

Goodwill Retirement Village Resident Handbook

Goodwill Retirement Community welcomes you as a resident. We want to help you adjust to your new home and wish to make your life here as pleasant as possible! The following information tells you a little bit about life in the Retirement Village. If you have questions that are not answered in this booklet, please ask the Retirement Village Manager and refer to the related agreement or policy. This Handbook is an informational guide only and does not supercede any contract agreement or policy.

GENERAL INFORMATION

You may have some questions about your new home. Here are answers to some questions residents often ask.

What is the Retirement Village? Goodwill Retirement Village is a modern community nestled in the countryside of Maryland's westernmost county. It has been designed specifically to assure the independent lifestyles you so eagerly anticipate once you've retired.

Who owns the Retirement Village? Goodwill Retirement Village is owned and operated by Goodwill Mennonite Home, Inc. and is a non-profit organization.

Who do I call if I have a problem or questions? Please call Cortney Mitchell, the Retirement Village Manager, at 301-895-5194 extension 230. If you need maintenance services during normal business hours, Monday-Friday 8-4, please call (301) 895-5194 ext. 219 and leave a message. This voicemail is checked hourly. If you need maintenance services after hours, for an **emergency**, please call Gary Bunnell, Director of Environmental Services at (301) 697-6862.

Who can come to live at the Retirement Village? The Village was designed as a housing development consisting of independent living cottages, assisted living apartments and comprehensive nursing care units. It is intended for retired individuals aged 55 and older who desire to live independently for as long as possible, and have access to medical and nursing services.

What is the layout of the cottages? Each cottage contains a living room, dining room, full size kitchen, bathroom, garage, and an optional emergency call system. One

and two bedroom cottages are available. Storage space is available in the attic above the garage as well as in the rear of the garage.

What appliances are included with the cottage? Each cottage comes with a refrigerator, stove, dishwasher, garbage disposal, microwave, garage door opener, washer, and dryer. The maintenance on these appliances is covered under the monthly charge.

If I put a deposit down on a cottage and then decide not to move in, will I lose all my deposit? If you decide not to move before you occupy the cottage, you will receive a full refund except for the non-refundable Processing Fee and any special additional costs as provided for in the Residence and Care Agreement.

When do I have to move out? You have the privilege of occupying the cottage for as long as you are able to maintain independent living subject to the provisions of the Residence and Care Agreement.

Do I own the cottage? No. Goodwill retains ownership to the property.

Can I change the structure of the building? No structural alterations, additions or other changes may be made to any part of the cottage, either inside or outside without prior written approval on the contractor used and on work being done from the CEO or designee of Goodwill Retirement Community.

Can I plant flowers and decorate around my cottage? Yes, you may plant flowers in the mulched area around your cottage provided the following:

- You may not remove or expose roots of permanent shrubs.
- Plantings and other items must be kept 12 inches away from the edge of the grass to allow for proper mowing.
- Invasive plant species are prohibited. For a complete listing, please visit: <https://mda.maryland.gov/plants-pests/Documents/Invasive-Plant-List-March-2020.pdf>.
- Residents wishing to add plants to the mulch bed will be financially and physically responsible for regular upkeep and maintenance of those areas in the mulch beds to which plants have been added. Regular upkeep and maintenance includes trimming and weeding those areas to which plants have been added or making arrangements for a third party to maintain them.
- If at any time the resident is not able to keep up with the maintenance of those areas (as determined by Goodwill), then notice will be given to the resident of the failure with a two-week grace period to remedy the failure. If

at the end of the two weeks the failure is not remedied to Goodwill's satisfaction, then Goodwill will restore the landscaping back to its original look at the expense of the resident. Goodwill will resume the annual upkeep at its expense and the resident will no longer be permitted to plant in the mulched area around their cottage.

- Should any additional planting be deemed unsuitable or excessive by Goodwill, Goodwill reserves the right to require removal.
- Goodwill will be responsible for the areas in the mulch beds to which no additional plants have been added.
- No excavating is permitted.
- Any other planting requires prior approval from the CEO or designee of Goodwill Retirement Community.
- Lastly, you provide signed agreement to the above, utilizing the acknowledgement form.

Items such as lawn furniture, bird houses and lawn ornaments, not to exceed four feet tall, are allowed and must be kept on the porch or in the mulch line. Moderate decorating is encouraged. Should anything be deemed unsuitable or excessive, Goodwill reserves the right to require removal.

What are my monthly responsibilities? You will need to pay electricity, gas, telephone, cable, and the monthly maintenance charge. If you desire any additional services that are available in the Village, you must also pay for those services.

What does the monthly charge cover? The monthly maintenance charge covers lawn care, snow removal, refuse removal, landscaping, sewer, water, real estate taxes, insurance on the structure, as well as routine maintenance and repairs. Interior pest control, such as ants, and exterior pest control to the structure, such as bees, are included. Any further pest control can be done at the choice and expense of the resident but subject to the approval of Goodwill.

Does the monthly charge cover shoveling the snow off the sidewalk in front of the cottage? No. Your monthly charge covers shoveling off the snow in front of the garage and the sidewalk into the front door.

How will I know when my trash will be picked up? The trash is picked up on Fridays. The trash bags should be at the end of your driveway in a tied trash bag by 8 AM.

How often does the monthly charge go up? The monthly charge is reviewed and adjusted from time to time. You will receive a 45-day advance written notice of any change.

Do I need to carry any insurance? Goodwill recommends you carry insurance on your furniture, furnishings, household goods and other personal property located in your cottage. Insurance on your possessions is your responsibility and is at your expense. Goodwill does not maintain insurance on your property.

Who else will have a key to my home? Goodwill retains a key to each cottage. This key will be used to enter the home to make necessary inspections or repairs of the premises. Please notify us when you will be away from the cottage for an extended period so we can check on the building for you.

Do you show my home to other people? At times Goodwill may ask your permission to show your home to prospective residents. We will always try to give you sufficient notice to prepare for any permitted showing.

Will I need to sign a new agreement to be admitted to the assisted living or the nursing home? Each level of care requires that a separate agreement be signed.

Will I receive nursing care from the staff of Goodwill Mennonite Home or Assisted Living at Goodwill while I live in the cottage? Goodwill does not provide nursing care services in the cottages. If you experience an emergency you may call 911.

May I smoke in my home? We maintain a smoke free environment. There are no areas in Goodwill Mennonite Home or Assisted Living at Goodwill that are designated as smoking areas.

May I have a pet in the Village? You may have a dog, cat, bird or fish. A pet deposit is required. Please refer to the Pet Policy for additional information

May I get married after I move in to the cottage? Yes. The Residence and Care Agreement outlines the details of such an event.

May I have overnight guests? You may have overnight guests. To maintain the security of the Village, guests staying overnight must be registered. Guests staying for more than one week shall require the prior permission of Goodwill.

How is our mail delivered to the Village? Each cottage has a mailbox at the entrance to the Village. You will be given a key to your mailbox when moving to the Village.

May I use a motorized cart in the Village? Motorized Carts are permitted when they are approved and used in accordance with Motorized Carts Policy.

Are yard sales or auctions permitted in the Village? No. This is out of respect for your neighbors and to respect your privacy as a resident in the Village. No signage, political or otherwise, is permitted with the exception of the lamp post signs.

Is there newspaper delivery in the Village? Yes. Please contact the publisher to make the arrangements for delivery.

Cable TV: Television cable service is available through Comcast Cable. Their number is 1-800-comcast. Comcast will bill you directly for the installation charge and for all monthly fees.

Telephone: Telephone jacks are provided in each cottage. Telephone service is available through Comcast.

Gas service: Columbia Gas provides Gas service. The gas account is set up as a rental property. Please call 1-888-460-4332 and let them know you are leasing from Goodwill Retirement Village.

Electric service: Potomac Edison provides electric service. The electrical account is set up as a rental property. Please call 1-800-686-0011 and let them know you are leasing from Goodwill Retirement Village.

How much does a cottage cost? Total cost of a two-bedroom home is \$140,000 and the total cost of a one-bedroom home is \$125,000. Included in the total cost of the lifetime lease for a cottage is an interest-free loan to Goodwill. The amount of an interest-free loan varies with the age of the youngest applicant at the time of admission. *Surcharge may be made if the age of the youngest applicant is less than 63.

What arrangements can I make now to prepare for the transition into either Assisted Living or the Nursing Home from the Retirement Village? Several things can be completed prior to needing Assisted Living or the Nursing Home; such as, having a power of attorney and advanced directive documents prepared and given to Goodwill, filling out an application for Assisted Living and/or the Nursing Home, keeping the Retirement Village Manager and the Social Service Director in the Nursing Home current on your medical and social history, and filling out an emergency date and good preference form provided by Goodwill.

Is there a waiting list for Assisted Living or the Nursing Home? There can be a waiting list for both at times. It is best to put yourself on a non-active waiting list for both the Assisted Living and Nursing Home to be prepared for the future. Filling out an application is all that is required to be placed on the waiting list. There is no application fee associated with either the Assisted Living or Nursing Home. A non-active waiting list is a list that lets Goodwill know that you are preparing for the next step, but are not currently ready for that next step. An active list is a list that you can transition to by call The Retirement Village Manager or Social Service Director to secure your place on the waiting list for the next available bed. Please note that a resident must be both financially and medically qualified to be considered for admission to Goodwill Assisted Living and/or Goodwill Nursing Home. For example, the equipment necessary to provide care for Goodwill residents is rated for a specific weight limit. It may be necessary for Goodwill to deny admission if it is determined that they can not safely care for the resident. All financial and medical information will be reviewed first to be considered for admittance.