juices, etc. Items may be purchased during normal business hours and can be paid for in cash, with available flex dollars, or charged to your account.

2.9 Removal of Food and Property

Please do not remove china, glassware, flatware or other items from the dining areas. Food may be taken out from the Paddock Grille in take-out containers. Please do not remove food and drink from Steeplechase, as this is an “eat-in” only dining venue.

2.10 Menus

The executive chef and the dining services team creatively design your menus. Daily menus are posted in the Rotunda, on Channel 1970 and on digital signage throughout the Grille. Weekly menus are available on the table at the entrance to Steeplechase.

2.11 Special Diets

The dietitian is available to assist you with any special diet prescribed by a clinician. If you have a special dietary request, please consult with the dietitian for assistance in making selections from items offered on the menu. Call the dietitian at 610-558-5019 for assistance.

2.12 Meal Delivery Service

If you are temporarily ill, you may request meal delivery service for dinner through the outpatient department (OPD) at 610-558-5050, prior to 3:00 pm on the day desired. The OPD will approve delivery service for as long as deemed medically necessary. A dining services team member will call you for meal orders and selections are made from the daily menu offerings. No substitutions or meal item exchanges will be available unless ordered by a physician or instructed by a member of the outpatient department.

2.13 Guests

Guests are welcome in all of our dining venues. Please inform you guests of dress guidelines that apply to the various dining locations. Guest meal charges are on the display board in the Rotunda and Paddock Grille.

2.14 Birthday Dinners

We celebrate birthdays with a special dinner each month. You will receive an invitation and we ask that you return the RSVP to the dining services department. Celebrants may bring either one WHV resident as a guest, using the guest's daily meal charge, or a non-WHV resident at the market price of the meal. We gather in the Meadows for wine, cheese and hors d'oeuvres. You and your guest will enjoy a special meal highlighted by a champagne toast.

2.15 Meal Plan Options

You may choose one of two meal options:

Standard Plan:

This plan provides one meal per day, lunch or dinner, as specified in the Residence and Care Agreement.

Residents who plan to be away from WHV for thirty (30) consecutive days or more are eligible for a credit.

Notify the front desk receptionist or the accounting department, one week in advance of your departure. The accounting department will process your meal credit and it will appear on the following month's billing statement.

If you return to the community during this time and take any meals, meal charges will appear on your next monthly statement.

Flex Plan:

Option #1: This allows for 20 meals a month. If you choose this plan you have 75 "Flex Dollars" that can be used for dining purchases, your daily meal, and guest meals. All Flex dollars must be used by the end of the month and do not carry over.

Option #2: This allows for 10 meals a month. If you choose this plan you have 150 "Flex Dollars" that can be used for dining purchases, your daily meal, and guest meals. All Flex dollars must be used by the end of the month and do not carry over.

2.16 Catering Service

The dining services department is delighted to cater special occasions in a residence or at a location in the common area or Farmhouse (room reservation required - subject to availability). To prepare and plan a catered event, contact the service manager at 610-558-5026, at least two weeks prior to the event. The cost of catering will be determined by the dining services office and agreed upon with you prior to your function. The charge for catering will appear on your next monthly statement or may be paid in full at the time of the event.

A "White Horse Village Catering" brochure is available in the Rotunda, Paddock Grille or from the service manager.

2.17 Dining Services Team Members

For additional information or assistance, contact one of the following:

- Director of dining services: administers all aspects of the dining services program: 610-558-5027**
- The executive chef: responsible for all food preparation and operations of kitchen: 610-558-5032**
- The dietitian: responsible for nutritional care and service for the entire community: 610-558-5019**

- **The service manager: responsible for all dining areas and catering: 610-558-5026.**

2.18 Wheelchair, walker and motorized cart etiquette:

- **Wheelchairs may be left in the area to the right of the auditorium or taken into the dining rooms. Please be sure that your wheelchair is pulled in closely to the table and does not present a tripping hazard.**
- **Please use walkers and canes with caution in dining venues.**
- **When parked tableside, walkers and canes must not present a tripping hazard.**
- **If you require a motorized wheelchair or cart, please use caution in dining areas. For your convenience, there is a parking area on the right hand side of the auditorium. Any motorized assistive device should be operated in a manner that is considerate of others.**

3. EMERGENCIES

3.1 Emergency Assistance

In the event of a life-threatening emergency, call 911. In emergent or urgent matters, call the front desk at 610-558-5000, where calls will be answered 24 hours a day, seven days a week OR activate the emergency call system. Each residence is equipped with an emergency call system. Activate this system by pulling the cord on the wall in the bathrooms or pressing the hand-held transmitting device. A pendant model of this device (worn on a breakaway neck chain) is available for an extra charge. When activated, the emergency call summons a member of the WHV security team who responds and immediately contacts the nursing department if it is a medical emergency.

3.2 Fire Protection

All residential homes, the healthcare center and common areas have sprinklers, as well as heat and smoke detection systems. All devices detect the specific location of the fire and will alert team members who respond with assistance and contact the Edgmont Fire Company if needed.

4. HOUSEKEEPING SERVICES

4.1 Housekeeping

Housekeeping services are provided on a bi-weekly and annual basis. Please contact the housekeeping department directly at 610-558-5005 to

establish services. You may request a change in your service by providing the housekeeping department with thirty (30) days written notice.

Services include dusting furniture (please remove accessory items from surfaces), carpet vacuuming, cleaning of; bathroom sink, floor, bathtub or shower, toilet bowl, kitchen floor, sink, and counters.

Annual cleaning of homes, including windows, woodwork, and screens, will be scheduled by the housekeeping department. Window treatments are cleaned once every three (3) years. To request additional services, such as carpet cleaning and mattress turning, please contact the housekeeping department.

4.2 Bed and Bath Linen

You may choose linen service to include a change of sheets, pillowcases, towels, and washcloths. Bed linens are changed on the day of your scheduled cleaning. Linens will be delivered on non-cleaning weeks but beds will not be made. Clean linens are delivered in the morning and soiled linens picked up in the afternoon. You may wish to substitute or supplement White Horse Village linens with your own. White Horse Village launders its own linens or your linens. Your linens must be marked with the appropriate unit number and name.

4.3 Trash Removal

Trash is removed on Monday and Thursday. Please secure trash in closed, tied, sturdy plastic bags and place on the curb of the villas, carriage houses and country homes, or on the walkway by the front door of the garden units, before 8 am, each pickup day. Black trash bags or trash containers are recommended to reduce the risk of birds or animals tearing the bags open. Trash from the apartments is to be placed in the trash containers provided in the trash rooms, located on each floor. Please securely tie the bags.

4.4 Recyclable Materials (See Exhibit II)

- Please place recyclable items in the area specified for pickup before 8:00 am on Wednesday of each week.
- Newspapers, including Sunday inserts, paper, corrugated paper/cardboard, all metal cans, and all plastic containers are recyclable. See list of items on Exhibit II. Please note that styrofoam food containers and ceramics are not recyclable. Please rinse all containers before discarding. Please note that

- recyclables are “co-mingled” and it is not necessary to separate plastics and glass from paper recyclable items.
- Signs listing acceptable recyclable items are posted in the collection areas of Ascot, Belmont and the garden apartments. Villa, carriage house and country house residents may obtain copies of the regulations from the housekeeping department.
 - Residents in villas, carriage houses and country houses place the items in the tote bin (provided) and place the bin on the curb.
 - Residents in the garden apartments place recyclable items in containers inside the latticework area. Please do not leave any garden and/or household trash in these areas. These items should be bagged and placed on the walkway for regular trash pick-up.
 - Residents in Ascot and Belmont place recyclable items in the bins in the trash room located on each floor. Residents are asked to place items in the appropriate containers in trash rooms. Thank you!

4.5 Miscellaneous Scheduled Services

The housekeeping department also provides the following services, some of which may involve additional charges:

- Arranged pickup for all missed trash and recyclable items
- Pick-up of empty packing boxes for newly arrived residents

***Please note that the housekeeping department reserves the right not to move items. In addition, we cannot move items weighing more than 50 pounds.**

5. INTERNAL RESIDENTIAL MOVES

If you relocate to a smaller or same size residential home, no additional entrance fee is due at time of the move. If you selected a larger home, then an amount equal to the difference between the current entrance fee on larger home and amount paid on original home will be due. This additional amount is non-refundable and immediately amortizes back to the community. An internal move has no effect on the original entrance fee paid or on any refund due. Any refund due will be paid at the termination of the contract and according to all terms of the contract.

The new monthly fee for any internal move is prorated from move over date through month's end. With a move to a smaller apartment, you

must remain for one full year before the lower monthly fee would follow you through a permanent move to healthcare. If a couple moves to a smaller apartment, one spouse must remain for one year before the lower monthly fee would cover a permanent move to healthcare.

The community reserves the right to charge a refurbishing fee for the new home, depending upon length of stay in original home and how recently the former home was refurbished. In addition, back charges may be applied for extensive gardening work or changes. Back charges may also be applied for damages to a home including but not limited to any damages from animals or smoking. The community reserves the right to assess a transfer fee.

6. PROPERTY AND FACILITIES

6.1 Routine Maintenance

Maintenance and necessary repairs of property and equipment owned by White Horse Village are the responsibility of White Horse Village. To request service, call the property and facilities office at 610-558-5007 between the hours of 8:00 am and 4:30 pm, Monday through Friday to submit a work order. To request emergency maintenance service on nights, weekends and holidays, please call 610-558-5000.

6.2 Refurbishing of Occupied Homes

Homes are eligible for refurbishing after ten (10) years of continuous occupancy. The cost of re-carpeting, vinyl flooring and repainting is incurred by White Horse Village. Occupied homes are selected for refurbishing according to move-in date.

7. SECURITY

Trained security team members are on duty 24 hours a day, 365 days per year. To report emergency concerns, activate your emergency device or call the front desk in the Clubhouse at 610-558-5000, 24 hours-a-day. Security team members will respond to emergency calls according to the nature of the call.

7.1 Disruptive, Abusive or Inappropriate Action Policies

In order to promote a warm and friendly environment that supports the safety, enjoyment and well-being of residents, team members and visitors, WHV maintains policies and procedures that address disruptive actions of residents, visitors or guests. A copy of this policy is in the community's library and is available upon request.

8. TRANSPORTATION

8.1 Scheduled Transportation

During meal hours, transportation service is available for you if you wish to go to the Clubhouse. Bus service schedules are available at the front desk or from transportation team members. The Life Enrichment Coordinator schedules transportation to local shopping areas and recreational activities.

8.2 Medical Transportation

WHV provides transportation, free of charge, to doctor's offices and medical facilities within a 15-mile radius. You can request transportation by completing the form entitled "Resident Medical Transportation Request." These forms are located in the Welcome Center (across from the front desk). Please return completed requests at least three (3) business days in advance. Hours of operation for this service are 8:00 am to 5:00 pm, Monday through Friday. In the event WHV transportation is not available, WHV will make other arrangements for transport. To reach the transportation department call 610-558-5020.

For the safety of residents and team members and at the determination of the outpatient department and/or healthcare center directors, you may be required to secure companion services when utilizing medical transportation. Arrangements for companions are made through the RSSP program (fee for service – see page 28). The outpatient department and/or health care director must approve alternate companion services.

8.3 Campus Shuttle

The transportation department offers transportation anywhere on campus for any reason on weekdays, between the hours of 9:00 am and 3:00 PM. To arrange for a pick up, please call the department directly at 610-558-5020. For your convenience, a phone is available in the welcome center to arrange your ride back home. Transportation also provides dinner bus service, Monday through Saturday, from 4:30 pm to 7:00 pm. Schedules available upon request.

9. WHITE HORSE VILLAGE ENDOWMENT FUND

The White Horse Village Endowment Fund offers three major sub-accounts as opportunities for individuals who wish to make a tax-deductible contribution to the community:

(1) The Resident Reserve Account provides financial assistance to residents who experience financial distress through no fault of their own. Any gift not designated for a specific purpose will be allocated to this fund.

(2) The Campus Improvement Account provide funds to improve aspects of the physical property or equipment upon approval of the WHV President/CEO and the Endowment Fund trustees.

(3) The Discretionary Account provides financial support for programs designed to promote the health, education and welfare of residents and team members. The WHV President/CEO and the Endowment Fund trustees must approve these programs. An example is the Employee Scholarship Program that assists by providing opportunities for selected team members to further their education.

GENERAL INFORMATION

1. COMMON FACILITIES

The auditorium, library, billiards room, Hunt Club Room, art studio, woodshop, Wellness Center, putting green, shuffleboard, Dressage 2, Tavern and the Farmhouse are facilities available for activities. These facilities are available to the entire community and for individual resident use. Please note that reservations may be required.

The Life Enrichment Coordinator arranges off-campus trips. Most trips involve a fee and a transportation cost (billed on the monthly billing statement). To make reservations call the front desk at 610-558-5000. If you need to cancel, please provide us with 24-hour notice so that we can offer you a refund.

2. ALTERATIONS AND ADDITIONS TO UNITS

Alterations or additions to homes, interior or exterior, must receive prior approval from the property and facilities office. To learn more call 610-558-5007.

3. BANKING SERVICES

A banking office, operated by The Bryn Mawr Trust Company, (telephone: 484-840-0749) is located in the Clubhouse and is open Tuesday through Friday from:

8:30 am – 9:30 am - Customer Service (new accounts and other services)

9:30 am – noon - Teller Service (deposits, withdrawals, check cashing)

ATM machine is available 24 hours-a-day in the Welcome Center.

4. “TLC SALON” AND BARBERSHOP

A full-service salon and barbershop is located in the Atrium. To make an appointment call 610-558-5054. For your convenience, charges will appear on your monthly billing statement.

5. BULLETIN BOARDS

Bulletin boards are located in the Welcome Center and are for posting resident activities and programs, administrative notices, healthcare/wellness notices, monthly calendar, meeting minutes of Resident Council & Association committees, and The Stall activities. You can also learn about other local events of interest in the area.

In order for our community to provide support to residents and families experiencing the loss of a loved one, WHV displays resident death notices in the curio cabinet by the front desk. You will need to give prior authorization to have this information released.

6. CABLE TV

All residences have cable television connections. There is no charge for the basic cable package. Please call Comcast Cable TV at 855-638-2855 to establish service. Additional services and/or premium channels are at your expense.

Any equipment required for an upgraded service is your responsibility. When you vacate a home and/or discontinue a service, you or a designated person should return equipment to Comcast. If you are making an internal move, please notify Comcast of the change in location and take the Comcast boxes with you to the new location.

We encourage you to watch Channel 1970, a closed-circuit in-house channel providing news of WHV activities, shopping bus schedules, lunch and dinner menus, special programs, scheduled entertainment and emergency notices.

7. COATROOM

There is a coatroom adjacent to the entrance of Steeplechase. We recommend that you do not leave valuables in this area. To avoid mistaken identification of items such as coats and hats, WHV suggests that you mark your clothing items with your name or apartment number. To further assist in the proper identification of items, please observe the alphabetical placement of clothing on the racks.

8. COPIER / SHREDDER

The Residents Association has placed a self-serve copy machine and shredder in the Welcome Center. There is a charge of \$.10 per copy with proceeds going to the Residents Association.

9. DAILY RESIDENT ASSURANCE CHECK-IN SYSTEM

Everyday between the hours of 5:00 am and 10:00 am, please call 610-558-7370. You will hear the following message and you are asked to follow the recorded directions:

- *Thank you for calling White Horse Village.**
- *Good Morning, (your name).**
- *Thank you for checking in.**

***Today is (date).**

***Thank you for calling White Horse Village.**

Daily, at 10:30 am, the computerized system prints a report of persons who have not called in. A security officer will call or visit anyone listed on this report, to ensure the person's safety. (If you have reported to security that you are away on vacation, WHV will not call or visit). Please be sure to inform the front desk of any unexpected changes. See VACATIONS, section 38)

If you hear a message different from the one in the instructions, or experience any other problems with the system, please call the Property and Facilities office at 610-558-5007 for service.

10. DRY-CLEANING AND LAUNDRY SERVICE

A dry-cleaning and laundry service is available for you with payment made directly to the service provider. Items may be left at the reception desk and are returned to your unit every Monday and Thursday. Service details are subject to change.

11. EMPLOYEE APPRECIATION FUND

The EAF (Employee Appreciation Fund) offers an opportunity for you to show your appreciation, in lieu of gratuities, for services rendered by non-management team members. You are encouraged to contribute to the fund twice a year on a strictly voluntary basis. Donations to the EAF are tax deductible and managed by resident volunteers.

12. FAX SERVICE

Fax service is available at the front desk or mailroom. The fax number is 610-675-2001. There is a charge of \$1 per page for incoming and outgoing messages. Charges are included on your monthly statement. Please have your faxes at the front desk by 11:00 am, for transmission by noon and no later than 2:00 pm, for faxing by 2:30 pm. A confirmation sheet in your mailbox will inform you that your fax sent successfully.

13. GARDENS, PLANTINGS AND LANDSCAPING

13.1 Gardens and Plantings

Most units at WHV have a balcony or patio. If you elect to plant flowers in these areas, you are responsible for their maintenance. Gardening supplies should be stored out of sight in shed and storage areas.

The vice president of property and facilities (610-558-5007) should approve any planting of shrubs and trees. Please do not proceed with planting prior to this approval.

Garden apartment residents may plant around the patio and to the end of the exterior wall of the apartment in which they live. Plants and beds should be no more than four (4) feet from the patio and building. Villa residents may plant inside the fenced areas of their units. In Ascot and Belmont, residents on ground level may plant around their patios in beds no more than four (4) feet wide. Please secure potted flowers on balconies to prevent them from falling to areas below. Flower boxes may not be attached to or hung from the balcony railings. Nothing may be nailed, drilled or affixed to the outside of any home. Saratoga and Woodlands residents may plant or landscape within four (4) feet of the foundation. Some WHV plantings may be in this area and we ask that you do not disturb them.

When a unit is vacated, WHV will maintain gardens and planted areas until a new resident moves in. The new occupant may accept or decline the established garden. If a new resident accepts the garden, it becomes his/her responsibility to maintain. If the new resident does not accept the garden, the former occupant, or the estate thereof, will be responsible for the cost of returning the garden to grass.

Planting in common areas is managed by WHV. Relax and enjoy!

To maintain the beauty of our campus, if you do not provide proper maintenance to your garden area, you may be asked to take corrective action. If action is not taken, management reserves the right to remove the plantings and you will be charged for the work performed. If you decorate seasonally (holiday lights, garland, etc.), please remove items in a timely manner.

Please, no ground feeding of birds. Only hanging bird feeders are permitted. In the event that a feeder is attracting pigeons or other unwanted visitors, you will be asked to remove it.

13.2 Landscaping

White Horse Village maintains the grass, trees and shrubbery in all common areas of the community.

14. GIFT CORRAL

The Gift Corral is a card and gift shop fully operated by resident volunteers. Posted hours of operation are in the front window of the shop. The shop carries a variety of gifts, candy, clothing, jewelry, and sundries, as well as cards for all occasions. Proceeds from the Gift Corral go to the Residents Association.

15. GRATUITIES

White Horse Village team members may neither ask for, nor accept gifts, gratuities, or any other compensation from residents. There is an opportunity for you to contribute voluntarily to an Employee Appreciation Fund which is distributed to non-management team members twice a year.

(See EMPLOYEE APPRECIATION FUND, section 11)

16. GUEST ACCOMMODATIONS

WHV maintains a variety of guest apartments which are available for brief visits, for a fee. WHV maintains one (1) guest unit in the apartment buildings and three (3) in the Farmhouse. Visits exceeding four (4) nights need management approval. Check-in time: 2:00 pm. Check-out time: 11:00 am. Reservations can be made through the front desk. Please call or stop by to make all reservations and/or to report any cancellations, between the hours of 9:00 am and 4:00 pm, Monday through Friday. Cancellations require 24-hour notice to avoid charges. The keys to the guest accommodations are located at the front desk. There is a lost-key/Fob (farmhouse remote key) replacement charge of \$25.00. NO SMOKING, no tipping and no pets are allowed in the guest units without prior approval.

17. HARVESTERS

The Harvesters, a group of residents interested in flower and vegetable gardening, manage a plot of ground divided into 4' x 8' and 4' x 16' spaces. If you are interested in having a garden, you should contact the chairperson of the Harvesters' committee. On a weekly basis during the growing season, crops and flower arrangements may be purchase, in the Clubhouse, with proceeds benefitting WHV resident programs.

18. HEALTH SERVICES

A description of health services is included in a separate Health Services Handbook available from the healthcare admissions department.

19. INSURANCE

19.1 Tenant Insurance. You must carry a tenant's contents insurance policy with a liability clause. WHV is not responsible for personal losses, personal injury or personal liability. You are responsible for updating and renewing any appropriate insurance policies. For more information about rental insurance requirements, please contact the marketing department.

19.2 Medical Insurance. You must have either:

- A. The Original Medicare Plan,** including Part A (hospital) and Part B (medical) coverage. A Medigap (supplemental) plan is necessary (Plan C or higher; may not be Plan A or B) or a comparable secondary insurance. You are responsible for all deductibles, co-pays and co-insurances as per your insurance plan. Medicare D, prescription insurance, is recommended.
- B. Medicare Advantage Plans** (Medicare C), must be reviewed by the insurance coordinator and you are responsible for all deductibles, co-pays and co-insurances as per your insurance plan. Many Medicare Advantage Plans include prescription insurance. If not, it is recommended that you have prescription insurance.

***Please notify the insurance coordinator of any changes in insurance and provide a copy of any new insurance cards.**

20. KEYS

Keys for each residence and mailbox are issued upon occupancy. Additional keys are available through the property and facilities office. There is also a charge if re-keying is necessary due to lost keys.

21. LIBRARY

The full service library is operated by resident volunteers. You may use the library at anytime. In addition to numerous resources for your reading pleasure, the library houses resident information such as photos and biographies, meeting minutes, and handbooks. A low vision machine, audio books, DVDs, two computer stations with internet access and a shared printer are also available. The White Horse Village

library is a member of the inter-county library system and is able to access books from other area libraries.

22. MAIL SERVICE

22.1 United States Postal Service

Mail service is provided for you through the Newtown Square Post Office. Each unit has a locked mailbox in the clubhouse lobby. Outgoing mail is picked up daily except Sunday and postal holidays, from the outgoing mailbox in the Clubhouse. Please deposit outgoing mail by noon for same-day pick-up. Please pick up packages from the mailroom before 2:00 pm.

Stamps are also available from the receptionist between 8:00 am and 4:00 pm, Monday through Friday.

Mail is delivered to residents in Canterbury, Bridlewood and Four Seasons, unless forwarding instructions are received from the resident or from a responsible party.

Please let the mailroom team know if you expect to receive mail under any alias, former name or alternative title, to avoid confusion.

For information about forwarding mail during an absence from WHV see VACATIONS, section 38.

22.2 In-house mail

Please place any in-house communications in the mailbox next to the mailroom door. These messages will be placed in the resident's mailbox. **BE CAREFUL NOT TO PLACE IN-HOUSE MAIL IN THE U.S. POSTAL SERVICE MAIL SLOT.**

23. MOTORIZED CARTS

If you are living in a residential unit and use a motorized cart for mobility reasons, a safety/training assessment for cart use is provided through the therapy department. The cart is then registered with the outpatient department. The cost, procurement, and maintenance of the vehicle is your responsibility.

The administrative policy regarding the use of motorized carts is given to you at the time of qualification. This policy explains the registration, training, and evaluation process as well as parking restrictions and proper use when the cart is operated in the Clubhouse area. If you are

observed operating a motorized cart in an unsafe manner you may be required to be re-evaluated by therapy.

24. NEWSPAPERS

Daily delivery of The Philadelphia Inquirer is arranged by calling 1-800-222-2765. Delivery of the Delaware County Daily Times is arranged by calling 610-622-8830. Other newspapers are obtained by direct contact with the newspaper concerned. It is your responsibility to cancel newspapers when you are away from the community for any period of time.

25. NO SMOKING POLICY

White Horse Village is a smoke-free campus.

26. NOTARY PUBLIC

Notary public service is provided for a nominal fee. Please schedule an appointment by calling 610-675-2054.

27. OVERNIGHT GUESTS

Overnight guests are welcome in your home at WHV. Please notify the reception desk when entertaining a guest or guests overnight. Foldaway beds are available, for a small charge, upon request at the reception desk. Note: Any overnight guest stay exceeding two weeks requires management approval. (See GUEST ACCOMMODATION, section 16)

28. PARKING

28.1 Assigned Parking Spaces

Garden apartments are assigned one parking space per apartment. The assignment is made to equalize, as much as possible, the distance between the parking space and your apartment. Villa parking is assigned only for those villas without carports. Parking is available on Manor Drive for Damascus Court residents and residents of Ascot and Belmont. Limited parking is also available for Damascus Court residents in the garden parking area. The Saratoga carriage homes and Woodlands country homes have single car garages, driveways and cutaway street parking.

Residents may make arrangements for trading or sharing spaces among themselves. Handicapped parking must be observed and utilized only by residents with a displayed handicapped placard. Handicapped parking spaces are shared spaces. Many of our residents have

handicapped placards and we ask that you be a good neighbor and defer to the resident with the greatest need. Those with carports should park both of their vehicles in the carport area.

28.2 Special Vehicles

WHV does not offer parking for oversized vehicles, i.e. boats and recreational vehicles without prior approval.

28.3 Auxiliary Parking

The Clubhouse parking lot is for the short-term parking convenience of residents, guests and visitors. Pennview Drive is a service road and may not be used by other vehicles. **PARKING OR IDLING IN THE CLUBHOUSE CIRCLE IS PROHIBITED BY ORDER OF THE FIRE MARSHALL.**

29. PETS

Pets are welcome at WHV and must be leashed when on the grounds. WHV has ample areas for walking pets, but owners must be considerate and clean up after them. Pet owners are required to cooperate with state and local regulations for pet ownership and with community policies and procedures for pet ownership. Any damage that occurs to a unit as a result of a pet is the responsibility of the owner, who will be required to pay for any repairs. WHV administration reserves the right to ask for the removal of any pet that causes damage to the unit including, but not limited to, strong odor, staining and/or destruction of property. Pets who become aggressive or who represent a threat to the safety and well-being of other residents, staff or visitors may be asked to be removed from the community.

Important: For security reasons WHV cannot be responsible for letting individuals into your dwelling for care for your pet. Pet owners are asked provide the name and contact numbers of the person to be notified in event of an emergency situation. Please ensure that the emergency pet caretaker has a key and directions for caring for your pet in your absence. Please notify administration prior to bringing a new pet on campus, as well as upon the death or removal of a pet.

Pets should be leashed and under control at all times. For the safety of our residents, visitors and team members, pets are not allowed in the Wellness Center, nor are they permitted in any of the dining venues, the library, art room, the Stall, woodshop, Gift Corral, offices, outpatient department or any other area where they may be a nuisance or a

potential threat. WHV has a dog park that is available for pets to exercise and play. Please use this area to allow your pet sufficient exercise opportunities and remember to clean up after your pet.

Note: Exception will be made for trained service dogs in compliance with the Americans with Disabilities Act.

30. RESIDENTS ASSOCIATION

An active Residents Association, which includes all residents of WHV, meets formally on a quarterly basis. The Residents Council, comprised of twelve residents elected by residents, meets on a monthly basis to consider matters of interest to the community. Established committees encourage resident involvement in the quality of life at WHV and advise management on matters that affect our community. A copy of the Residents Association by-laws and minutes of all Residents Association meetings are on file in the library.

31. RESIDENT SUPPORT SERVICES PROGRAM (RSSP)

The Resident Support Services Program provides a wide variety of private duty companion services to our community. These services range from light housekeeping, laundry and ironing, to assistance with showering, dressing and light meal preparation. RSSP team members can escort you to medical appointments and provide transportation services for errands and shopping. Pet and plant care is available as well. RSSP affiliates with Home Instead Senior Care allowing WHV to offer anywhere from one (1) hour of service to 24-hour assistance. A full list of fees and services is available in the program brochure.

To arrange for services, please call the RSSP program coordinator at 610-675-2008, Monday through Friday from 7:30 am to 4:00 pm. The program coordinator is available to provide an in-home assessment and develop an individualized service plan. The director of resident services can answer additional questions about the program.

If you are interested in hiring private duty companions or home health aides who are not WHV employees, please receive prior approval from the resident services department. The director of resident services can provide information on the eligibility requirements for private duty personnel to work on the WHV campus.

32. RIGHT OF ENTRY

In the event of a mechanical problem or an emergency situation, WHV team members may enter your home at any time (Don't worry, we will knock first!). If you are not home, we will leave a note to inform you of the entry and the service performed. When your home needs maintenance service, you will have the opportunity to give WHV permission for entry or indicate that you wish to be at home when routine services are performed.

33. SOLICITATIONS

WHV does not permit unauthorized solicitations of residents. If you receive a questionable solicitation by telephone, mail, or in person, please contact the director of resident services. This applies to all solicitations whether for charitable organizations, political activities, or other seemingly worthwhile purposes. All residents should remain alert to the potential for scams and other illicit communications.

34. STORAGE SPACE

Storage space is provided as part of the unit for carriage homes, villas and some garden apartments. Cage-type storage is provided in the basements of Ascot and Belmont for residents of those buildings ONLY. Please provide your own lock for your storage area. If you choose to allow someone else to use your storage space, a tag must be attached to the locker to identify the user and the marketing department must be informed. However, trading of lockers is strongly discouraged since doing so complicates reassignment of lockers if the current user relocates. Please do not leave items outside of the storage lockers.

35. SWIMMING POOL AND SPA in the Wellness Center

A swimming pool and spa are located in the Wellness Center adjacent to the Clubhouse and are available for the residents of WHV, guests, team members and others having an official relationship with WHV. We thank you in advance for following the rules, regulations and schedule for the use of the pool and spa. WHV supplies the towels and we ask that you shower before entering the pool. The swimming pool and spa maintain a "buddy system." A variety of certified instructor led classes are offered. Please contact the Wellness Center at 610-558-5004 for more information.

36. TELEPHONE DIRECTORY

Resident and team member telephone directories are distributed via e-mail and upon resident request. Directories are prepared for the

exclusive use of WHV and residents. Use by other individuals or organizations is not permitted. We ask that you do not share the directory with any other person, group or organization. The Residents Association produces an annual phonebook, which includes residential living, healthcare and team member phone numbers. The Computer Group provides periodic updates to email, telephone and locator lists.

37. TELEPHONE REPAIR

White Horse Village is responsible for the telephone wiring within the buildings. In the event of a problem with the telephone, please do not call the telephone company. During the day, report any telephone problem to the property and facilities office at 610-558-5007; at night, notify the front desk at 610-558-5000. A representative of WHV will attempt to identify and correct the problem and, if necessary, call the telephone company. While not required, you are encouraged to have cell phones and to keep these phones on and charged at all times. Please inform management of your cell phone number for emergency use.

38. THE STALL

Recycled treasures donated by residents, team members and interested friends, are sold at The Stall once a week on Thursday (9:00 am to 1:00 pm) and during special events (e.g. Octofair). The Stall closes during the summer months. The shop is operated by resident volunteers and all proceeds are for the benefit of the WHV community. For further information about The Stall please contact The Stall directly at 610-675-2005. A list of The Stall representatives is posted in the Welcome Center.

39. VACATIONS

Please notify the front desk at the Clubhouse if you are going away overnight. For an absence of three (3) days or more, please complete a vacation form at the front desk. For security purposes, please be sure to inform the front desk if anyone will be staying in and/or entering your home during your absence.

If you wish to have mail forwarded while away, you may do so in one of two ways:

- (1) Provide the mailroom with a temporary forwarding address. For a small fee, we will make address labels. You may also choose to provide us with pre-made address labels. We will forward your first class mail daily. There is a weekly handling charge for this service.

- (2) Ask for your mail to be forwarded in bulk, in the sequence that you choose (semi-weekly, weekly, etc.) This entails a postage charge and the weekly handling charge.**

If you prefer, we can hold your mail in the mailroom until your return. (See MAIL SERVICE, section 22)

40. VEHICLE REGISTRATION

All vehicles are registered with the properties and facilities office. You are asked to complete a registration form indicating the make, model, color, and tag number of your vehicle(s). Properties and facilities will issue you a parking sticker, which you should place on the passenger side of the rear bumper. (See PARKING, section 27.1) Please remember to register any changes with properties and facilities. If you are no longer driving and/or no longer have a car on campus, please inform the director of resident services.

41. VILLAGE WELCOMERS

Village Welcomers are residents who visit new residents to welcome them to the community. They deliver flowers, other welcoming gifts, provide tours and offer other helpful information. They are prepared to answer questions or to refer questions to the appropriate team member.

42. VOLUNTEER OPPORTUNITIES AND PROGRAMS

There are many opportunities to volunteer at WHV. There are also over forty committees, some advisory to management, which function actively to enhance community life. A handbook in the library lists all committees with their function, purpose, chairperson(s) and membership. If you are interested in a particular committee, please contact the committee chairperson.

43. WALKWAYS AND HALLWAYS

WHV maintains policies and procedures regarding garden walkways, apartment building hallways and common space. Please do not place anything in these areas that may interfere with another resident's ability to access and/or pass through a walkway or hallway. In addition, no nails, mounting apparatus or any physical alterations are to be made or applied to any common space.

44. WELLNESS CENTER

44.1 Wellness Center

For your fitness needs and overall wellbeing, a dynamic and comprehensive Wellness Center is located in the Clubhouse. For your health and safety, the Wellness Center maintains guidelines for participation in wellness activities. Please see a Wellness Center representative for a packet and sign-up instructions. Hours of operation and special schedules are posted in the Wellness Center and are subject to change. Telephone: 610-558-5004.

44.2 Exercise Programs

Various exercise programs are available throughout the week and you may choose which program best suits your needs. Changes or additions to these programs occur occasionally, so check the monthly wellness calendar or see wellness team members.

44.3 Massage services

Massage services are available, for a fee, in the Wellness Center. Services are provided by a certified massage therapist and are subject to availability. For more information and to schedule an appointment call the Wellness Center at 610-558-5004.

44.4 Personal Training

Personal training is available, for a fee, to provide a one-on-one wellness experience. Personal trainers guide and support clients in attaining results based on your needs and goals. For more information and to schedule an appointment call the Wellness Center at 610-558-5004

45. WiFi

Wireless internet access is available in the Clubhouse and Healthcare Center. Please contact the front desk or a member of the resident services team members for password information.

46. WOODSHOP

The Woodshop is fully equipped, mostly with tools donated by residents. Located in two rooms on the ground floor of Belmont Building, the Woodshop promotes fellowship and provides recreational and constructive activities for its members. Resident members offer services to the community and individually to residents. Proceeds from the sale of items supports community life. Medical clearance is required prior to becoming a woodshop member and upon any significant

change in a member's health status. Please contact the current chair of the Woodshop for more information.

EXHIBIT I
HOLIDAY SCHEDULE OF SERVICE & TIMES

<u>HOLIDAY</u>	<u>SERVICE</u>	<u>TIME</u>	
		<u>Grille</u>	<u>Dining Room</u>
New Year's Day	Brunch Buffet	11:30 – 2:00	11:30 – 2:00
Valentines Day	Normal	4:30 – 6:30	4:30 – 7:00
St. Patrick's Day	Normal	4:30 – 6:30	4:30 – 7:00
Easter	Normal	11:30 – 2:00	11:30 – 2:00
Mother's Day	Normal	11:30 – 2:00	11:30 – 2:00
Memorial Day	Buffet	11:30 – 2:00	11:30 – 2:00
4 th of July	Buffet	11:30 – 2:00	11:30 – 2:00
Anniversary (Aug. 8)	Formal	4:30 – 6:00	4:45 – 7:00
Labor Day	Buffet	11:30 – 2:00	11:30 – 2:00
Thanksgiving	Normal	11:30 – 2:00	11:30 – 2:00
Holiday Party	Buffet	11:30 – 2:00	11:30 – 2:00
Christmas Eve	Normal	11:30 – 2:00	11:30 – 2:00
Christmas Day	Normal	11:30 – 2:00	11:30 – 2:00
New Year's Eve	Formal	4:30 – 6:30	4:30 – 7:00

KEY:

Normal: Paddock Grille, Dressage & Meadows open

Buffet: Paddock Grille and Meadows open

Formal: Paddock Grille, Dressage & Meadows open

HOURS SUBJECT TO CHANGE

EXHIBIT II
RECYCLING IN EDMONT TOWNSHIP

The recycling ordinance of Edgmont Township mandates that the following items be recycled:

- clear glass – empty bottles, jars, food or beverage containers
- green and brown glass – empty bottles, jars, food or beverage containers
- aluminum containers
- bi-metal containers – empty food or beverage containers consisting of ferrous and aluminum parts
- newsprint – including magazines and periodicals

White Horse Village's recycler accepts the following recyclables:

Plastics

Glass bottles and jars – clear, brown, green and blue

Metal cans – empty food or beverage containers consisting of ferrous and aluminum parts

Paper – newspaper, computer paper, office paper and corrugated cardboard, telephone books, glossy inserts, paper bags, magazines, etc.

Do Not Recycle: ceramics, anti-freeze/motor oil containers, styrofoam

HOW TO PREPARE ITEMS TO BE RECYCLED:

- GLASS/PLASTIC/METAL CANS: RINSE AND REMOVE LIDS AND RINGS BEFORE PUTTING INTO RECYCLING BIN. IT IS NOT NECESSARY TO REMOVE PAPER LABELS FROM ITEMS.
- PAPER MAY BE CO-MINGLED WITH PLASTICS/GLASS

CALL WHV HOUSEKEEPING DEPARTMENT (610-558-5005) FOR:

- REPLACEMENT OF RECYCLING BINS
- DISPOSAL OF:
 - PAINT AND SOLVENTS, METALS, FLUORESCENT TUBES
 - TELEVISIONS, VCRs OR OTHER BULKY ITEMS (charges apply)
 - UNUSED MEDICATIONS – Bring to outpatient department

IMPORTANT

ALL ITEMS LISTED ABOVE MUST BE DISPOSED OF IN A PROPER MANNER. MEDICATIONS MUST NOT CONTAMINATE THE WATER SUPPLY.

NOTES